

SOLUTION SNAPSHOT:

- **Industry:** Publishing
- **Challenge:** To update slow and costly older VAN technology

BENEFITS:

- Reduced annual VAN costs by 60%
- More reliable and faster connection
- Improved warehouse efficiency
- Excellent user interface for reporting and tracking messages
- Easy to get new business partners onto the network

“Switching to the new network was very easy. Our customers were unaffected by the change. At one stage during the set-up process [GXS] also offered assistance to our IT team on an internal network issue. We were very pleased with the overall outcome of the project and the fact that we are now benefiting from substantial cost savings.”

— NEIL HARRIS
E-COMMERCE SUPPORT ANALYST

Oxford University Press

About Oxford University Press

Oxford University Press (OUP) is one of the largest publishers in the UK and the largest university press in the world. The business currently publishes more than 6,000 new books a year covering a variety of different languages across virtually the whole range of academic disciplines. OUP has a presence in over fifty countries and employs some 6,000 people worldwide.

In the UK, OUP’s customers include all the major retailers from Waterstones and WHSmiths to Borders and Amazon, as well wholesalers like Bertram Books and Gardners Books.

The Business Challenge

OUP has been using EDI for many years, exchanging approximately 365,000 data messages each year with its business partners including inbound orders, order acknowledgments, invoices, credit notes and delivery notes. Sixty percent of OUP’s UK orders are processed via EDI. To ensure that OUP’s warehouse operations run efficiently and customers receive orders promptly, the business relies heavily on robust EDI software and a reliable communications network.

After deciding to upgrade their GXS TrustedLink software, OUP’s IT team also took the opportunity to reappraise the one weak link in their business’s EDI setup—the communications into one of their EDI networks. They were using a slow dial-up modem connection. Unfortunately, this had never been particularly stable and the slow connection often dropped while sending large batches of messages, increasing the frustration at OUP.

OUP’s SAP back office system is programmed to gather orders and generate delivery paperwork before 5:00 am each day. A missed deadline can seriously disrupt the working day for warehouse staff. A failed network communication required bringing in out-of-hours support staff to reset the modem and reset the session. The whole system was old-fashioned, time-consuming and costly to administer.

The Solution

OUP was already using the GXS TrustedLink® Enterprise EDI software so it made sense for them to consider an EDI value-added network (VAN) from the same vendor. GXS offered integrated products and a single support contact across the whole EDI system.

When OUP also factored in the substantially lower running costs compared to their old network, GXS presented an excellent solution for improving reliability, reducing costs

and introducing a much more modern, user-friendly interface with excellent reporting and transaction tracking facilities. The GXS web portal provides a simple interface for improving workflow with automatic error alerts ensuring critical business documents can be managed in real time.

GXS also offered OUP the support they required to make the switch as smooth as possible. After obtaining a list of business partners and the different networks used by the supply chain, GXS managed this process to arrange the switch for a specific date and time.

The Results and Benefits

By deciding to update their communications network to Inoivisworks OUP has improved the speed, reliability and efficiency of its EDI set up while dramatically reducing costs.

- Switching to GXS has cut OUP's VAN costs by approximately 60%. With its fast IP connection, OUP is benefiting from a modern EDI network that was built to meet future customer needs. GXS operates a dual data system so if one system goes down customers are seamlessly hot swapped to the failover system without the need to reconfigure their connection settings or enter new login details.
- With a more reliable IP connection, OUP has been able to reduce the money they were spending on out-of-hours support. This has increased the efficiency of workflow in the warehouse with people no longer required to work overtime to catch up.
- OUP is benefiting from GXS excellent customer interface. Specific messages are easy to track through the mailbox by searching for business data such as purchase order or invoice numbers. The system gives each transaction a time stamped identity so it is possible to give customers precise information on when a message was delivered.
- With GXS it is very easy to get new business partners up and running. Through the online administration portal users can simply select the business partner with whom they wish to exchange data.

OUP exchanges approximately 365,000 data messages each year with its business partners including inbound orders, order acknowledgments, invoices, credit notes and delivery notes.

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About GXS

GXS is a leading B2B integration services provider and operates the world's largest integration cloud, GXS Trading Grid®. Our software and services help more than 550,000 businesses, including 22 of the top 25 supply chains, extend their partner networks, automate receiving processes, manage electronic payments, and improve supply chain visibility. GXS Managed Services, our unique approach to improving B2B integration operations, combines GXS Trading Grid® with our process orchestration services and global team to manage a company's multi-enterprise processes. Based in Gaithersburg, Maryland, GXS has direct operations in 20 countries, employing more than 2,800 professionals. To learn more, see <http://www.gxs.com>, read our blog at <http://www.gxsblogs.com> and follow us on Twitter at <http://twitter.com/gxs>. You can also access our public filings with the Securities and Exchange Commission at <http://www.sec.gov/edgar.shtml>.