CONTAX

by CONTAX ARCUS

IEWC

GLOBAL WIRE DISTRIBUTOR CHOOSES ARCUS TO STREAMLINE SAP EDI PROCESSING

INDUSTRY:

Wire & Cable / Industrial Distribution

DESCRIPTION:

IEWC is a global distributor and solutions provider for wire, cable, and wire management products, serving manufacturers and sub-assemblers in diverse markets like automotive, aerospace, and telecommunications.

THE CHALLENGE

Original EDI solution was slow and costly, creating bottlenecks in trading partner onboarding and support, with IEWC's internal team and consultants often acting as the middleman and taking on much of the heavy lifting.

THE SOLUTION

IEWC partnered with CONTAX and transitioned to the Arcus EDI Managed Service Solution to streamline operations.

THE RESULTS

With faster, more responsive service, a knowledgeable support team, and a predictable, reduced cost, IEWC now runs more efficiently and can focus their resources on core business priorities.

THE BACKDROP: A GROWING NEED FOR CHANGE

As IEWC's business expanded, so did their reliance on EDI to serve their customers and streamline their vendor processes. However, their existing EDI solution was no longer meeting the demands of the business. Any changes—whether to add a new partner, adjust a map, or troubleshoot a document—required significant back-and-forth communication leading to delays and higher costs.

Instead of empowering automation, the EDI platform had become a bottleneck. Internally, IEWC's IT team along with their consultants were constantly translating technical details and coordinating between their EDI solution and other business units.

"We were spending too much time waiting on requested changes," said Andrea Bachofen, Senior Integration Engineer. "In a fast-growing company, that kind of delay slows down innovation and responsiveness. We needed a solution that could keep pace with our growth—and help us deliver faster."

The Challenge

The limitations of the legacy provider were felt across the organization:

- Slow response times to support tickets
- High costs for basic changes and map updates
- Lack of SAP knowledge from the provider
- Significant internal effort required to bridge the gap between systems

All of these challenges added up to lost time and frustration. For a business that prides itself on delivering quality and speed to its customers, something had to change.

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The Decision To Switch

IEWC began evaluating alternatives and quickly focused on CONTAX and their Arcus EDI Managed Service. CONTAX had already supported IEWC on SAP projects and EDI analysis, so there was a trusted relationship in place. “When we learned CONTAX could support both our SAP and EDI needs, everything aligned,” said Bachofen. They already had knowledge of our environment and the technical expertise to take ownership. We weren’t just getting a service—we were gaining a true extension of our team.”

The Implementation

One of the biggest concerns with switching EDI providers is the risk and effort involved. IEWC had numerous trading partners and legacy maps, and not all of them were well documented. But with CONTAX, the migration was handled with care, clarity, and speed.

“There were many moving parts to coordinate, but the Arcus team made it manageable,” said Bachofen. “They asked the right questions, had a comprehensive plan, and collaborated as well as worked independently to keep things on track.”

The CONTAX team took responsibility for the full transition, including:

- Recreating and validating all trading partner maps
- Migrating connectivity components, including VAN, SFTP and AS2 connections
- Coordinating UAT with business users
- Setting up clear processes for ongoing support and change management

The Results

The benefits of moving to Arcus were felt almost immediately:

- 30-40% faster resolution time on EDI issues
- Significant cost savings
- Freeing up internal IT and consulting resources for higher-value initiatives
- Improved trading partner satisfaction thanks to smoother onboarding

“CONTAX delivers on what they promise.” Bachofen said. “They’re knowledgeable, communicate clearly, and follow through. That level of reliability is hard to find in a service provider.”

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Andrea Bachofen,
Sr. Integration Engineer

Looking Ahead

With Arcus, IEWC now has a scalable, responsive EDI solution that will grow with their business. New trading partners can be onboarded with confidence, and internal teams no longer waste time on technical translation or coordination.

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Key Takeaways

- Trusted partner: CONTAX already understood IEWC's SAP landscape, making the transition seamless
- Reduced internal effort: CONTAX's Arcus team manages the end-to-end process
- Lower cost: All-in pricing model with fewer surprise fees
- Better service: Responsive, friendly, and technically sharp support team
- Future-ready: Scalable solution to support ongoing business growth

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