CONTAX

by CONTAX ARCUS

MID-SIZED SPORTING GOODS COMPANY CHOOSES ARCUS EDI MANAGED SERVICE

INDUSTRY:
Consumer Packaged Goods

DESCRIPTION:
A midsized sporting goods company in the US Mid-West with a focus on helping with injury prevention and recovery. With an attention to their triple bottom line, they have been successfully helping athletes for over 60 years.

THE CHALLENGE
The time it took to work with their current EDI service provider made it difficult to onboard new customers and keep up with support. They needed a change to keep up with their continued growth.

THE SOLUTION
They chose Arcus, EDI Managed Service Solution to replace their current provider.

THE RESULTS
Saving 25-30 hours a week, they are able to focus that time back into their business knowing CONTAX is handling all of their EDI needs.

The Challenge

With no one on staff to dedicate time to resolving issues, and implementing new trading partners, they were struggling to keep up with the increasing number of EDI customers coming on-board. The time it took to work with their existing partner on mapping changes and implementations – not just the duration that it took, but the amount of time that our client had to spend understanding the field level details was making it prohibitive.

They needed a partner to take on more capabilities allowing them to focus on their own business and not be so heavy in the weeds in EDI. "It was difficult for us to do the combination of understanding the IDOCs and convert them to a mapping guide for our vendor. We were looking for a partner to take on more capabilities to allow us to focus on our own business practices and not be so heavy in the weeds in EDI ," said the VP of IT and Process Improvement. "New customer onboarding were taking significantly longer than we would want."

The Solution

"Choosing CONTAX and the Arcus managed service solution was an easy decision." Said the VP of IT, "CONTAX is a trusted partner that we have worked with for many years. We knew that their solution and team, we would be successful." With CONTAX's deep understanding of the SAP and EDI space, it was an easy decision for them to make. The cost was a big selling point a well "the all in cost per document was easy and predictable".

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Said the VP of IT, "The implementation was the part that scared me the most, we had a lot of customers on EDI and a lot of maps with very little documentation about what they did." With an accelerated timeline due to nearing the end of their existing contract, the CONTAX team worked efficiently to get the project live in a short time frame.

Needing very little input the team was able to set up all of the maps and connections and involve the customer once it got to user acceptance testing. "The entire implementation and support team is outstanding. They are easy to work with and responsive, very down to earth, they know what they need, ask for it appropriately, follow-up when necessary. They are a wonderful group of people to work with"

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- VP of IT and Process Improvement

The Results

With CONTAX and the Arcus managed service, our customer is saving 25-30 man hours per week. Their involvement is minimal, focusing more on providing guidance related to specific business requirements, and connecting CONTAX with the customers for all changes and on-boarding. When reflecting on the project, the VP of IT said "It doesn't have to be so scary; you can switch providers easily with a great partner like CONTAX."

The Arcus support team handles all of the mapping and on-boarding for new customers, changes and day-to-day support. "They are working directly with our CSRs to resolve issues, we don't have to manage them, they are taking the initiative with process improvements and staying on top of open items. Everyone from CONTAX is very polite and to the point, and tells us what we need clearly and succinctly."

With CONTAX taking care of all of their EDI needs, they are confident they can now keep up with on-boarding new customers and any changing EDI requirements. Their time will be freed up to focus back into the business.

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