



New EDI System Capable But Complex Skilled Assistance Helped Avoid a Nightmare Situation for Suppliers

CLIENT

A global manufacturer of construction and mining equipment, diesel and natural gas engines, industrial gas turbines and diesel-electric locomotives in a solid leadership position worldwide.

CHALLENGE

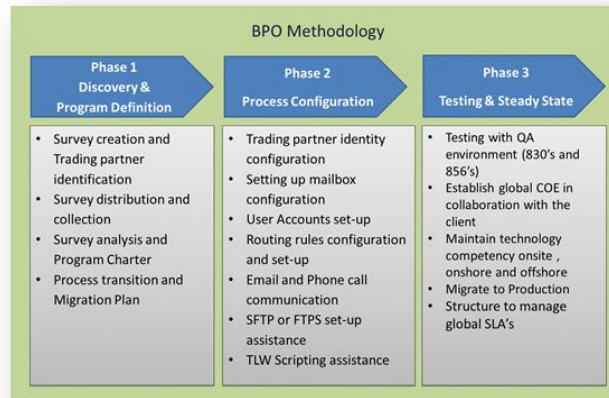
The client was planning a migration from their outdated EDI solution to IBM's Sterling Integrator (SI), a new-generation EDI platform. As part of this transition, the client also had to migrate the existing suppliers and onboard new suppliers into the new SI system.

SOLUTION

Netra worked closely with the client's global EDI program management team and trading partner business team to formulate an iterative, phased methodology for the migration initiative on a global scale. Our onsite and offshore teams integrated seamlessly with client teams across IT and business operations groups.

"We were excited about the new capabilities of SI, but our suppliers would have had a very tough time with it without the EDI support center and the fallout would not have been pretty."

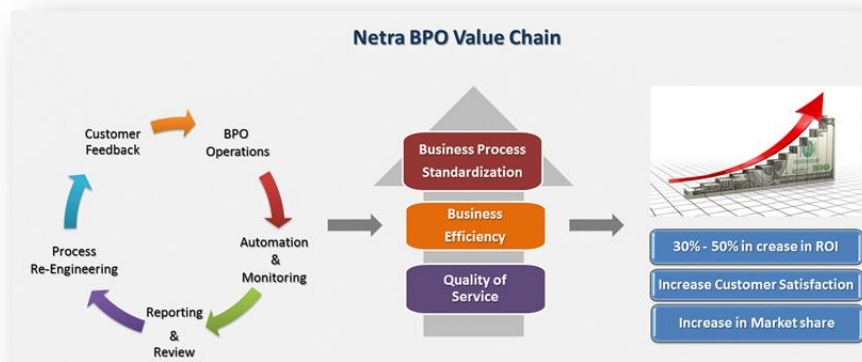
EDI Manager



RESULTS

A streamlined, scalable, and integrated team as an extension to the client's internal resources in a cost-effective global delivery model. Netra successfully helped the client:

- Achieve trading partner migration goals
- Adopt the process across the enterprise
- Establish a common framework for onboarding trading partners



TECHNOLOGY

Sterling Integrator, Collaboration tools

VALUE PROPOSITION

- Proven business process outsourcing methodologies, processes, and framework
- Adaptive processes to changing customer and trading partner needs
- High rate of ROI and cost savings
- Low cost onsite and offshore engagement model
- High level of transparency to all stakeholders throughout the engagement process
- Early identification and correction of any possible problems