Enabling effortless B2B communications
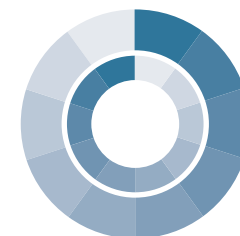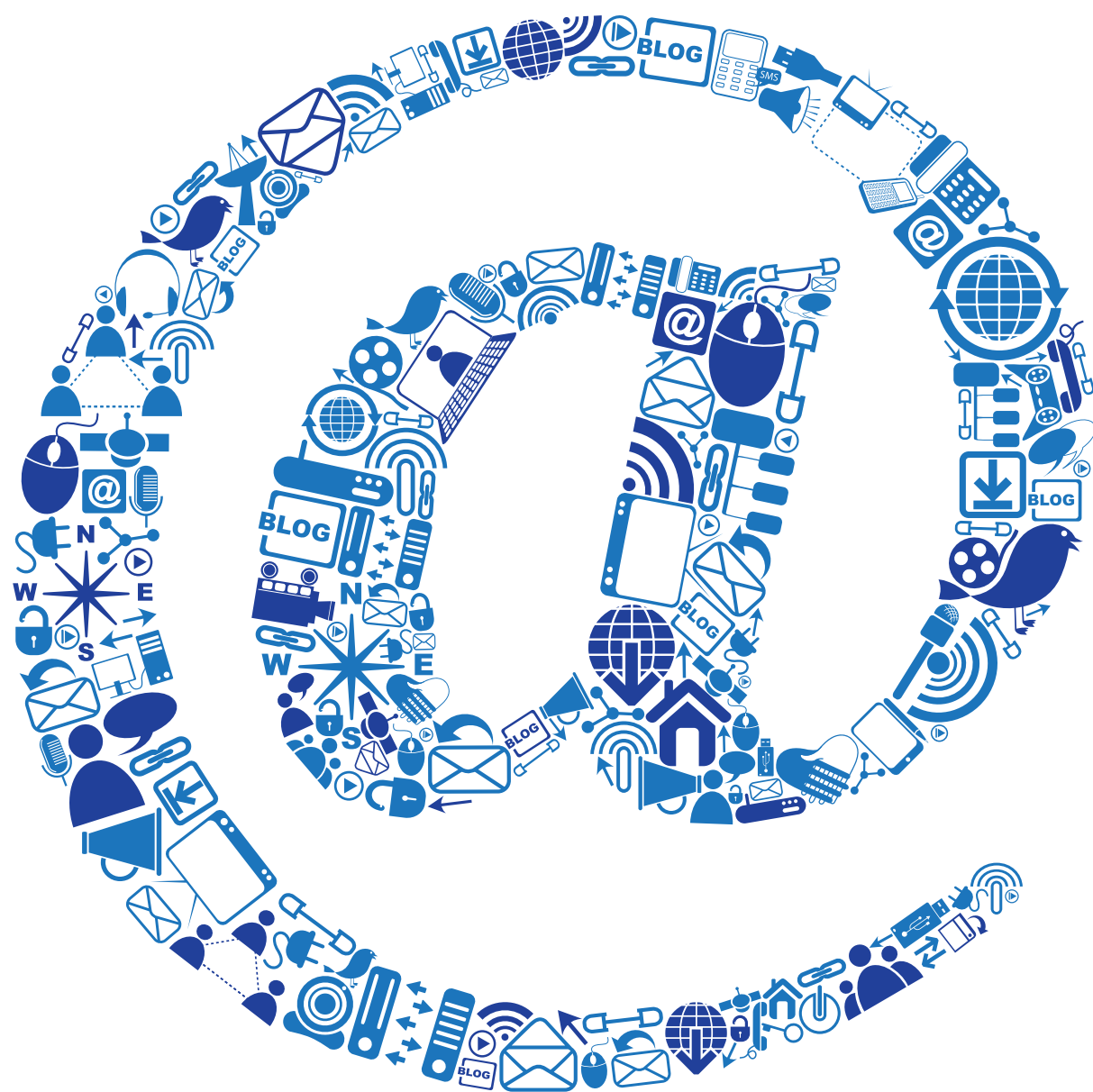
WESUPPLY.COM

wesupply™

EDI and e-invoicing are not new concepts. The ability to exchange messages directly between trading partners has been available for many years, however, it has often relied on scarce internal resources or expensive external consultancy to implement and maintain.

Trading electronically can prove to be a very expensive operation when taking into consideration depreciation, EDI VAN charges, people and the cost of lost business when orders cannot be received from a key customer due to a problem with the system.

However, things have moved on.

wesupply™

> We can take on new customers quickly and easily with reliable and professional support from the Wesupply team. Wesupply reacts swiftly to our requests, enabling us to be a lot more agile within the business environment.

Richard Evans
Head of IT & Customer Contact,
Bristan Group Ltd.

Fully Managed Outsourced EDI

Founded in 1999, Wesupply is a market-leading electronic trading company that enables global supply chains to exchange data efficiently and effectively.

Wesupply understands the positive impact that secure, accurate, cost effective electronic trading has on performance.

Wesupply is not just a technology vendor – our real value offering is the service that we provide to our clients on a day-to-day basis by proactively monitoring and resolving issues, in many cases without having to involve our clients.

Wesupply provides a fully managed, outsourced EDI service that connects trading partners, regardless of their location, technology preferences or level of IT sophistication. Organisations can exchange data in numerous formats and are free from the complexities presented by the varied protocols used by different businesses.

Our applications and network infrastructure, hosted in two tier 3+ IBM datacentres, provide a world class operating platform; however, it is the service provided by our Managed Service team that really does differentiate Wesupply from our competitors and allows our clients to concentrate on their core business.

- **500+ Customers:** Leading Retail, Building, Wholesale, CPG and Manufacturing companies have entrusted Wesupply with their EDI requirements.

- **5000+ Companies on the Wesupply network:** We have built up considerable communities of clients and trading partners, who are seamlessly connected on the Wesupply platform.

- **Proven Service Reliability:** Over 15 years' experience building a hosted, global solution, which is 100% focused on doing one thing – keeping our clients and their trading partners connected with over 99.9% system availability.

- **GS1 Industry Partner:** GS1 offers impartial advice and consultancy on how you can use standards to save money whilst improving processes and service. As a GS1 Industry Partner Wesupply possesses a high level of knowledge and understanding of GS1 UK's eCom – EDI standards.

EDI & Electronic Trading

EDI transforms the way companies communicate with each other, eliminating the need for time consuming, error prone, manual and often paper based processes, involving fax and telephone.

EDI leverages all the connectivity advantages of the Web to provide a platform for buyers and suppliers of all sizes to link-up.

Structured EDI not only improves internal efficiencies for matching and tracking transactions but can also provide such benefits as increased speed and accuracy of information exchange, improved customer service, lower inventory holdings and reduced costs – to name but a few. All are achieved by having clear and instant visibility of all transactional activities between trading partners.

On-premise – Outsourced – Fully Managed EDI

Traditional on-premise EDI solutions can be notoriously difficult, expensive and time-consuming for in-house IT staff to manage, even though they will have no doubt contributed to improving efficiency and reducing costs in the past. Since being implemented they will typically have been modified to fit a specific set of requirements. Everything is fine when things run smoothly but how is change managed? Is the knowledge of how things were modified in the past readily available? Is there clear visibility of issues as they arise and is there more to managing EDI messages than one would first imagine? Such issues have led to an increasing number of companies outsourcing EDI.

Would it be beneficial to be able to easily monitor for bottlenecks and failures through a single web portal view? Receive alerts for important issues so action can be taken before an issue becomes a problem? Have the ability to track messages when an investigation is required? Be confident that there is no single point of failure in the infrastructure and that disaster recovery can be invoked with a simple switch? All of these benefits are available if you outsource your EDI; however, there will still be a significant internal management burden.

Would it be useful to have a team of specialists who fully understand the nuances of your specific network and look after the day to day running and change management on your behalf? A team pro-actively monitoring for message validation errors and subsequently resolving the issues, in many cases without having to involve you? Have the implementation process managed for you, including the configuration and optimisation of software, followed by the on-boarding of all your trading partners. OneTime™, Wesupply's managed service offers this and more, giving you peace of mind knowing that there is a dedicated support team available to assist you and your trading partners should issues arise.

Of course, fully managed services also present a cost saving opportunity - you can throw away existing software, cut out an EDI VAN bill and re-deploy staff to more profitable tasks.

> " Wesupply have made it easy for us to trade electronically with our customers. They take care of all the transactions and seamlessly on-board new customers without tying up internal resources, allowing my team to re-focus on their core role. "

Chris Mallabone
IT Applications Manager, Wavin
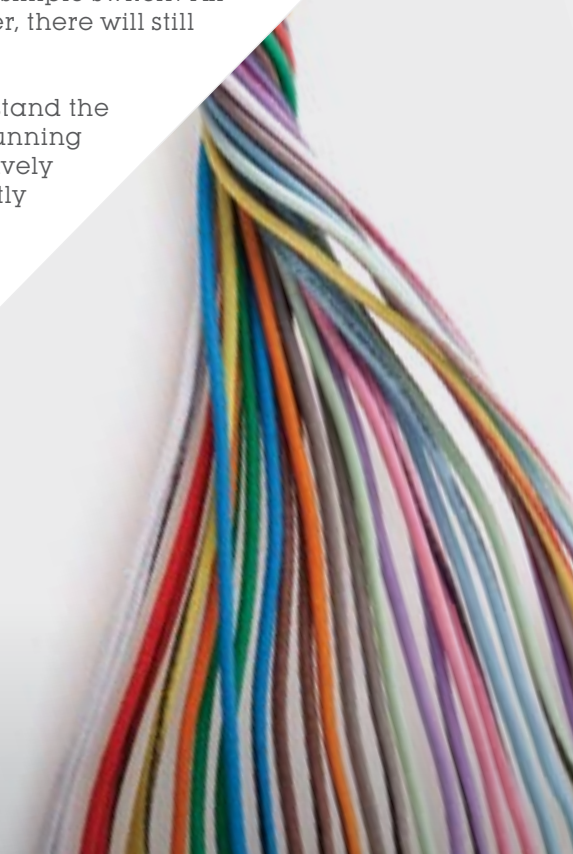
> Since moving to Wesupply's EDI managed service we have benefited from a single EDI platform for all divisions within the group, which has hugely reduced the amount of in-house IT resource required to support EDI on a day to day basis.

Jason King
Senior Systems Analyst,
Fresca Group.

Wesupply's EDI Managed Service

Wesupply helps businesses transform EDI from a potentially expensive but unavoidable overhead into a business opportunity by providing the necessary experience, skills and infrastructure, to allow companies to concentrate on their core competences.

As a fully managed service, those outsourcing to Wesupply are free from the burden and risks associated with technical issues, maintenance costs and the need to keep abreast of advancing technology. Wesupply's managed service is for companies who want to improve profitability by challenging the cost, complexity and limitations of trading with customers and suppliers using traditional methods. Through a fixed annual fee, with no hidden or variable costs, we have consistently helped companies secure tangible operational cost savings and improved customer service.

The Wesupply network now extends to over 5,000 businesses with 500+ direct clients who trade every day with their business partners across the globe, sharing many types of business documents all of which are monitored and supported by the Wesupply Managed Service team. These businesses, such as Sainsbury's, Screwfix and Wavin chose Wesupply because they wanted to free up internal resources and didn't want to have to spend time resolving issues.

OUTSOURCED INFRASTRUCTURE

- IBM e-business hosting – dual tier 3+ IBM data centre's
- Exceeds ISO27002 standards
- Service availability of over 99.9% uptime
- Real-time data replication
- Robust disaster recovery capability

IMPLEMENTATION & TRADING PARTNER ON-BOARDING

- Trading partner communication, management and "go live" coordination
- Trading partner training and testing
- On-going project communication and reporting

CONTINUOUS TRANSACTION MONITORING

- Dedicated UK based team of consultants
- Fast problem resolution and continuity of service
- Pro-active monitoring for message validation failures and errors
- In many cases issues resolved without involving clients
- Ensures compliance is enforced and transactions flow without errors

APPLICATION

- Secure, robust and 'future-proof' electronic trading network
- Scalable EDI solutions from a web browser to deep EDI integration
- Automated message transformation, translation and validation
- Real-time visibility – automated analysis and alerts
- Business Activity Monitoring – KPI reports, dashboards, monitors and alerts

SERVICE DESK

- Dedicated UK based support team
- Defined support processes – from problem capture through to resolution
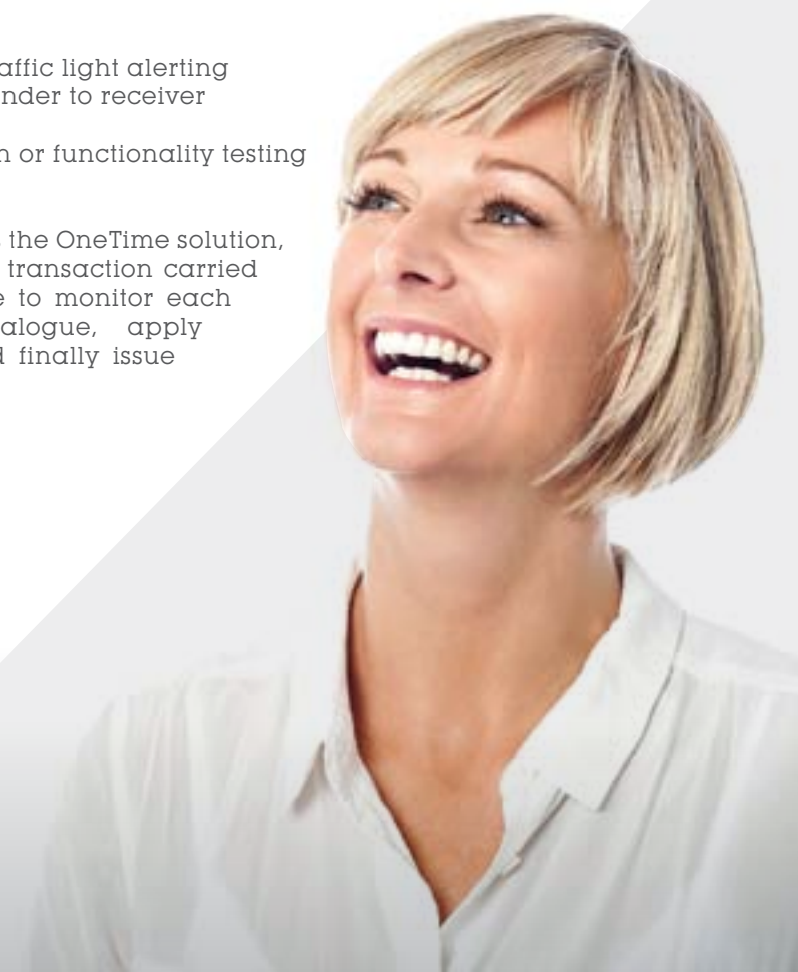- 24 x 7 support plans available

onetime™

The OneTime concept is driven from the fact that, unlike some other traditional EDI solutions, you connect just once to the Wesupply network, using your preferred communication method – we do the rest.

This approach to EDI reduces complexity and lowers the cost to your business of having to maintain multiple connections. OneTime acts as an insular layer to help protect and leverage your existing IT investments, whether a customer or supplier facing EDI solution is required.

OneTime clients benefit from a dedicated Wesupply hub:

- Any number and type of users and trading partners - customers, suppliers, company divisions and 3PLs

- All major connectivity types supported:
    - AS2, HTTP(S), SFTP, FTP, VAN, XCOM
    - Web-EDI

- Message transformation and translation simplifies the exchange of information with your customers and suppliers:
    - Convert messages from any format to any other format
    - Translate product codes, units of measure and other supplier or customer codes

- B2B collaborative database for storage, validation and information analysis

- Full audit tracking and monitoring:
    - Pro-active and re-active monitoring
    - Unique Network Explorer view with traffic light alerting
    - End-to-end message tracking from sender to receiver

- Test hub provided for new configuration or functionality testing

The intelligent B2B technology that underpins the OneTime solution, opens and understands the content of each transaction carried through the network. This enables OneTime to monitor each transaction, understand the trading dialogue, apply intelligence to the information carried, and finally issue alerts when required.

"Wesupply understands the value of our data and necessary cross referencing of information, whilst providing us with expert support to quickly and effectively onboard new customers to the system.

Emma Hannam
Commercial Manager,
Garador

"

The solution has provided Supply Chain visibility, which has helped us in increasing service performance from our supplier base, using business reports such as delivery and OTIF performance.

"

Tariq Ali
Supplier Development Manager,
Graham Group

Customers & Trading Partners

With over 15 years' experience of assisting customers with their electronic trading and extended supply chain requirements, Wesupply have built up considerable communities of customers and trading partners, who are seamlessly connected through our EDI service.

Wesupply's clients span diverse markets, including Retail, CPG, Wholesale, Building and Manufacturing; however, we specialize in situations where the timing, accuracy and volume of trade is critical. Wesupply's clients include leading companies such as Berry Gardens, Bob Martin, Booths, Buildbase, City Electrical Factors, Fresca, Graham, Hobbycraft, Hozelock, Jewson, Kavli, Newage, Princes, Produce World, Sainsbury's, Screwfix and Vaillant.

The Wesupply community continues to grow with increasing numbers of companies recognising the benefits of outsourcing EDI to a fully managed service provider. New customers are moving to the Wesupply network on a daily basis and existing customers are extending their EDI capabilities to additional trading partners, as they continue to recognise the benefits of trading electronically through the Wesupply network.

Wesupply has connections into all the main players across all industries, for example, Acco, Asda, British Gas, B&Q, Cadbury, Homebase, John Lewis, Kimberly-Clark, Kohler Mira, Morrisons, Tesco, Travis Perkins and Whitbread.

E-invoicing

Wesupply's e-invoicing service replaces paper invoices with electronic equivalents, removing the need for you to key invoices, improving accuracy and reducing processing time and costs.

How does it work?

Your suppliers send electronic invoices to the Wesupply service where they are validated and converted to a format that can easily be imported in to your accounts payable application.

A web portal provides suppliers with information regarding the status of their invoices, helping to reduce the number of invoice queries your teams receive. The same portal provides invoice creation facilities for suppliers who do not have the capability to provide electronic invoices, allowing you to include all suppliers in your e-invoicing initiative.

Benefits of E-invoicing with Wesupply

- Wesupply's e-invoicing service removes the need for you to key invoices in to your accounts payable application, improving accuracy and reducing the time and costs associated with invoice processing.

- Invoices are optionally validated against the purchase order, shipment, and receipt, helping to improve invoice match rates and reduce the time required to clear invoices for payment. Suppliers are automatically notified of invoice validation failures.

- Comprehensive web portal enquiries give your suppliers the information they need when they need it, helping to reduce the number of invoice queries your teams receive.

- Electronic invoicing legislative and tax requirements are supported for 40+ countries.

Why Wesupply?

- A hosted managed service means no hardware or software in your environment.

- A wide range of invoice formats are supported, including XML, CSV, EDI, and application-specific formats as used by Sage, SAP, Navision and many others.

- You get a transparent, fixed annual fee so you can accurately forecast your e-invoicing costs.

- We manage the entire implementation process, using proven methodology, taking risk out of the implementation and supplier on-boarding process.

What's included

- Supplier on-boarding and training.

- 24×7 help desk for you and your suppliers, with a team of experts that monitor the delivery and processing of your messages and manage any issues.

- Invoice storage and archiving to meet the requirements of the relevant tax authorities.

- Interfaces to BACS payment services.

Wesupply's managed service enables companies to easily expand upon e-invoicing and transfer other documents electronically, such as purchase orders, remittance advices, credit and debit notes.
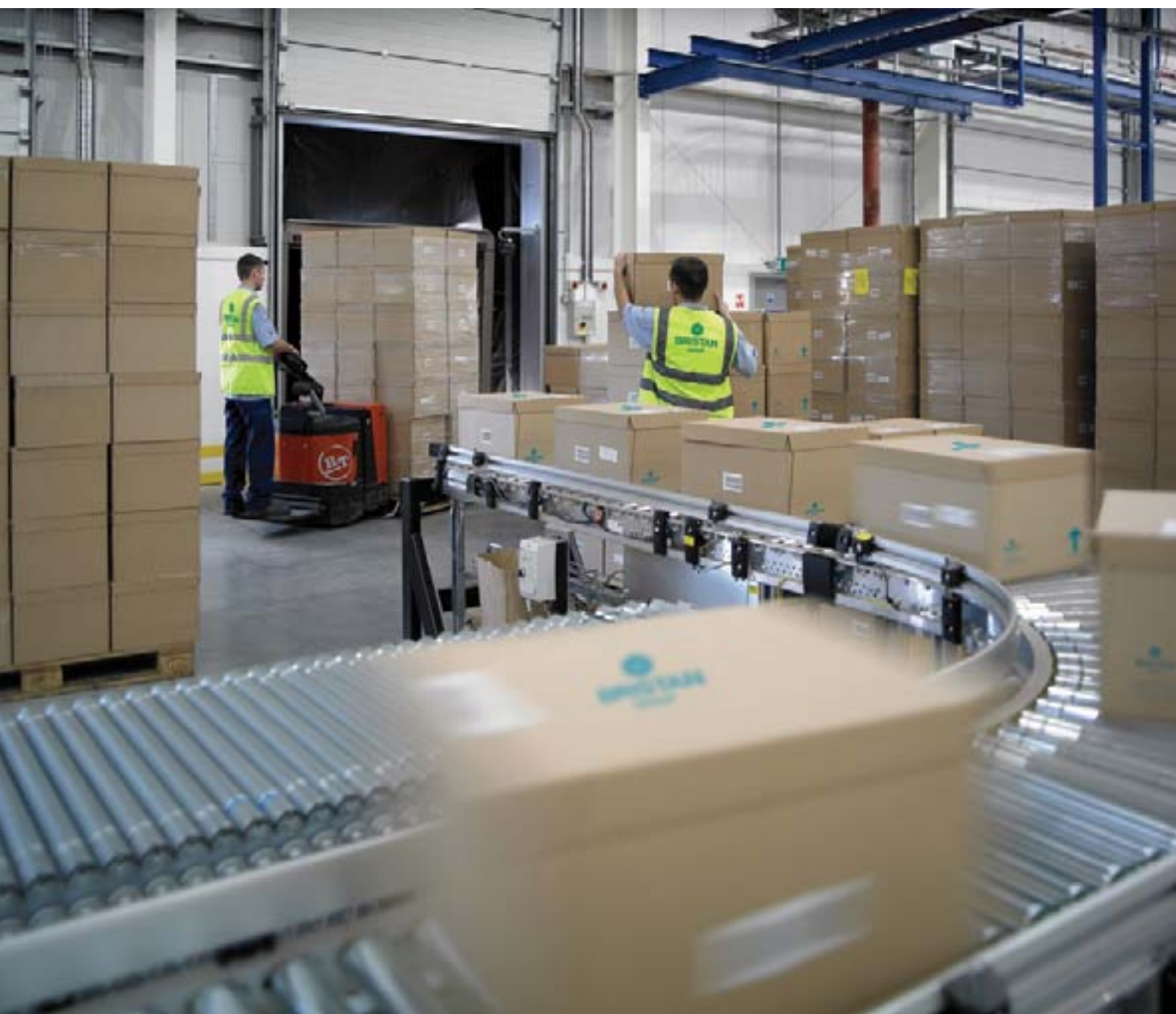
BRISTAN

Order visibility delivers improved customer service

Bristan Group Ltd. is one of the largest bathroom supply companies in the UK. Bristan Group Ltd. is part of Masco Corporation, one of the world's largest manufacturers of brand-name consumer products for the home improvement and new home construction markets.

Background and Challenges

With a growing number of key trading partners, Bristan Group Ltd. was struggling with a highly manual process for receiving orders. The time-consuming process involved dealing with a mountain of paperwork and thousands of incoming fax orders, resulting in slow order processing and a large number of errors.

For each new customer wishing to trade electronically with Bristan Group Ltd., a great deal of time and resources were required within its internal IT team to facilitate these transactions, which was impacting negatively the business' core activities.

Furthermore, the lack of visibility of supply chain information across its customer base was resulting in poor communication with its customers due to slow service and inaccuracies of information. Consequently, Bristan Group Ltd. looked for a solution which would allow it to communicate more effectively with its customers, improve visibility of supply chain information, reduce errors, and speed the process of adding new customers and responding to changing customer requirements.

The Solution

Bristan Group Ltd. was looking for an outsourced solution which could offer the flexibility and scalability to bring on board customers using a phased approach, and would offer a standardised method for trading with all customers.

"Wesupply's innovative B2B solution provides Bristan Group Ltd. with a rapid and effective connection to its supply chain network to deliver a low risk, easy to join and mature outsourced solution, allowing quick deployment of a more efficient and effective electronic trading process across their customer base," explained Jerry Quinn, Manufacturing Industry Director at Wesupply.

"It was easy to connect to Wesupply and required virtually no resource investment from us." explained Mr Evans, Bristan Group Ltd.

Over a twelve month period, Bristan Group Ltd. has rolled-out Wesupply's solution to all of its major customers, and is now exchanging invoices, purchase orders, acknowledgements, advanced shipment notifications and proof of deliveries easily and efficiently.

In addition, Bristan Group Ltd. deals with huge amounts of paperwork and thousands of faxes, causing throughput on the fax gateway to be extremely high. Wesupply also provides Bristan Group Ltd. with a 'fax-to-email connector' which allows it to trade electronically with many of its smaller customers who do not have EDI capabilities. This service is proving to be a great success and has had a significant impact on reducing administration costs.

Intelligent Benefits

Bristan Group Ltd. is realising many business benefits as a result of gaining increased control and visibility across its supply chain.

- Significantly reduced administration costs
- Time to resolve invoice and order queries reduced
- 95% reduction in order admin errors
- Improved customer service across entire customer base
- Rapid on-boarding of new customers

Berry Gardens, Vitacress™, Produce World and others switch to Wesupply's fully managed EDI service as demands of electronic trading grow.

The UK's leading fresh produce companies are turning to OneTime™, Wesupply's fully managed EDI service, to help them meet UK food retailers' and supermarkets' growing electronic trading stipulations.

Berry Gardens, Vitacress and Produce World amongst others have switched from complex and expensive on premise EDI systems to OneTime. Hundreds of daily orders and stringent information requirements mandated by supermarkets have led to a rethink amongst soft fruit co ops and salad growers on how they manage and transfer critical order information.

Large supermarkets and food retailers require fresh produce suppliers to provide guaranteed and accurate data about orders, invoices and shipments. The cost and complexity of using traditional on-premise EDI systems to handle these growing data requirements make electronic trading unnecessarily expensive and difficult for many suppliers.

As a fully managed service, those outsourcing to Wesupply™ are free from the burden and risks associated with technical issues, maintenance costs and the need to keep abreast of advancing technology. OneTime enables suppliers and their customers to share a common view of the full purchase order to invoice lifecycle. Through increased visibility it helps to improve product availability, invoice matching rates and reduce excess inventory to improve supply chain performance and flexibility.

Berry Gardens, a soft fruit supply cooperative of circa 60 UK growers supplying major supermarkets, has just made the switch to Wesupply. The company needed to improve management of supermarkets' requirements for Advanced Shipping Notices (ASNs) giving detailed information about shipment timings and the contents of hundreds of pallets each day. Wesupply replaced Berry Gardens' old EDI system which was expensive and not able to cope with the changes that its customers demanded.

When EDI fails, orders, shipments and payments get delayed and at worst rejected impacting supplier profitability and cash flow. In pursuit of greater financial control and efficiency large supermarkets require their suppliers to provide more accurate and timely information about the processing of orders, which unless managed effectively can increase suppliers' costs.

Leading European washed and ready to eat salad company Vitacress Group has consolidated electronic trading onto the OneTime platform, providing a common and intelligent interface between the group's customers and different ERP systems.

Produce World had outgrown its existing EDI capabilities and wished to consolidate electronic trading across most of the companies within the group – Produce World Solanum Ltd, Produce World IFP Ltd, Produce World RBO Ltd, Produce World Rustler Ltd and Produce World Marshalls Ltd. By moving all electronic trading to the Wesupply platform it has reduced overheads for local support and achieved a lower total cost of ownership.

"Fresh produce is one of the fastest moving and most demanding food supply environments and suppliers are under constant pressure to ensure their product is processed, supplied and paid for within hours," said Jerry Quinn, Sales Director at Wesupply. "While EDI is not a new requirement for these businesses it is evolving rapidly with increasing pressure to provide additional information to customers, making it increasingly business critical."

Quinn continued, "Fresh produce providers can gain real advantage by removing their EDI headaches and passing them to Wesupply, who offer a more sophisticated and superior infrastructure, application and service than many clients could provide themselves. With Wesupply trade is simplified and the pain and complexities of EDI are removed".

> EDI is critical to Berry Gardens' success and the ramifications of information not being provided to or received from customers with speed and accuracy would be threatening to our business.
>
> By using Wesupply's platform which is built to the highest industry standards we know that transactions are always on time, secure and compliant. We have also saved money on the cost of managing orders and transactions.

James Judge
Head of IT, Berry Gardens

MAKING **B2B** EASIER

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