

CLIENT X

LARGE SCALE IT SOLUTIONS

EDI Data Integration

Client X EDI Data Integration Case Study

The Organization

Client X

Large Scale IT Solutions

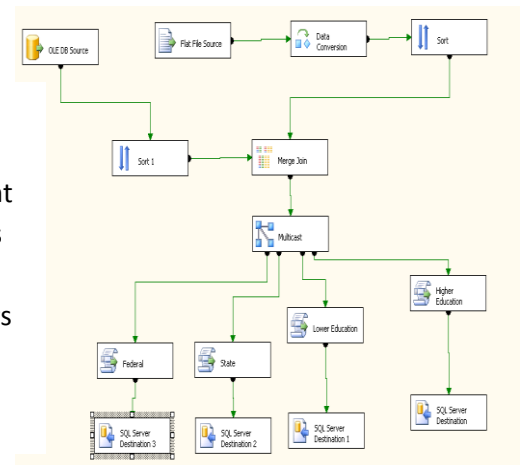
United States

About

Client X is an IT equipment provider who has strong working relationships with over 50,000 key accounts in the large scale IT program and systems integration markets. Client X is well equipped with the resources, know-how, and experience needed to make the search for solutions easier.

OVERVIEW

Client X has multiple data feeds from its various distributors which import into its database on a nightly basis. Recently, Client X wanted to take advantage of those feeds and implement an EDI/ETL system that would allow it to electronically place orders and check the status of orders placed with its primary distributors.



CHALLENGE

- Existing data import was a poorly written DTS package that did not import any new rows of data into the database, requiring Client X staff to manually enter parts into their CRM on a daily basis.
- Over 12,000 rows of data in the database contained old or invalid part numbers which could not be used in the EDI process.
- The data feeds contain over 1 million rows of data in various file formats.
- An interface to two distributors using two different technologies was needed in order to place orders and obtain order status from their existing custom CRM.

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SOLUTION

- Implemented an SSIS Integration Services package to replace the unreliable DTS package.
- Using Integration Services, performed a one-time cleansing of the database to fix the 12,000 rows with invalid data.
- Created two separate interfaces which constructed and parsed the XML from the two different distributors. Then created a common interface to handle the messaging between the two interfaces.
- Designed a windows service which automated the status updates for both distributors. The service polls both distributors every 5 minutes for status updates and then writes the data back to the CRM.

RESULTS

- Client X is able to submit over 95% of all orders electronically for its primary two distributors.
- Management now has an increased visibility into the status of shipments sent to all customers.
- Increased data integrity in the database is achieved since the need for manual entry of parts has been almost totally eliminated.
- Ability to easily track packages is ensured since the package tracking number is now provided by the EDI process from the distributors.

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