

CASE STUDY

UniLink Smart Maps drive efficiencies for The Ewie Group and their customers

SITUATION

Ewie Group of Companies (EGC) had been on a decades-long mission to maximize the automation of business processes. When EDI integration with ERP systems first became possible, Ewie saw great potential, but also had to contend with shortcomings. For instance, transactions involving automatic sourcing always required human intervention to complete. Being unable to automate all the steps from order placement to drop shipment—especially when 90% of your inventory is drop shipped—represented a significant limitation. These orders required extra handling that pulled employees away from other tasks and led to slower, more error-prone processing.

SOLUTIONS

Ewie shifted the transaction processing over to UniLink EDI for a simple yet powerful solution. While building the connections to each trading partner's system, UniLink embedded Ewie's ERP customizations directly into the Smart Maps.

The data is the same, but now UniLink sends it in Business Object Document (BOD) format, which is how Infor exchanges information. This compatibility with the Infor environment opens up many opportunities for Ewie to build valuable new functionality for customers.

RESULTS

By lifting the programming burden, UniLink allows Ewie to focus on the more important aspects of their business and the tight working relationship between UniLink and Infor gives them the confidence that everything will work as expected.

Comparing the cost of hard-coded business rules versus rules embedded in UniLink Smart Maps, and factoring in the low cost per transaction UniLink offers, the decision to move away from in-house processing will result in substantial savings for Ewie.

AT A GLANCE

Challenges

- Programming workarounds and ERP extensions took countless hours
- This solution was not cost effective or scalable.
- Customer service became less than ideal

Benefits of Smart Maps

- Smart Maps contain all necessary business logic
- Processes were fully automated, including drop shipments
- Efficiency increased and errors were reduced



From an overall business perspective, working with UniLink has positioned EGC as a partner that can deliver better customer service and cutting-edge technology at a lower cost, a clear competitive advantage.

Don Green, ERP Manager
Ewie Group of Companies

