

PJH REAPS THE REWARDS BY UTILISING THE MANAGED SERVICE SOLUTION FROM TRUECOMMERCE



PJH were looking for an EDI solution that could replace their existing EDI platform, as their internal IT teams were starting to feel the strain when it came to translating different message types and onboarding new trading partners, albeit they were outsourcing their EDI to a third party provider. They were keen to find a partner to assist them with EDI and take over the management and day-to-day running of their EDI solutions.

As their contract was coming an end, PJH didn't feel that their existing provider offered everything they required and started looking for a more flexible, efficient and cost-effective solution.

Background and Challenges

PJH is a leading supplier of bathrooms, kitchens and appliances, and is part of the Globe Union group of companies who operate in seven countries, across three continents. Over the last four decades, PJH has been at the forefront of distribution to independent retailers, house builders and multi-channel retailers. They supply over 2,000 independent retailers, 16 out of the 20 larger house builders, and multi-channel retailers such as B&Q, Screwfix and Argos.

Having a flexible, efficient and integrated EDI solution, was extremely important to PJH, as was the ability to onboard new trading partners in a seamless manner. The previous solution was proving cumbersome with most of the work having to be undertaken by the internal IT teams, which was becoming a very expensive and time consuming exercise. For each new supplier PJH had to onboard, the development team would spend many hours and a great deal of resource developing, configuring, and testing routines/processes to make sure everything was working as they expected.

Following a discovery and consultation period, TrueCommerce introduced a fully managed service solution that could take away the responsibilities and workload PJH were experiencing with their existing provider. This, alongside the existing relationships TrueCommerce held with the majority of PJH's trading partners, meant that Graham Allcroft, Head of IT at PJH, immediately saw the value in the solution within his business.

After undergoing an extensive tendering process, TrueCommerce were selected due to their market leading managed service which offered the versatility needed for PJH to implement a more streamlined electronic trading process. Not only this, but TrueCommerce's solution also presented greater value for money for the business.

More Connected

With over 20 EDI Trading Partners, a mixture of both customers and suppliers, the need for a flexible and efficient EDI managed service solution was imperative to support the day-to-day operations of their business.

PJH selected TrueCommerce as their new EDI partner due to their solutions close match to their initial requirements. Graham Allcroft describes "The solution we were looking for needed to be flexible when onboarding new trading partners, and have the ability to translate multiple message types. Alongside this, TrueCommerce's relationships with our existing trading partners and their professional approach to the industry made them the ideal fit for PJH."

"Learning that to onboard a new supplier, all we had to do was fill out an ACR and TrueCommerce would do the rest, was the deciding factor for us. Our previous provider would just set up the connection and we would have to do the rest, so this was simply a breath of fresh air for us."

The transition to TrueCommerce went smoothly, following a structured approach to implementation and onboarding. PJH was also provided with a dedicated member of the onboarding team who saw the project through to completion, and was able to deal with the translation of the differing message types from both customers and suppliers.

More Supported

EDI used to be a time consuming, problematic area of the business for PJH which has now been revolutionised since moving to TrueCommerce. "The burden of EDI is now controlled and performed by TrueCommerce, giving PJH more time to spend on other areas of the business. It runs in the background with very little input needed." Graham Allcroft explains. By utilising the managed service solution, PJH reaps the rewards, allowing their IT teams to focus on more valuable projects.

The TrueCommerce solution has not only improved PJH's current trading network, but by providing a scalable solution for different sized businesses, they can now trade with their smaller customers and suppliers via EDI. Allcroft explains: "We have a number of suppliers who don't currently trade via EDI, so the web portal and e-invoicing solutions are ideal to expand our electronic trading network to our smaller partners."

Jon Hill, Sales Executive at TrueCommerce describes "The solution from TrueCommerce has been invaluable for PJH. PJH now benefit from a fully managed EDI service and no longer have to spend time and resources onboarding new suppliers resulting in a more cost effective solution. They can now easily expand their trading network, whilst improving the relationships they have with both their suppliers and customers."



TrueCommerce could provide a fully outsourced managed EDI service that removed the responsibilities and workload PJH were experiencing before with our incumbent provider.

– **Graham Allcroft**

Head of IT
PJH

TrueCommerce is the most complete way to integrate your business across the supply chain, integrating everything from EDI to inventory management, to fulfillment, to digital storefronts and marketplaces, to your business system and to whatever comes next. Thousands of companies across various industries rely on us.

TrueCommerce: Do business in every direction

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