TrueCommerce™

F.A. Davis Upgrades to the Cloud and Modernizes EDI

F. A. DAVIS

F.A. Davis is an independent, family-owned publisher of nursing and health professional education content for higher education.

About F.A. Davis

F.A. Davis is a family-owned publishing company that produces nursing and health professional content for colleges and universities. Based in Philadelphia, the organization employs roughly 150 people and supports a focused but demanding trading partner ecosystem that includes distributors, consignment dealers, and large retailers. Accuracy, timing, and compliance are critical, particularly when shipping to partners with strict ASN and fulfillment requirements.

The Objective

After years on a legacy publishing ERP supported by custom EDI processes, F.A. Davis made the decision to modernize. The company wanted to move to a cloud-based ERP that would be more stable, better supported, and easier to maintain long term. Along with that shift, the team needed an EDI solution that could integrate with Microsoft Dynamics 365 Business Central, support their existing trading partner requirements, and reduce reliance on one person managing highly customized processes.

Challenge #1

Legacy ERP caused recurring issues and limited long-term stability.

Challenge #2

Custom EDI processes created risk when key staff were unavailable.

Challenge #3

Strict ASN timing requirements created pressure and potential fines.

The Solution

F.A. Davis partnered with TrueCommerce to implement EDI integrated with Microsoft Dynamics 365 Business Central, supporting its move to the cloud while maintaining critical trading partner requirements. TrueCommerce worked with the team to support core EDI transactions, including purchase orders, invoices, acknowledgements, ASNs, and EDI 852 data, while accommodating F.A. Davis' unique distribution and consignment workflows.

Through the implementation, TrueCommerce helped enable more standardized, documented EDI processes. Scenarios such as ASNs generated by a third-party distributor and sales data received from consignment dealers were ultimately supported within the environment. The integration gave the team greater visibility and hands-on control over EDI activity, allowing changes and fixes to be managed internally rather than relying on a black-box provider. As a result, EDI became easier to manage, easier to support, and less dependent on one individual.

"If there was a problem with EDI before, it was panic. Now it's standardized. Someone can take a vacation and we can still support the business."

Lori Stevens
Manager of Business Systems Analysis and Support

"I like having an application like Foundry where we are able to set up items and customers/ trading partners. With our former EDI provider, we had to email them to set up customers on their database before EDI issues got resolved. Now we have control and direct access to resolve common EDI transactions issues."

Ferdinand Abletez
EDI Administrator

The Results

01

Standardized EDI workflows that enable cross-team support and business continuity

02

Improved visibility and internal over EDI transactions and exceptions

03

Successful cloud ERP integration supporting multiple trading partners and EDI transaction types

By moving to TrueCommerce integrated EDI with Microsoft Dynamics 365 Business Central, F.A. Davis transformed EDI from a fragile, highly customized process into a standardized, manageable operation. The organization now benefits from greater transparency, reduced risk, and the confidence that critical EDI workflows can continue uninterrupted even when key team members are away. With a scalable foundation in place, F.A. Davis is positioned to support future growth while maintaining the reliability its partners expect.

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