TrueCommerce™

Transforming EDI Operations with Seamless ERP Integration

Farmers Union Industries LLC

WHAT WE ACHIEVED ↓

End-to-End Visibility

Centralized order management eliminated stuck orders and cut resolution time.

Operational Autonomy

Users now resolve issues without IT, reducing delays and increasing agility.

Built for Growth

A scalable platform ready for Costco and future trading partners.

The Objective

Eliminate reliance on multiple disconnected EDI vendors and streamline order management processes through seamless integration with Microsoft Dynamics 365 Business Central. Improve efficiency by empowering users to manage EDI processes independently, reduce manual fixes and IT dependency, and ensure a scalable infrastructure ready for expanding partner requirements, including Costco.

The Solution

Farmers Union Industries partnered with TrueCommerce to implement a fully integrated, all-in-one EDI solution. The system included ERP integration, mapping management, and centralized support, which streamlined operations and eliminated the need for multiple vendors. TrueCommerce provided a collaborative implementation, including rigorous testing, training, and a well-coordinated go-live phase. The solution allowed users to manage and resolve issues autonomously with no technical background required. TrueCommerce turned the system live a week before Business Central, ensuring seamless adoption and business continuity.

Scalable EDI Built to Support Expansion

The TrueCommerce solution has positioned Farmers Union Industries for continued success. With built-in scalability and improved autonomy, the business is ready to onboard new partners and manage growing transaction volumes with confidence.

A Strategic Partnership for the Future

From implementation to daily operations, TrueCommerce has proven to be a reliable and responsive partner. With reduced support dependency and increased operational speed, Farmers Union can now focus more on growth, and less on technical hurdles.

"The real benefit was integrating everything into one platform. It streamlined our entire process… IT hasn't had to login once since go-live. The TrueCommerce solution is something users can manage themselves without needing a technical background."

Stephanie Cornwell
ERP Support & Development Specialist, Farmers Union Industries

The Results

Integrated Control and Simplicity

By centralizing all EDI operations into one platform, Farmers Union eliminated its dependency on three separate vendors. This reduced the complexity of managing orders and errors across multiple systems.

Faster Resolution, No IT Involvement

Previously, fixing an invoice error could take up to 20 minutes and IT support. Now, users resolve the same issue in under 5 minutes without outside help, leading to improved productivity.

Seamless Go-Live Experiencel

The TrueCommerce implementation was delivered on time and without disruption. "The go-live process was very seamless. I literally thought 'this is it?' It just worked," said Cornwell.

Eliminated Stuck Orders

Order management is now streamlined, eliminating stuck transactions that previously required an hour of IT and staff time to resolve each incident.

Improved ROI Through Efficiency

Labor savings, improved workflows, and reduced IT involvement led to substantial operational cost reductions and a higher return on investment.

Scalability for Future Growth

The TrueCommerce platform provides the agility to take on future partners, including Costco, and handle larger transaction volumes without scaling IT resources.

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