

Specialty Auto Parts Cuts EDI Costs by More Than 50% With Zero Downtime at Go-Live



Specialty Auto Parts is a Detroit-based supplier of aftermarket performance and muscle car parts from the '60s, '70s, and '80s, shipping worldwide to chain stores and warehouse distributors.

WHAT WE ACHIEVED

50%+ Cost Reduction

Cut EDI spend by more than half compared to previous provider without sacrificing capability.

Zero-Issue Go-Live

Seamless cutover with no downtime and minimal fines during transition.

Restored Partnership

Transparent pricing, responsive support, and direct access to experts.

The Objective

When Specialty Auto Parts moved from Sage 100 to Acumatica, they needed an EDI partner that could keep up. Their previous EDI solution worked well, until it didn't. After their EDI software changed hands due to an acquisition, pricing climbed year after year, support declined, and bills became harder to understand.

Then a mapping error with a key trading partner resulted in \$18,000 in fines. The vendor's response? "Sorry about that."

For Director of Operations Jeff Marshall, the issue wasn't just cost. It was confidence. He needed transparency, predictable pricing, clear ownership, and a partner who understood both EDI and ERP workflows without finger-pointing or third-party confusion.

The goal was simple: protect trading partner relationships, reduce risk, and gain control without disrupting the business.

The Solution

TrueCommerce delivered a fully integrated EDI solution for Acumatica designed for control, clarity, and continuity.

Implementation began in April and go-live followed in September. Jeff recalled, "We ended up with a cut-off go-live with zero issues. We didn't have any downtime."

Specialty Auto Parts worked directly with a TrueCommerce implementation expert who spoke their language down to X12 mapping details. That direct collaboration eliminated layers, reduced confusion, and accelerated resolution.

While the solution wasn't embedded inside Acumatica, the integration was seamless. Orders move quickly from TrueCommerce into the ERP, and automation is planned as the next phase of the project. Even during the transition, TrueCommerce enabled uploads of legacy invoices, prompting required fields and reducing errors.

Support proved equally critical. On Christmas Eve, when an issue surfaced, help was immediate. As Jeff shared, "Great customer support, great product, great price."

"It was such a positive experience with a product that really works. We're paying less for better service that is doing exactly what we need."

Jeff Marshall

Director of Operations, Specialty Auto Parts

The Results



50%+ Lower EDI Costs

TrueCommerce reduced Specialty Auto Parts' EDI investment to less than half of their previous provider's cost without reducing functionality. Transparent, predictable pricing replaced annual 10% increases and unclear billing structures. Savings now fund other initiatives for Specialty Auto Parts, including industry conferences and growth efforts.



\$18,000 Fine Avoided Moving Forward

A previous mapping error cost the company \$18,000 in retailer fines.

With TrueCommerce, mapping accuracy, direct collaboration, and responsive support significantly reduced compliance risk. Minor early test issues were resolved quickly and fines were reversed. The team now operates with confidence in their trading partner compliance.



Zero-Issue Cutover

EDI transitions are rarely simple. Even small formatting issues can disrupt operations. However, Specialty Auto Parts experienced a seamless transition with no downtime, no business disruption, and no lost orders.



Responsive, Direct Support

Under their previous provider, Specialty Auto Parts felt like "just another number." They didn't know who to contact to onboard a new trading partner or how much it would cost. With TrueCommerce, they receive direct access to knowledgeable support, clear onboarding processes, and immediate troubleshooting when needed.



Simpler Manual Processes

TrueCommerce improved flexibility during the transition by allowing legacy invoices to be uploaded and corrected within their EDI solution, prompting required fields and reducing missed data. Compared to their previous provider's manual EDI process, this reduced legwork and minimized errors during crossover transactions.

Automation on the Horizon

Specialty Auto Parts plans to automate scheduled order imports for key retailers, allowing warehouse teams to start picking earlier in the day.

Because the integration is already stable, automation can now be layered in confidently without rework or disruption.

With predictable pricing and scalable infrastructure, the company can add new trading partners without fear of surprise costs or unclear processes.

A Partner for Growth

Jeff rarely participates in case studies, but this experience was different and he shared, “I would totally be an ambassador for my experience.”

For Specialty Auto Parts, the move to TrueCommerce wasn't just about lowering cost. It was about restoring trust in their EDI partner through transparency, accountability, and expertise. When your supply chain runs quietly in the background, your team can focus on growth. That's the difference between a vendor and a partner.

“It was such a good experience, everyone seems to like it. No one's complaining about things not working. That says a lot.”

Jeff Marshall

Director of Operations, Specialty Auto Parts

TrueCommerce™

888.430.4489

www.truecommerce.com
sales@truecommerce.com

