

ACCURATE SUPPLIER KPI VISIBILITY IMPROVES ON TIME & IN FULL PERFORMANCE BY 23%



Following the successful implementation of TrueCommerce's On Demand Electronic Trading Solution, Graham is currently piloting a Proof of Delivery Transaction from its suppliers which includes the use of voice-recognition technology.

Graham is also considering extending the scope of the system, with extra sophistication across the Group's processes including Invoice Delivery & Validation & Matching, and implementation of the Supplier Management Console, which enables visibility of suppliers' KPIs.

Background and Challenges

The Graham Group is a leading plumbing, heating and sanitaryware merchant within the UK. Graham incorporates the Graham, Ashworth, Curzon, Priority Plumbing Supplies and Plumbpoint brands, it has 2000 employees and 250+ branches. Graham is part of Saint-Gobain Building Distribution UK.

In 2005, Graham identified that their supply chain was a key area of their business where electronic trading could make a significant difference to the way in which they operate.

Graham utilised a manual branch ordering process involving faxing purchase orders to suppliers, which was proving highly time-consuming and prone to errors. Historically, the only electronic trading in process was invoice transaction, therefore all other transactions were reliant on manual processes and consequently, delays.

Graham was challenged with a lack of branch visibility on the fulfilment of orders from suppliers, resulting in the need to chase progress via the telephone. Unrealistic delivery times were being set on outbound purchase orders due to the lack of accurate supplier lead time and delivery calendar information, again resulting in follow up phone calls.

The culmination of this lack of visibility and information sharing resulted in Graham having no accurate supplier delivery performance information, only the information sourced from suppliers, resulting in a dis-jointed, manual and costly process.

Graham made it a major business objective to improve the efficiency and effectiveness of their supply chain, by getting all of their suppliers to work 'smarter'. The Internet was identified as the ideal mechanism to share common real-time information with their suppliers and hence increase profitability by reducing cost and waste.

In addition, Graham was looking for a solution which offered the following:

- Capability of dealing with the diversity of size and IT functionality within the Graham supplier base
- Provide Graham with complete control of the transactional process, thus ensuring 100% 'best practice' compliance
- Be mutually beneficial to suppliers
- Be ultimately configurable; permitting data and information exchanges in a number of ways and accommodate any future change with the Graham ERP/IT systems.
- Easy and quick to implement.

Graham implemented TrueCommerce's On Demand Electronic Trading Solution, via a OneTime™ connection across the group to electronically connect its 250 branches and 130 suppliers. The solution established an electronic supply network linking remote business systems across branches and suppliers enabling the delivery of its five key transactions; Purchase Orders, Invoices, Order acknowledgements, Advance Shipment Notices and Goods Receipt Notes.

More Supported

TrueCommerce's OneTime architecture offered an immediate means of rapidly integrating delivery mechanisms, applications, message formats and mobile devices across the Graham Group and its suppliers. The solution provided a cost-effective, efficient, intelligent and embracing method of electronic message delivery between all branches and suppliers, using any common format.

TrueCommerce's unique proposition means that the solution goes beyond traditional EDI message transfer, by adding sensory value through monitoring, reacting and responding to events within the chain. The solution added intelligence to the key transactions through delivery and lead-time alerting such as lead time and delivery calendars, and acknowledgement, shipment and receipt exceptions. This enables early detection of potential problems allowing Graham time to take considered corrective action.

The single OneTime connection to the network involves limited resource from Graham. TrueCommerce adopts and connects the suppliers, trains the branches, and supports the connected suppliers and branches.

TrueCommerce's full adoption, enablement and support service ensures full delivery of potential value.

More Connected

As a result of implementing TrueCommerce's On Demand Electronic Trading solution, Graham is the only UK merchant to offer suppliers a choice of connection.

Over 230 branches are connected to TrueCommerce and 130 of its preferred suppliers. Nearly 400,000 orders and 2,000,000 order lines are processed electronically through the system, equating to 96% of total order volume, which has significantly reduced manual effort.

Branch and supplier visibility has significantly improved due to transactions taking place across the TrueCommerce network.

Monitoring and alerting is now available on key fulfilment events such as:

- Late/non acknowledgement of orders
- Supplier exceptions (price, quantity or delivery date)
- Late/non shipment of orders
- Late/non receipt of orders
- Receipt exceptions (price change, receipt date or receipt quantity)

The TrueCommerce solution enables Graham to manage its supply network and analyse supplier performance, due to accurate supplier performance visibility across Graham and its suppliers. All suppliers connected to TrueCommerce are now measured, resulting in the ability to produce supplier league tables by group and/or type, and overall supplier On Time & In Full performance has significantly improved by 23%.

KEY POINTS

- Over 250 branches and 130 of Graham's preferred suppliers are now trading electronically through TrueCommerce
- Nearly 400,000 orders and 2,000,000 order lines are processed electronically through the system, equating to 96% of total order volume, which has significantly reduced manual effort.
- The TrueCommerce solution enables Graham to manage its supply network and analyse supplier performance, due to accurate supplier performance visibility across Graham and its suppliers.
- All suppliers connected to TrueCommerce are now measured, resulting in the ability to produce supplier league tables by group and/or type.
- Supplier On Time & In Full performance has improved by 23%.

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

Call us today on 0345 643 6600 or email infouk@truecommerce.com

TrueCommerce™ | Do business in every direction

©Copyright 2020 True Commerce, Inc. All rights reserved. Reproduction in whole or in part without permission is prohibited, and information contained herein is subject to change without notice. TrueCommerce® is registered trademark of True Commerce, Inc. All other trademarks are property of their respective owners.

