TrueCommerce™

TrueCommerce & Schur International – EDI Built for Multinational Operations

About Schur International

Schur International A/S is a Danish family-owned business specialising in packaging solutions. Founded in 1846, Schur has grown into a global enterprise with operations in multiple countries.

The company offers a wide range of products, including carton and flexible packaging, packing machines, labels, and logistics solutions.

With 12 subsidiaries across five countries serving over 100 markets, Schur faces the challenge of managing complex multinational supply chains while maintaining seamless communication with customers and suppliers.

As Schur expanded internationally, its legacy systems struggled to support the growing volume and complexity of electronic communications. Coordinating accurate data exchange across subsidiaries using Microsoft Dynamics NAV, and transitioning from NAV to Dynamics 365 Finance & Operations (FO), became increasingly difficult.

> "Our challenge was to unify EDI across subsidiaries and support a major ERP migration without disrupting daily operations."
>
> **Jan Damkjær**
> Group Digitalisation Director Schur International A/S

Schur also needed client- and supplier-facing EDI solutions across these ERP environments, including integration with a third-party FO application. Ensuring business continuity during the ERP upgrade while unifying operations was critical.

Previously, Schur used three different regional EDI tools, creating data silos and inconsistencies. Manual processes in some subsidiaries led to delays, with over 10% of transactions requiring rework due to formatting or data quality issues.
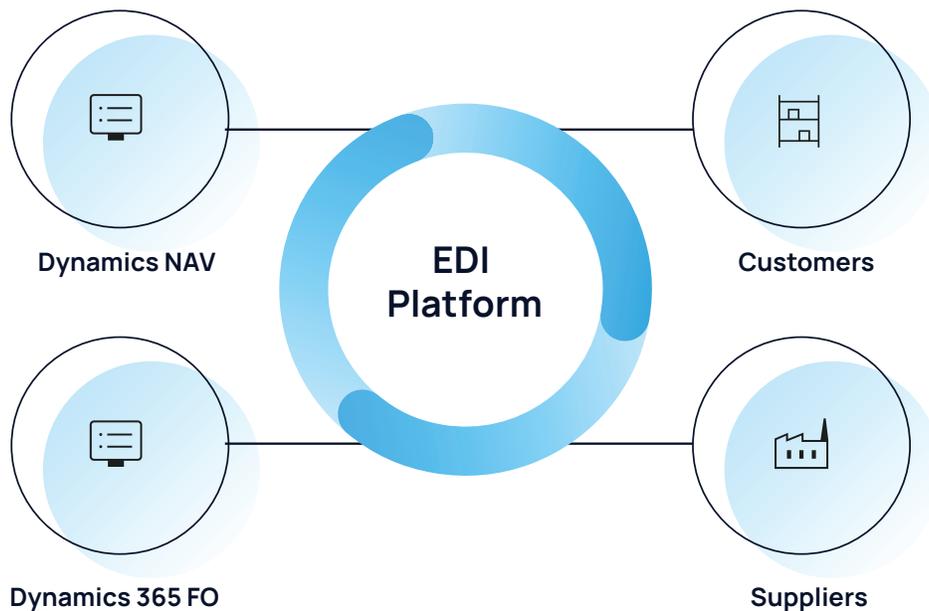
The Solution

TrueCommerce partnered with Schur to deliver a robust and scalable EDI solution tailored to multinational needs. The implementation featured TrueCommerce's Managed Service FO, integrated with a third-party FO app, enabling efficient EDI workflows across all subsidiaries.

This solution supported both Dynamics NAV and Dynamics 365 FO environments, allowing Schur to centralise communication and standardise processes across its client and supplier network. Now connected to over 100 global partners through a single EDI platform, Schur has streamlined crossborder coordination and unified data exchange.

Columbus acted as Schur's VAR (value-added reseller) for the ERP implementation. A phased rollout enabled regional onboarding, limiting disruption while ensuring stakeholder buy-in and data readiness. The TrueCommerce dashboard now provides centralised control of EDI flows, improving exception handling and visibility across regions.

> "TrueCommerce's expertise ensured our EDI ran smoothly during a complex transition."
>
> **Jan Damkjær**
> Group Digitalisation Director Schur International A/S

Dynamics NAV

Dynamics 365 FO

EDI Platform

Customers

Suppliers

The Results

Schur successfully migrated from NAV to Dynamics 365 FO with uninterrupted EDI flows, centralising EDI management across 12 subsidiaries in five countries. Their invoice and order solution now offers:

25%
Faster Order Processing

Improved visibility and control over communications cut order processing time by 25%, boosting on-time delivery KPIs and customer satisfaction.

100%
EDI Compliance Across All Units

Seamless NAV and FO integration standardised data exchange and eliminated manual errors across operations in five countries.

6.5%
Fewer Order Errors

Automated order processing eliminated a 6.5% error rate in manual handling, saving an average of 17 minutes per order and reducing cost.

85%
Invoices Delivered First Try

Digital invoicing ensured over 85% of invoices reached clients on the first attempt — cutting 13 minutes of follow-up time per invoice and improving cash flow.

Looking Ahead

Schur plans to continue leveraging TrueCommerce's solutions to drive innovation in its packaging supply chain and strengthen its global partner network.

With a flexible and reliable platform in place, Schur is well-positioned to adapt and expand in a fast-evolving market.

"Our partnership with TrueCommerce gives us confidence to keep expanding and adapting in a dynamic market."

Jan Damkjær, Group Digitalisation Director, Schur International A/S

"One of the key strengths of the TrueCommerce platform was its ability to support multiple ERP systems across different subsidiaries and countries. This flexibility was essential during transition."

Jesper Greve
Key Account Manager
TrueCommerce

Unique TrueCommerce Benefits

EDI Managed Service supporting full end-toend integration across customers, suppliers, and multiple ERPs.

Seamless support for ERP upgrades across NAV and FO environments

Unified client- and supplier-facing processes across diverse systems

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