

EDI PROVIDER EVALUATION CHECKLIST

Finding the right EDI provider is a complex process—in addition to price, you'll need to consider service models, software deployment, integrations and more. This checklist is designed to help you compare different providers in key product and service areas. Make sure to add your own business-specific questions in the blank spaces at the bottom for a personalized checklist.

Selection Criteria	TrueCommerce	Vendor 2	Vendor 3	Comments
Number of employees	550+			
Headquarters	Pittsburgh, PA			
Locations	United States, UK, Ireland, Denmark, China			
Years of Experience	25+			
Customer & Analyst Reviews				
BBB Complaints	None			
G2 Crowd Rating	4.5/5			
Capterra Rating	4.5/5			
Gartner Peer Insights Rating	4.6/5			
Gartner Magic Quadrant	✓			
IDC Marketscape	✓			
Software/Platform Features				
Pre-Mapped Trading Partners	92,000+			
Supported Transaction Types	All Transaction Types			
Supported Transaction Standards	EDI, XML, CSV, PDF			
Communication Type	AS1, AS2, FTP, sFTP, FTPS, HTTPS			
Multi-User Support	✓			
Cloud-Based Architecture	✓			
Advanced Analytics and Reporting	✓			
Asynchronous Processing	✓			
Alerts	✓			
Events Scheduling	✓			
Data Retention	✓			
Mobile Devices Support	✓			
Exception Management	✓			

Selection Criteria	TrueCommerce	Vendor 2	Vendor 3	Comments
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Integrations

Even if you aren't choosing an integrated solution, we recommend you look into vendors' integration capabilities, which may become important as your business grows. Integrations can range from cloud platforms like marketplaces and eCommerce storefronts, to back-office systems such as accounting, ERP, WMS, TMS, OMS and IMS systems.

ERP/Accounting Systems	Acumatica, Microsoft Dynamics, Sage, QuickBooks, NetSuite, SAP and 200+ more			
Online Marketplaces	100+ connections, including Amazon, Ebay, Rakuten, Houzz, Walmart and Target			
eCommerce Platforms	Shopify, Magento, WooCommerce and BigCommerce			

Services

Implementation Provided by Vendor or Third Party	Provided by TrueCommerce			
Remote/On-Site Implementation	✓			
New Partner Mapping	✓			
Trading Partner Testing	✓			
EDI Testing	✓			
Integration Testing	✓			

Integration Capabilities

EDI solutions come with a variety of integration features that offer data control and efficiency. Consider each vendor's ability to provide these functions, which may be helpful as your business scales.

API and Service-Based Integration	✓			
File Integration	✓			
Item Translation	✓			
Price Validation	✓			
Customer Creation	✓			
Sales Module	✓			
Purchasing Module	✓			
3PL Module	✓			
Inventory Module	✓			
In-House or Third-Party Integration Development	In House			

Selection Criteria	TrueCommerce	Vendor 2	Vendor 3	Comments
Support				
24/7 Support Availability	✓			
Regional and Global Support	✓			
Included Maintenance	✓			
Proactive Mapping Updates	✓			
Proactive Transaction Monitoring	✓			
Chat Support	✓			
Knowledge Base/Self-Training Tools	✓			
Optional On-Site Service	✓			
Defined SLAs	✓			

Solution Evaluation

When discussing your EDI solutions with key stakeholders, consider use cases and how each provider executes on those needs. Use the space below to evaluate your use cases.

Use Case #1	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	
Use Case #2	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	
Use Case #3	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	
Use Case #4	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	
Use Case #5	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Work Around <input type="checkbox"/>	

Cost of Ownership

Different EDI providers have different up-front and monthly fees. To accurately compare them, we recommend looking at the total cost for the first 3 years.

Year 1				
Set-Up Fees				
Recurring Fees				
Year 2				
Set-Up Fees				
Recurring Fees				

Selection Criteria	TrueCommerce	Vendor 2	Vendor 3	Comments
Year 3				
Set-Up Fees				
Recurring Fees				
Total 3-Year Investment				
Additional Products/Services				
eCommerce Platform	✓			
Product and Catalog Management	✓			
Packing, Shipping and Drop Ship Solutions	✓			
Security				
Protecting the confidentiality and integrity of both your and your partners' data is essential. Make sure the vendors you consider can both protect your data from outside influences and recover it in the case of an emergency.				
Encryption at Rest	✓			
Two-Factor Authentication	✓			
User Activity Log	✓			
SOC Certification	✓			
GDPR Compliant	✓			
SOC-Certified Data Centers	✓			
Disaster Recovery	✓			
Your Questions				
1.				
2.				
3.				
4.				

*TrueCommerce fields Updated July 2020.

ABOUT TRUECOMMERCE

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. That's why thousands of companies across various industries rely on us.

TrueCommerce.
Do business in every direction.

THE TRUECOMMERCE TEAM IS HERE TO HELP!

If you have any questions regarding TrueCommerce, or how our solutions apply to your business, our passionate, customer focused team is here for you.

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