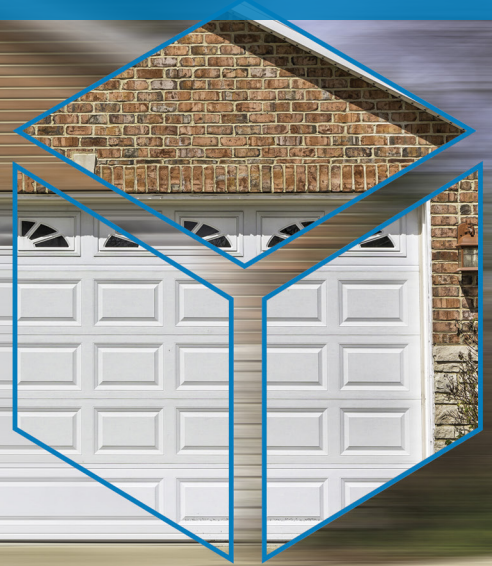


# INNOVATIVE B2B PROCESS DELIVERS IMPROVED QUALITY OF SERVICE TO SUPPLIERS



Garador, one of the UK's leading manufacturers of garage doors and accessories, implemented TrueCommerce's B2B electronic trading platform to enable cost savings across its order cycle and improve quality of service to customers, and now plans to extend this service across its key suppliers.

## Background and Challenges

Garador Limited are "the garage door people", manufacturing garage doors and accessories. They are part of Europe's largest garage door manufacturer, and the company's products are available in builders' merchants and specialist garage door stockists across the UK.

Garador had been electronically processing invoices with its customers for over twelve years. Following requests from their major merchants, Garador joined an EDI initiative for the automated exchange of invoices. This was performed by an external software house, but the system had significant limitations, and Garador was challenged with complicated and problematic programming to bring new customers onto the system, often taking months at a time.

A further initiative was launched by a key customer, requiring the electronic transfer of both orders and invoices. This would have been a lengthy and complicated process for Garador's internal IT team, taking them away from other critical projects.

## More Connected

Garador implemented TrueCommerce's fully managed B2B Electronic Trading Service to rapidly integrate its business processes with those of its customers. As a result, Garador replaced time-intensive order entry and invoice-matching with an integrated solution, to enable an automated and flexible process of exchanging data with its customers.

TrueCommerce initially connected Garador's key customers to the system, and within weeks they were fully engaging with them to electronically exchange orders and invoices.

"TrueCommerce understands the value of our data and necessary cross referencing of information, whilst providing us with expert support to quickly and effectively onboard new customers to the system." Said Ms Hannam. "Being responsible for the internal -sales staff, technical staff, and data systems, I need to ensure the efficiency of my team is fully optimised."

## BENEFITS

- ▶ Electronically exchange orders and invoices
- ▶ Automated and flexible process of exchanging data with its customers
- ▶ No need to install costly and high-maintenance software
- ▶ Reduction in time necessary to resolve order issues

## More Supported

TrueCommerce's solution is provided as 'software-as-a-service' enabling collaboration between Garador and its key customers without the need to install costly and high-maintenance software. This delivery model supports Garador's plans to roll the system out to more customers, regardless of their size or technical capabilities. Garador is also using the same system to connect electronically to two of its own key suppliers in the coming months.

Key business benefits realised so far include:

- Increased order processing volume by 50%
- Reduction in time necessary to resolve order issues
- Significant improvement in invoice matching
- Improvement in cash flow
- 60% reduction in manual order errors and disputes

"Subscribing to TrueCommerce's fully managed service has enabled us to increase the volume of orders processed by approximately 50%, and undoubtedly reduce the number of man hours required for order entry," said Ms Hannam.

"Improving the quality of service to our customers has resulted in cost savings across the order cycle and provided us with even greater confidence in the service we deliver."

"TrueCommerce has enabled Garador to streamline its incoming order and invoicing process, whilst providing full visibility into the order cycle, thus improving invoice matching and ultimately cash flow." Said Jerry Quinn, Industry Director, TrueCommerce.



Using TrueCommerce, we have realised a significant reduction in the number of order and invoice problems to resolve and the time taken to deal with any issues; identifying any problems earlier in the cycle and before they impact performance.

– **Emma Hannam**  
Commercial Manager  
Garador

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.

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