

TRUECOMMERCE HELPS RSA TO CONSOLIDATE ITS EDI REQUIREMENTS AND SIMPLIFY CHARGING



Any IT system is a continual work-in-progress as it adapts to changing business and market conditions. There are many factors that can cause such change, from having to meet new business opportunities through the requirement to respond to ageing or unsupported hardware or software. Irrespective of the reasons the outcomes are the same, placing great strains on staff to meet tight timescales and ensure the business continues to function smoothly and efficiently.

Operating since 1710, RSA is now a FTSE 100 company, listed on the London Stock Exchange. Previously known as Royal Sun Alliance the company is made up of a number of strong individual businesses including MORE TH>N and Codan and is organised into 3 main regions looking after 20 million customers worldwide.

Background and Challenges

The company has always recognised the efficiencies and cost savings that investment in IT can bring to the business and was an existing customer of TrueCommerce UK in 2008 utilising their VAN EDI mailboxes on Information Exchange. In addition, they had a direct contract with TrueCommerce's partner GXS for Tradanet. Although this setup met RSA's needs, in mid 2008 external factors caused the company to review their messaging requirements as Chris Kenyon, EDI manager at RSA explained.

"We were told that IBM was going to withdraw support for the underlying SNA network on which our 2 messaging solutions ran. This meant that we had to decommission our entire SNA network and find a new platform on which both our EDI VANS could operate."

Although it would have been possible to migrate both Information Exchange and Tradanet to TCP/IP it was realised that this was not the best option as John Goodsell, Business manager at TrueCommerce UK explained. "As RSA had to make structural changes to their system it made sense to consolidate their EDI VANS onto a single managed platform at the same time as this would provide many additional benefits."

As a result of the advice that RSA received from TrueCommerce they decided to look at a managed platform and asked a number of organisations to put forward their proposals. RSA ultimately shortlisted TrueCommerce and another company and asked them to present their proposals in the summer of 2008.

"We ultimately chose TrueCommerce for a number of reasons," said Chris. "Firstly, they had taken the time to understand our specific requirements and customised their proposed solution to meet these needs. We were also impressed by their level of understanding of the nature of the problems we faced and they had obviously taken some time to ensure that they were addressed."

BENEFITS

- ▶ Single EDI platform
- ▶ Greater visibility of messages
- ▶ Helpdesk services and problem management
- ▶ Structured pricing model

"Secondly, we realised that the TrueCommerce solution provided the best option for getting management information (MI) easily and quickly out of the system. This was important because we needed access to MI for our other systems. Finally, was the fact that being based in the North West of England they were local to both our Liverpool and Halifax locations and so we could easily meet face-to-face if necessary."

More Connected

Once chosen, TrueCommerce started work on developing the solution and it was successfully implemented on schedule in early 2009. By consolidating their 2 VANS, RSA now enjoys a number of additional benefits as John outlined.

"Because there is now a single EDI connection it needs only one contract and this provides for a simplified charging model. It also delivers far greater visibility for the messaging solution. Many organisations with multiple existing EDI solutions would benefit from our EDI consolidation service and could also enjoy these benefits."

The consolidated solution now looks after the messaging needs of some 4000-5000 RSA affiliated brokers and delivers.

More Supported

"TrueCommerce have been extremely responsive and very helpful right the way through the project," said Chris. "They have helped us to sort out many problems that were not caused by their solution, but by our own actions and other systems. This willingness to 'go the extra mile' makes them a true partner for RSA in EDI provision and their advice has proved invaluable in many situations."

Since the implementation of the original consolidated EDI platform TrueCommerce have been working closely with RSA to develop it further to satisfy a number of other business requirements.

"The consolidated and managed EDI platform that TrueCommerce proposed and implemented is without doubt the right solution for RSA," concluded Chris. "It is flexible enough to adapt to changing circumstances as has been evidenced by the new requirements it has been able to meet since its original implementation.

"I feel comfortable that it will continue to meet our needs for many years to come. This inherent flexibility coupled with TrueCommerce's exceptional levels of customer service mean I have never doubted the original decision we made to go with them for this critical project."

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– **Chris Kenyon**

EDI Manager

RSA

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