

Frette

Luxury Linen Manufacturer Streamlines EDI Implementation and Maintenance with TrueCommerce Microsoft Dynamics 365 Integration

BENEFITS

**More Connected. More Supported.
More Prepared for What's Next.**

- Delivered as a managed service, TrueCommerce EDI eliminates the need to maintain EDI trading partner mappings, which change frequently—a significant cost and time savings
- Fully integrated EDI workflow maximizes automation and reduces the need for manual effort



OBJECTIVE

- In line with an ERP migration from Microsoft Dynamics GP to Dynamics 365, implement a cost-effective, cloud-based, EDI integration for Microsoft Dynamics 365

SOLUTION

- Deploy modular TrueCommerce EDI for Microsoft Dynamics 365 to reduce implementation and testing effort and simplify ongoing EDI maintenance

BENEFITS

- Modular TrueCommerce EDI architecture enables customers to change ERP environments without impacting the core EDI application, eliminating the need to retest EDI connections with current trading partners during the upgrade
- Embedded user experience within Dynamics 365 makes EDI more convenient and user-friendly for business staff, reducing training requirements and accelerating everyday tasks

BACKGROUND

Legendary luxury linen manufacturer Frette has offered the highest-quality products to discerning clients since 1860. The company sells its products through fine retailers like Harrods and Bloomingdale's, and serves hospitality and wholesale accounts. In addition, Frette sells direct to consumers through its standalone retail stores and a branded web storefront.

In 2018, this long-time TrueCommerce EDI customer switched ERP systems from Microsoft Dynamics GP to Microsoft Dynamics 365. Part of the process involved moving to a new EDI solution that needed to be cloud-based and fully integrated with the new ERP.

Frette chose to stay with TrueCommerce, which offers a best-of-breed EDI integration for Microsoft Dynamics 365.

STREAMLINING EDI CHANGES FOR BOTH IT AND BUSINESS USERS

"We needed one ERP system that could handle all our business needs," relates Ven Grimblatov, IT Project Manager. "It had to be cloud-based and have ERP, finance and retail packages plus point-of-sale support. Microsoft Dynamics 365 was the clear choice."

TrueCommerce EDI for Microsoft Dynamics 365 was also an easy choice for Frette, for three key reasons:

1. The modular TrueCommerce architecture uses a business system plug-in (BSP) to integrate EDI with each specific accounting/ERP system. To move to a new ERP platform, customers can simply switch plug-ins, without affecting the rest of the EDI solution. This saved Frette from having to retest EDI with its current trading partners.





FULLY INTEGRATED EDI WORKFLOW

Currently, Frette's EDI partners include Bloomingdale's, Bed Bath & Beyond, Saks.com and American Hotel Registry. They plan to add several more EDI partners in the near future.

Their EDI transaction volume is "under 100 orders per day," according to Mr. Grimblatov. This includes inbound EDI 850 purchase orders and outbound EDI 855 PO acknowledgements, EDI 810 invoices and EDI 856 Advance Shipping Notices (ASNs). Frette also has a custom EDI 900 series integration with their 3PL warehouse.

Inbound POs automatically import into Dynamics 365 at regular intervals using the TrueCommerce Scheduler add-on. Customer Service staff reviews all the orders in Dynamics 365 before releasing them to the warehouse. They also check the EDI application to ensure no inbound POs have an error status.

Once an order is released to their 3PL, Frette sends an associated EDI 940 warehouse shipping order with a picking list and customer information. When the 3PL ships an order, they confirm it using an EDI 945 warehouse shipping advice document. Then the warehouse generates an ASN, which is imported into the EDI system and sent to the customer.

From there, an automated process leverages the EDI 945 document to post a packing slip and create an invoice. Frette then uses the TrueCommerce Scheduler to transmit invoices to customers.

"TrueCommerce EDI for Dynamics 365 works even better for us than our TrueCommerce integration with Dynamics GP, because the EDI module is now inside

2. TrueCommerce EDI for Microsoft Dynamics 365 is a complete, managed service solution that eliminates the need for customers to manage trading partner mappings and connectivity requirements. This saves Frette the significant cost of keeping an EDI expert on staff.
3. TrueCommerce EDI for Microsoft Dynamics 365 is a high-performance integration embedded in the business system. It simplifies EDI for business users, reduces training requirements and demands on IT while accelerating time-to-value.

These cost-and time-saving benefits have not only simplified Frette's ERP upgrade project, but also streamlined everyday business tasks and reduced the total EDI cost of ownership (TCO).

"When we researched a competitor's EDI solution for Dynamics 365, we found that it would require heavy investment in an additional consultant to maintain the mappings. TrueCommerce does a great job with that maintenance and it's something we do not need to worry about."

Ven Grimblatov
IT Project Manager,
Frette



“TrueCommerce’s modular, managed service approach definitely saves time, money and effort—both during implementation and afterwards.”

Ven Grimblatov

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Frette

the ERP environment,” says Mr. Grimblatov. “This allows business users to review EDI data inside Dynamics without switching systems, which improves their efficiency and reduces the need for training. This also makes it easier for IT to manage access to the EDI solution between business and IT users.”

NO NEED FOR A DEDICATED EDI EXPERT

The TrueCommerce implementation has eliminated the need for a dedicated IT resource.

“Because we don’t have to worry about maintaining trading partner mappings, we don’t need an EDI expert in-house to do this specialized work,” Mr. Grimblatov explains. “Instead, we have the ability to work with our EDI partners to find out what data elements we need to transmit. Then, we call TrueCommerce Support for assistance with the mappings.”

This approach also makes it much easier to onboard new EDI partners and handle changes with current partners.

“Recently, one of our largest clients switched EDI vendors. I was able to put their point person in touch with someone at TrueCommerce and they came to a solution from there. All we had to do was some testing,” adds Mr. Grimblatov.

Few other EDI Vendors offer this important, cost-saving benefit.

“When we researched a competitor’s EDI solution for Dynamics 365, we found that it would require heavy investment in an additional consultant to maintain the mappings,” notes Mr. Grimblatov. “TrueCommerce does a great job with that maintenance and it’s something we do not need to worry about”

The deployment has resulted in significant ROI.

“I am happy to recommend TrueCommerce EDI to other companies in our industry, especially those that don’t have large IT departments,” Mr. Grimblatov states. “TrueCommerce’s modular, managed service approach definitely saves time, money and effort—both during implementation and afterwards.”



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.

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