

Cottage Gardens, Inc.

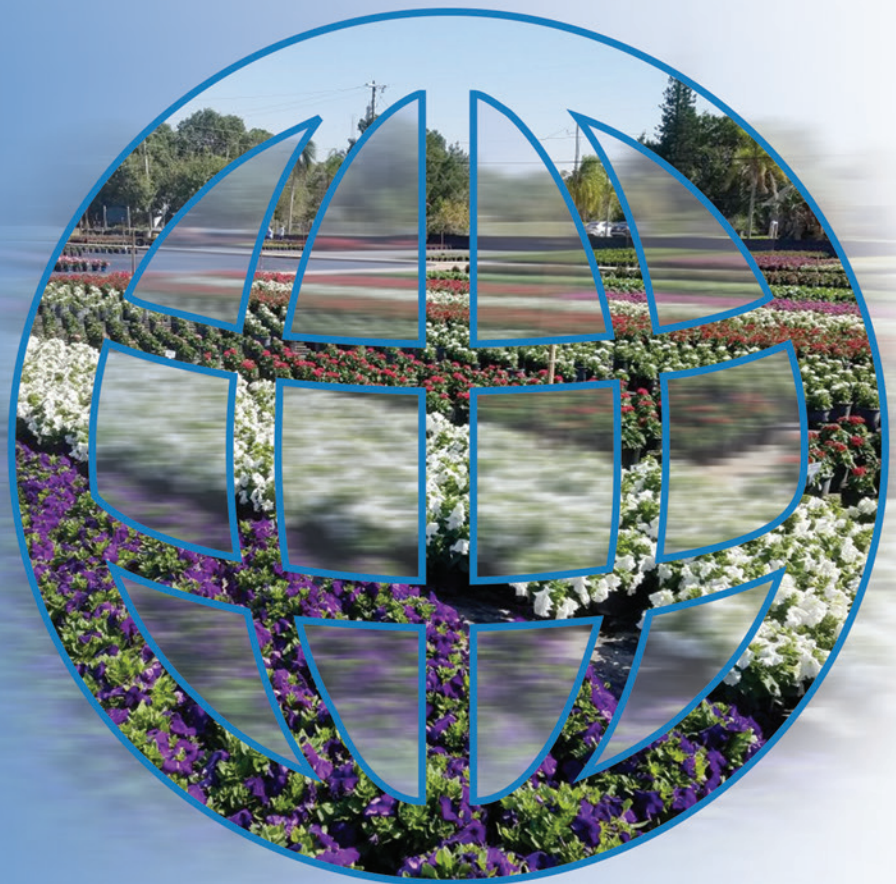
Sage 100 ERP

Switching EDI Systems Helped Cottage Gardens
Boost Efficiency and Reduce Costs

BENEFITS

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

- Realized a 50% reduction in monthly networking costs
- Upgrading to user-friendly, flexible and customizable translation software further increased efficiency, saved money and added to overall customer satisfaction



OBJECTIVE

- Replace old EDI system with an EDI solution that will integrate with existing Sage 100 ERP software, lower costs and boost efficiency

SOLUTION

- Implement simple and affordable end-to-end EDI solution from TrueCommerce

BENEFITS

- Implementation, from inception through partner testing, was completed in approximately two weeks
- Time required to process orders reduced from days to minutes

BACKGROUND

Inefficient and costly system necessitated a fresh approach to ordering and data management.

Cottage Gardens, Inc. is a wholesale nursery with more than 1500 polyhouses stretched across 750 acres in Ohio and Michigan. They provide more than 200 varieties of retail-ready plants to garden centers and large retail and home and garden improvement customers. These plants are custom-tagged, and can be unloaded, un-sleeved, and sold directly to the end-customer, resulting in quick turnover and profits for the retailer.

Several years ago, a review of their business practices identified processes that were more inefficient and costly than necessary, including their existing Electronic Data Interchange (EDI) system.

ADDRESSING THE ISSUES

Replace existing EDI system with TrueCommerce EDI Platform meant less time intensive data entry and better utilization of employee resources.

Each season, Cottage Gardens receives numerous pre-orders from some of their larger customers. Typically, they consist of a 10-12 page spreadsheet that requires manual entry into both their Sage 100 ERP system and their existing EDI system. "Our systems didn't talk to each other," said Cottage Gardens' Sales

Manager, Sheryl Tischer. "This meant manually entering the SKU number, UPC code and price for each item ordered into both systems, one at a time. We had situations where nearly 1,000 data points had to be manually entered for one order, which typically took three days to complete with two people working full-time."





Centerprise Information Advisors, Cottage Gardens' authorized Sage 100 ERP reseller, suggested they switch to TrueCommerce EDI, which offered better integration with their Sage 100 ERP system, eliminating the need to manually key data. "These days, if you want to work with the big trading partners, you have to have compatibility between both your business management and EDI systems," Tischer said. Centerprise and TrueCommerce EDI worked together as a team, integrating the systems, mapping data and testing everything with our trading partners. They handled everything for us, and we were up and running within a couple of weeks, partly because TrueCommerce EDI was already online with our trading partners, and they have good working relationships with them, so it was fairly simple to make everything work together quickly and smoothly."

BENEFITTING FROM THE RESULTS

The TrueCommerce EDI solution resulted in substantially lower costs and far more resource productivity.

The results after the initial implementation were dramatic, according to Tischer. "The TrueCommerce EDI Platform is a wonderful product," she noted. "We can now do in 10 minutes what used to take us three days. It works beautifully! Now I can spend my time selling products over the phone."

In addition to the substantial increase in efficiency, Cottage Gardens has also realized a 50% savings on their monthly networking costs by using the TrueCommerce Trading Network, our proprietary network for trading EDI transactions between a vendor and a trading partner which replaces traditional value added networks (VAN). "Our main objective was to save both time and money and TrueCommerce EDI certainly helped us do both."

...AND STILL SEEING THE BENEFITS!

Cottage Gardens continues to be impressed with updated translation software capabilities and willingness to work with her on company issues.

Several years later, Tischer supports the decision to work with TrueCommerce, especially since upgrading from TrueCommerce's original translation software, Integrator™ to TrueCommerce EDI Transaction Manager™.

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Sheryl Tischer

Sales Manager
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“We were getting checks and invoices in data transfers that were up to 10 pages long,” she said. “One of the reasons we decided to upgrade to TrueCommerce EDI Transaction Manager was so that we could export that check copy into an Excel spreadsheet, add columns and make notes that allowed us to handle the check processing more efficiently with less room for error.”

Furthermore, TrueCommerce EDI Transaction Manager helped them easily and conveniently export product data activity reports and other inventory management tools into Microsoft® Excel. “We chose the basic TrueCommerce EDI Transaction Manager package as our initial upgrade, and it has turned out to be very user-friendly with features that filter massive amounts of data in ways we need, saving us even more time and money. Its ease of use, customizability and flexibility have us considering adding other TrueCommerce EDI Transaction Manager features in the future.”

Over the past few years, Tischer has willingly made referrals to TrueCommerce, both to Sage 100 ERP users interested in the TrueCommerce EDI capabilities as well as other business owners unhappy with or in need of an EDI system. “I tell them to look into TrueCommerce EDI Solutions because they’ve done a good job for us. They’ve never failed to listen to me and I believe they’re committed to helping us come to a satisfactory resolution on any product challenges we may have as our respective products and business needs change. I trust that they’ll keep my company’s best interests in mind.”



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.

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.

Call us today at 888.430.4489

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