



Transformation of B2B Infrastructure to achieve Customer Service Excellence for Global Retailer

B2B Integration and File Transfer

Customer Background

This company is a socially responsible manufacturer and marketer of leading everyday basic apparel among some of the world's strongest apparel brands. It strives to attract and retain great people with a passion to do their best, guided by high ethical standards which fits one of the world's apparel leaders.

Technology

The following technologies were used in this implementation :

- Gentron Integration Suite(4.2.4)
- Sterling Integrator(5.0.4)
- Message Queuing
- Message Broker

Results

- One platform to Support and Maintain
- Reduced maintenance license fees on software
- Standardized business processes which are scalable and reusable
- Integrated business processes
- Better document level tracking with correlation ids
- Eliminated Legacy disk and storage space

Business Challenges

The company has a set of challenges to increase their standards which were,

- Eight EDI systems and processes to maintain and support
- Multiple skill sets required to support different software packages on different platforms
- Business logic changes needs to be implemented in multiple systems and tested
- Pre/Post complex processing procedures on legacy systems to handle non supported functions in the maps
- Searching, debugging and handling day to day operations are very time consuming
- Abnormal software renewal fees and hardware cost

How Miracle helped them?

Miracle Software Systems, Inc. delivered a fully integrated B2B Solution that enabled customer to manage their global trading partner community more efficiently to improve their Customer relationship and increase revenue and profitability by

- Rapid Implementation of Framework helped to achieve faster ROI & effective TCO
- Repeatable Framework that drastically simplified on boarding trading partner
- Deploying Framework for supply chain visibility and optimization
- Providing Custom dashboards and alerts to optimize and manage Business Processes





- Delivering Innovative Templates based on Development Model
- Offering established factory model to migrate from legacy and non-Performing B2B solution in a record time
- Efficient Document Search and Document Re processing
- Monitoring of supplier SLA agreements and measures
- Facilitate partner performance report by tracking established performance metrics and scorecards
- Improve performance against Service Level Agreements to avoid charge back Penalties.
- Gain visibility across partner networks by enabling non-EDI partners to provide electronic status updates
- Reduce blind spots in the supply chain by tracking critical steps with custom order flows and expanding the number of events being tracked
- Personalized graphical dashboard provides a complete view of order and shipment activity

