Excerpt of Recent Case Studies

Instead of offering your organisation a set list of data integration solutions, Commerce-Connections will build a tailored data plan based on a multitude of factors, such as project size, possible future development and trading partner criteria.

Commerce-Connections offers 24/7 emergency support to all clients, has over-the-phone technical support during office hours and uses a ticketing system for all other queries to ensure that each support request is actioned.

The ticket support facility can be accessed either by email or from the Commerce-Connections website. Once a support request is generated, a ticket ID will be issued to the user for their reference. The support team will go through each ticket in the order that it was submitted, ensuring that all queries are viewed and responded to in a timely manner. If the issue is not resolved by the first-line support team, it will be escalated to the most relevant team to be addressed as a matter of urgency.

Commerce-Connections will reply to a ticket either by email or over the phone, dependent on both the urgency of the issue and the preference set by the end-user. The support team will not close a ticket until the client has confirmed that the issue has been addressed.

All support tickets and their response times are analysed on a monthly basis. The analysis of this information is an important part of improving the efficiency of the first-line support team. A regularly updated knowledge base of frequently asked questions is available from the client portal.

In Hong Kong support is offered in English, Mandarin and Cantonese.

L'ORÉAL
HONG KONG

The world has gone digital and there is no going back. Successful companies innovate and embrace an effective digital transformation to drive operational excellence. However, the business and workflow processes are all data driven by many legacy systems.

L'Oréal has committed to digitalise its business model and needed to consolidate a vast array of internal systems, streamline its workflow and processes whilst migrating its live data.

Commerce-Connections specialises in all aspects of digital business architecture: all forms of data transformation and integration, both internally and externally. In order to allow L'Oréal's smooth digital transformation and implementation challenged by its existing legacy systems, Commerce-Connections' consultants provided specific technical advice for data integration solutions.

GS1 UK

Industry Partner

Commerce-Connections Limited is an independent B2B solutions provider with HQ in the UK and branches in Germany and Hong Kong.

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Witness it. Allow it. Release it.

RIVERMILL

Rivermill is a food licensing and sales agency specialist which supplies bakery products to supermarkets. The client's requirements were to automatically process received EDI orders before sending EDI invoices back to the buyer. In addition, integration with the client's ERP system Sage Line 50 was also requested.

Commerce-Connections provided hosting for Rivermill's ERP software and added order distribution and automatic invoicing for EDI-enabled suppliers under a bespoke translation service.

The business grew to a point where 600 EDI documents were processed each day resulting in the maximum document level in Sage Line 50. Therefore Commerce-Connections recommended replacing Sage Line 50 and Rivermill soon chose SAP B1 as the most appropriate ERP system for its requirements.

Commerce-Connections worked with a SAP reseller to have SAP B1 installed and configured on a dedicated server at the Commerce-Connections data centre before transferring legacy data from Sage Line 50 to the new SAP B1 system. Both the installation and the integration of the translation service were fully tested by Commerce-Connections prior to going live.

The bespoke translation service and change of ERP software was successfully implemented without interrupting the business and is still being used today.

Having over 4,000 suppliers, validation of paper-based documents between organisations had become a labour-intensive task.

After centralised processing had been introduced, further investigation into process improvement showed that EDI data transfer would be the logical next step. This was to ensure strict data standards would be met whilst dramatically reducing document handling times.

Commerce-Connections provided a VAN and EDI translation solution allowing for accurate validation down to line item detail.

"We had a look at what EDI providers were available to us and chose a number of them to put through Q & A, fact finding and some further assessments. It became quite clear that Commerce-Connections was the company for us. There were a number of factors supporting this, such as the flexibility that the team offered and the openness to work with us on a scaled basis making sure our initial setup was successful."

Stephen Beaumont – Finance Process Manager

Feedback from Customer:

"We first came across Commerce-Connections, when we acquired a business trading with a well-known UK multiple in 2019. We were already using an existing e-commerce supplier for another multiple using their on-premise EDI platform. We intended to port across the new business to the on-premise EDI solution, after the acquisition.

However, over the last 2 years Commerce-Connections web-based EDI service has been quietly beavering away doing a fantastic job for us. We have found it to be very clean and easy to use. So much so that we took the decision recently to move our original EDI platform over to Commerce-Connections.

Misbah and her colleagues have been very helpful, organised and professional making the transition seamless for us. These are very strange times for all of us and business has been very challenging. Therefore, to have a trading partner with a positive can-do attitude and where nothing is too much trouble is both supportive and reassuring.

We could not do what we do without Commerce-Connections and we have no hesitation in recommending them."

Christine Jacobs FCCA – Finance Partner

Article from Computer Weekly:

"The architectural possibilities for web EDI are various. For example, independent systems integrator Commerce-Connections recently helped British Sugar automate a process where it submits up to 10,000 customs declarations every year. British Sugar had many years of EDI experience but the Customs and Excise government gateway is internet-oriented and can accept EDI messages only with an XML envelope and digital signature - requirements to which British Sugar was less geared up.

Now, Commerce-Connections' service automatically translates British Sugar's messages to the government's required format, and does the opposite for acknowledgments sent by Customs and Excise to British Sugar. The company has estimated the change should save it between £100,000 and £350,000 in administration costs without any disruption to its in- house systems."

http://www.computerweekly.com/feature/Extending-your-electronic-supply-chain

The benefits of this system include direct transmission and reception in the correct electronic formats without impacting British Sugar's existing systems or in-house resourcing. Another advantage is the elimination of paperwork, costly human transcription and any manual data input.

Feedback on Our Bespoke Service

"We invited all major B2B service providers to present their offerings but with Commerce-Connections we had the feeling that they can actually deliver on the ground. We also liked that CC is willing to try new things and not just plug their service."

Neil Watson – Pre-Sales Manager

"I wanted take this opportunity to pass on my personal thanks to you and the team at Commerce Connections for the work you have done with us recently on Apple EDI integration. Apple have indicated to me that they are truly stunned at how quickly we have been able to set up and successfully test our EDI implementation with them."

David Jones – Chief Technology Officer

"We realised we were to be the first company to implement automatic reporting of export declarations through the Government Gateway, for which we could foresee a raft of technical uncertainties to be overcome. Even though we had been involved in EDI for several years and have our own EDI capability, there was a very specific set of requirements to be met within the messaging, and we saw this as a significant challenge. So we looked for a company with the knowledge and expertise to help us.

Commerce-Connections proved to be easy to work with - we gave them the problem and, despite many hurdles, they developed, tested and implemented a working solution, well within our timescales. We are more than satisfied with the result, which has encouraged us to move to the next phase, adding further functions to the system"

Trevor Mills – Senior Systems Analyst

"Just a quick note with a big thank you for your support in sorting out the problem and recovering the data. As a result of our team work Fresh Direct have all they need and will be able to meet deliveries to branches to schedule."

Paul Clements – IT Manager