



CASE STUDY:

CORPORATE EXPRESS

INDUSTRY:

Office Products

COUNTRY:

Australia

B2BE SOLUTIONS:



EDI



Web Portal

AT A GLANCE

BUSINESS OBJECTIVE

Corporate Express wanted to reduce the total supply chain cost for their customers through EDI based processes.

BUSINESS BENEFITS

The B2BE solution has enabled faster turnaround of Purchase Orders and faster delivery of office supplies - greatly increasing supply chain efficiency.

Customer Profile

Corporate Express provides office supplies to thousands of customers throughout Australia and New Zealand - but they had a problem. Some customers were using a fax-based ordering process which was very manual, meaning that administration costs for both parties were higher than they needed to be.

The Challenge

Corporate Express wanted to reduce the total supply chain cost for their customers. They asked B2BE (then called The ECN Group) to find a way to help automate the ordering process - reducing the time and effort required to make and fulfil orders. B2BE, with its significant B2B messaging expertise, was uniquely positioned to help.

B2BE built applications for Corporate Express which accept text email or files from eprocurement or ERP systems, translate them into the order format required by Corporate Express' systems, and send the completed order to Corporate Express via a secure electronic communication path - all without any intervention from the end user.

The B2BE solution also provides error handling capabilities for the Corporate Express helpdesk, and provides visibility and tracking of orders via B2BE's web portal.

The Result

The solution has enabled faster turnaround of Purchase Orders and faster delivery of office supplies - greatly increasing supply chain efficiency.

In addition, B2BE's engagement with Corporate Express goes further than just the technology. B2BE is helping Corporate Express engage customers - converting as many as possible to electronic trading - through a focused Community Engagement Program.

Through B2BE's B2B expertise, Corporate Express has been able to both increase the number of partners it reaches via ecommerce, and increase the range of types of messages that are being communicated - an end result which has left everyone satisfied.