

“With GXS Managed Services, our global B2B network is now managed smoothly and efficiently, with minimal resources required to support new projects or trading partners. Furthermore, GXS was able to support the integration with our new TMS system, ensuring our B2B process is automated end-to-end.”

—SUNDAR NAGARAJAN
MANAGER OF E-COMMERCE



CNH

Profile

CNH Global N.V. is a world leader in the agricultural and construction equipment businesses with more than 30,000 employees around the world and more than \$16 billion in annual revenue. A majority-owned subsidiary of Fiat Industrial S.p.A., CNH brings together the knowledge and heritage of its Case and New Holland brand families with the strength and resources of its worldwide commercial, industrial, product support and finance organisations.

The Challenge

Highly Diverse Global Supply Base

The company has a very complex B2B network with approximately 11,300 dealers in 170 countries, more than 300 transportation carriers, over 10,000 worldwide suppliers and 40 manufacturing facilities located throughout Europe, North America, Latin America and Asia. CNH had several diverse ERP systems around the world with varied capabilities that have either been replaced or are being replaced with SAP. In addition, with suppliers around the world shipping parts to anywhere from one to 40 CNH plants, supplier capabilities vary widely in their technology use and maturity from highly integrated ERP systems to minimal PC-based processes. Supplier volume ranges from a few seasonal transactions to hundreds of orders every day.

CNH also deployed a Transportation Management System that increased its electronic transaction volume tenfold, making it cost-prohibitive to manage its B2B network in-house. In this instance, CNH needed a solution to manage the increased volume in transactions and standards translations as well as a vendor with ERP integration expertise to help handle transportation management transactions, such as tenders, tender responses and shipment status reports.

As the company continued to grow and expand its global operations, it became more complex and more costly to manage all of its ERP integration requirements, multiple EDI platforms and B2B programs in-house.

The Solution

Growing B2B to Meet Current & Future Needs

CNH has been a GXS customer for more than 15 years and relied on the GXS Trading Grid® Messaging Service as its EDI platform for basic B2B transactions with its suppliers and carriers throughout North America, Europe and Latin America. In 2006, CNH decided to move its in-house B2B operations to GXS Managed Services in order to shield the company from the increasing B2B program complexities, such as connecting new trading partners, changing map requirements, and ongoing hardware and software maintenance.

CNH now has the ability to deal with multiple trading partners using various formats and technologies, such as AS2, SFTP, XML, IDoc, and was able to add all its trading partners in Europe and Latin America to the GXS Trading Grid global platform. In fact, 95 per-



cent of CNH's suppliers have migrated from the software solution previously utilised by CNH to GXS. Specialised portals were created for the unique needs of the transportation provider and direct materials supplier communities. The portals are available in eight different languages, reflecting the diversity of CNH's supplier base.

The Results

CNH Honored for its Global Deployment of GXS Managed Services

With GXS Managed Services now in place, CNH has been able to expand its B2B capabilities on a global scale and gain real-time communications and monitoring capabilities. Within a two year timeframe, GXS enabled CNH to go from managing 50 thousand document transactions per month to over 500 thousand documents per month. In addition, tasks such as mapping are looked after by expert GXS staff dedicated to B2B. With the help of GXS mapping expertise, CNH was able to develop common specifications and standardise every trading partner to 30 maps—reduced from 360 different maps.

In 2009, CNH was recognised and honored by Managing Automation's Progressive Manufacturers 100 for its global B2B e-commerce deployment via GXS Managed Services.

“Receiving this award from Managing Automation is an honor as well as a reflection of the work and dedication put into this project from both CNH and GXS,” said Sundar Nagarajan, manager of e-commerce at CNH. “With GXS Managed Services, our global B2B network is now managed smoothly and efficiently, with minimal resources required to support new projects or trading partners. Furthermore, GXS was able to support the integration with our new TMS system, ensuring our B2B process is automated end-to-end.”

Through its continued partnership with GXS, CNH is now operating a world-class, demand-driven supply network with seamless integration between their ERP systems, trading partner networks and transactions. With GXS Managed Services, CNH has significantly improved its global B2B and EDI capabilities with the benefit of:

- A global B2B integration platform that spans every major economic region in the world
- Reporting and visibility into its B2B processes and network
- Dedicated, on-demand mapping resources
- ERP integration expertise
- Quickly and easily on-boarding new trading partners

CNH BENEFITS:

- A single global B2B solution
- Robust, cloud-based B2B Integration platform with high reliability
- Real-time communications and monitoring capabilities
- Ability to scale services up or down on demand
- ERP integration expertise and support for a wide variety of partner integration options
- Quickly on-boarding new partners—any size, any location, any technical capability
- Access to global network of trading partners

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About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organisations worldwide, including more than 75 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimise product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally. Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at www.gxs.co.uk.