

## PROFILE

TMF Operating is an international logistics and transport services company with customers in the industrial, manufacturing and automotive industries.

## SOLUTION SET

GXS Trading Grid® Messaging Services

## WHY GXS?

**“GXS can offer us better professional service than we can provide by ourselves and take the stress out of compliance and continuity. Our longstanding relationship with GXS means that there simply was no other contender to consider when seeking a provider for these services. GXS delivers reliability and flexibility for TMF time after time. With the provision of EDI messaging services as part of Trading Grid, we’re also able to shave start up times for new clients to a third of the previous duration. This not only pleases customers but adds value to our return on investment.”**

—MICHAEL SCHMITZ  
IT MANAGER



# TMF Operating: Building Better Logistics Services

## Corporate Profile

TMF Operating is a division of Brambles Industries, the £3 billion group that also owns CHEP, the leading provider of pallet and container leasing; Recall, the records management services and Cleanaway, the waste management services company.

TMF Operating provides international multimodal transport and logistics operations management services. Originally a freightforward logistics provider, TMF has played a key historical role in the development of transport infrastructure in France since its inception in 1938. Success through time has enabled TMF to branch out of its home geography and expand influence, opening offices and offering services across France.

In addition to its traditional offering of logistics management services, TMF Operating now provides and ships value-added industrial products such as glass, in the form of vehicle windscreens, and steel components for the automotive sector. It also offers specialised transport and stock management, monitoring and control services to industrial and manufacturing customers. Employing 200, its client base includes the leaders of steel, automotive and paper industries.

## The Business Challenge

Over the course of its operating history, TMF has diversified and expanded its business from simple maritime and waterways transport services on a domestic level, to a complex trans-European logistics operation for the industrial sector, offering stock control and packing services with high visibility and traceability services for customers online. TMF recognised that in order to keep track of increasingly complex transport and logistical requirements, more efficient management and messaging systems were required. TMF had to develop faster and more efficient data transfer and synchronisation capabilities to simplify its system with trading partners, while meeting the constantly changing needs of its burgeoning customer base.

While the use of Electronic Data Interchange (EDI) messaging system had not previously been necessary, changes in supply chain management practices and TMF's growth made it a necessity. Furthermore, some customers demanded EDI as a matter of course when seeking service providers. Supporting a lean operating philosophy, TMF realised that acquiring or developing in-house expertise in EDI would be costly and inefficient. Coupled with increased product information volumes, complexity and, near real-time processing requirements, TMF determined that the required messaging services would pose a steep challenge for an in-house team with few specialist resources and a blue chip client base requiring bespoke services.

TMF Operating had also found that getting a new customer up and running to full potential was taking up to 6 months. A speedier implementation was needed to realise efficiencies more rapidly and get customers online so that they could benefit from services more quickly and easily.

## The Solution

TMF Operating selected GXS' Trading Grid® Messaging Services, part of the suite of offerings available on GXS' Trading Grid, to reap the benefits of EDI across the business. Trading Grid Messaging Services facilitate the secure, reliable, event-driven exchange of data between disparate business partners and technology systems. Information can be seamlessly exchanged with business partners supporting a variety of protocols and document formats – taking the sting out of communicating and sharing data with a plethora of trading partners. Trading Grid can alleviate the complexity and cost of constantly changing data, information and systems requirements via state-of-the-art data translation and systems adapters. Customers and suppliers can connect in their preferred communication protocol and exchange documents using their preferred format.

Offering Trading Grid Messaging Services to its customers, TMF Operating delivers greater customer value through bespoke logistics solutions and, communications and information integration that anticipates future customer needs. Outsourcing this capability was an obvious decision as TMF understandably felt unequal to the task of developing its own messaging services capability “in-house”. Attempting to do so did not make business sense given the cost and continuing difficulty in complying with standards, effecting translation and maintaining data integrity. GXS answered these needs and also enabled TMF Operating to cut the lead-time on starting up new clients by up to two-thirds. Having worked with GXS previously, TMF Operating was confident that reliability and flexibility would be guaranteed and that messaging services would be expertly managed.

## The Result

For TMF Operating the chief benefits of EDI service adoption have included improved customer service, overall cost savings and superior logistics management capabilities. GXS is considered to be an expert by TMF Operating and a trusted partner when it comes to delivering crucial operational services without the worry and technical concerns of finding a solution by itself. GXS updates TMF Operating accordingly and manages all compliance and technical issues on TMF Operating's behalf, permitting TMF to focus on its core business. GXS also enables TMF Operating to improve its customer service and support while saving time and money along the logistics chain.

IT Manager at TMF Operating Michael Schmitz says, “GXS can offer us better professional service than we can provide by ourselves and take the stress out of compliance and continuity. Our longstanding relationship with GXS means that there simply was no other contender to consider when seeking a provider for these services. GXS delivers reliability and flexibility for TMF time after time. With the provision of EDI messaging services as part of Trading Grid, we're also able to shave start up times for new clients to a third of the previous duration. This not only pleases customers but adds value to our return on investment.”



### 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 70 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](http://www.gxs.co.uk).

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