Inovis Case Study: Samsung SDSE

About Samsung SDS
Samsung SDS, established in 1985, is one of the largest providers of integrated IT Services, including IT outsourcing, system integration and IT infrastructure solutions. As a subsidiary of the global Samsung brand, Samsung SDS is a thought leadership-based IT service provider, delivering solutions with a real understanding of its clients needs.

The business challenge
One of its biggest customers is Samsung Electronics Corporation (SEC), a world class manufacturer of consumer electronics, including mobile phones, televisions, DVD players and microwave ovens.

SEC relies heavily on Electronic Data Interchange (EDI) to communicate effectively with its partners, suppliers and retailers, and to manage its global supply chain efficiently. In Europe Samsung SDSE provides a wholly managed EDI service to SEC, so it needs to ensure that it understands its entire EDI environment, as well as solutions that can optimise its supply chain operations.

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Samsung SDSE began connecting SEC's European partners to its previous Value Added Network (VAN) solution over seven years ago to enable the efficient processing of invoices and purchase orders. However, a significant increase in suppliers and partners highlighted a number of problems with Samsung SDSE's VAN solution, such as a complex pricing structure that made budgeting difficult.

In addition to concerns about pricing, the nature of SEC's supplier and partner relationships took on an added level of complexity, with demands for the exchange of data other than invoices and purchase orders via EDI on the VAN. Specifically, an increase in customers 'continual planning forecasting replenishment' process required the organisation to trade detailed supplier information, such as 'sell-out data' and 'sales forecasting' data. Due to the pricing of its previous solution, the amount of data transfer involved in SEC's everyday communication was increasing exponentially.

SEC's commitment to its suppliers, partners and several hundred retailers throughout Europe meant it required Samsung SDSE to provide a best-of-breed EDI solution, and a services provider with a straightforward pricing structure capable of supporting an implementation across SEC’s European operations.

"Our previous EDI system met our basic data exchange requirements; however, with the rising number of partners being added to our VAN, and the volume of data transferred increasing, we needed a solution with more functionality that was easy to use and had a clear pricing structure," said Mike Bennett, EDI Manager, Samsung SDSE. "The chosen EDI provider also had to be able to deliver round-the-clock support to ensure any problems on the VAN would be resolved quickly and efficiently so that orders from our suppliers could be processed as soon as they were received."

"For Samsung SDSE, the most important aspect of the Inovisworks solution is that it provides us with a best-of-breed EDI solution with a clear pricing structure. With Inovis, we are charged per partner added to the network, rather than per message or the volume of data we send. This enables us to proactively monitor our EDI costs and budget more efficiently," said Bennett. "Additionally, Inovisworks provides a user-friendly web interface through which we can easily add partners to the network, and also allow non-technically orientated users access to the system to track invoices and other supply information."

Mike Bennett
EDI Manager, Samsung SDSE
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The solution
Samsung SDSE decided that Inovisworks™, the value added network service from Inovis, provided the levels of functionality required to send and receive complex partner data in addition to a predictable pricing structure.

“For Samsung SDSE, the most important aspect of the Inovisworks solution is that it provides us with a best-of-breed EDI solution with a transparent pricing structure. With Inovis, we are charged for each partner that is added to the network, rather than per message or the volume of data we send. This enables us to proactively monitor our EDI costs and budget more efficiently and effectively,” said Bennett. “Additionally, Inovisworks provides a user-friendly web interface through which we can easily add partners to the network, and also allow non-technically orientated users access to the system to track invoices and other supply information.”

Inovisworks is one of the largest VANs in the world with nearly 1.5 billion transactions processed per year. Inovisworks provides leading-edge web-based management and monitoring facilities for real-time visibility into the entire supply chain process so retailers and suppliers can make informed, on-demand decisions for maximum business benefit.

Inovis Managed Services monitors the supply chain with an end-to-end process, from providing network services at the core platform level through to offering hosted data synchronisation to ensure that critical product information is updated and maintained between all trading partners.

Additional benefits include:

• With Inovisworks, Samsung SDSE has a user-friendly web-based platform used by over eight employees across Europe. The ‘non-green-screen’ interface allows Samsung SDSE to provide non-technical users with access to supplier and partner information which delivers real value at all levels of the organisation.

• With 24/7 support provided by Inovis, Samsung SDSE is confident that its EDI communications will remain up and running, and any problems will be resolved by Inovis’ dedicated support team.

• Samsung SDSE can easily add new trading partners to its network, regardless of data format or network connectivity standards used by the partner. With a clear pricing structure, Samsung SDSE can effectively budget for the growth of its trading community.

• Inovisworks provides Samsung SDSE with exceptional reliability, as it operates on the Inovis Multienterprise Expert Services Hub (MESH) platform, a fully redundant platform designed to deliver 100 percent availability and a data centre designed to deliver 99.995 percent availability.

About Inovis
Inovis is a leading provider of on-demand Business Community Management solutions that empower companies to transact, collaborate and optimize communications with their entire trading community. By standardizing and automating mission-critical business interactions, companies can dramatically reduce the complexity and cost of supply chain communication. This foundation of high-quality, reliable and secure connectivity provides real-time visibility across the order-to-payment lifecycle. The resulting actionable intelligence enables users to proactively address supply chain issues before they impact profitability, shortening cycle times, improving productivity and increasing customer satisfaction.

With more than 20 years of expertise, Inovis delivers its products and services to more than 20,000 companies over a wide range of industries and markets across the globe.

For more information, visit www.inovis.co.uk