

# A CLOSER LOOK AT HOW REALISABLE WORKS FOR: SERVLITE

WWW.SERVLITE.CO.UK



*"We had a compelling need to manage orders through EDI with our major customers. IMan's rapid implementation & tight integration complimented the capabilities of Sage 300 (Accpac) to provide all we need to transact with our EDI service provider. Now our orders, ASN's and invoices are all received and sent through our Sage system by IMan. For us the result has been a significant improvement in processing time and input accuracy."*

Financial Director, Servlite

## SERVLITE

This case study describes how Servlite automated their EDI order processing using the Realisable IMan platform with Sage300, resulting in significant cost & efficiency savings and organisational benefits.

Servlite is a domestic lighting manufacturer and volume supplier, located in Manchester, United Kingdom.

Prior to IMan, the increasing volume of EDI trade coupled with the manual process was causing significant problems for Servlite: it was inefficient with dedicated staff managing the process; data entry errors resulted in heavy financial penalties; and Servlite were under increasing pressure from a major trading partner to automate.

Their manual process was typical of most small/medium companies: EDI orders received from GXS Freeway (EDI Gateway), were re-keyed into their ERP solution, Sage300; and shipment & invoice information re-entered into Freeway upon despatch in Sage300.

Servlite engaged PlanIT Business Systems, their existing Sage business partner, to find and implement an automated solution.

## WHY WAS IMAN SELECTED?

"Given the long standing nature of Servlite's requirements we had looked for a solution on a few occasions. There were a number of problems (below) with existing EDI products and custom code was/is just too cost prohibitive even with trading penalties were taken into account," - Steve Bagnall, Director PlanIT Business Systems.

PlanIT chose IMan based on:

- The majority of Sage300 EDI applications are US based and consequently European compliance & support was patchy. IMan can comply with practically any EDI format.
- IMan is 100% configurable, thereby reducing cost.

## DEPLOYED SOLUTION

The solution implemented with IMan automates the 'classic' EDI order process cycle. Orders are imported from Freeway into Sage300 and ASNs & Invoices exported from Sage300 back to the Freeway for electronic delivery to the customer.

In short, IMan links GXS Freeway by providing the transformation engine and integration with Sage300.

- Order Import & Data Translation - The first step downloads orders from Freeway into Sage300. IMan retrieves the XML formatted orders from Freeway, transforms the data and applies the necessary business logic before pushing them into Sage300.

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# realisable

DATA INTEGRATION MADE SIMPLE

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*“Against other EDI solutions, IMan simply had better data transformation, was more flexible and offered tight, API-level integration with Sage300.*

*Realisable’s assistance throughout the project was invaluable and we could not have done it without their help. They very quickly understood the transformation logic and had the necessary ERP skills; both sides which are so important.”*

Steve Bagnall, Director, PlanIT Business Systems

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IMan’s lookup functionality addressed one of the key requirements of translating codes used by the trading partner e.g. EAN/item codes, global & location codes, etc. to the corresponding value in Sage300.

“IMan’s ability to incorporate this and all the other required logic makes it a wonderful solution.” – Steve Bagnall

- ASNs & Invoices – Following a similar, but reverse process, ASN and Invoices documents are extracted from Sage300, transformed and output to CSV & XML formats respectively.
- Notifications & Scheduling - IMan’s configurable Audit reporting are a key component of the solution. Not only does it alert to any errors or failures, but it also provides Servlite with a comprehensive reconciliation between Freeway and Sage300. IMan’s inbuilt scheduler fits perfectly with Servlite’s time sensitive processes & trading partner’s trading conditions.

## IMPLEMENTATION & (NO) STUMBLING BLOCKS

Their first IMan project, PlanIT took advantage of the ‘free first-project assistance’ provided to Sage business partners by Realisable.

“Stumbling blocks...It was a pretty painless implementation from an IMan or Sage300 perspective. We needed to alter the output format for ASN export from XML to CSV following instruction from GX5 but IMan was able to handle this without dramatic rework. At a later stage we needed to make a small change, but IMan is so easy to use, it only took 5 minutes.” – Steve Bagnall

## PROJECT OUTCOME

“Servlite are very happy.” Not only were they able to satisfy the trading demands of their large EDI customers but orders from several other smaller customers are now received via EDI and processed with IMan.

Speed & Accuracy – The trading penalties arising from inaccurate or late receipt of ASNs of Invoices have been all but eradicated. This has resulted in a financial improvement of £10k’s per year & the staff previously managing the EDI process are now re-deployed to a more meaningful role.

## FURTHER ENHANCEMENTS?

“We’ve already used IMan for an automated data extract from Sage300 to a financial system taking about 30 minutes to complete, and we plan to use IMan for an automated currency import.” – Steve Bagnall

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**To talk to a member of Realisable team today  
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