

# Case study

## EDI implementation in the Walmark Company

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One of the most frequently asked questions we face during the EDI negotiations, is the time needed to implement new IS. How much time does it take to implement an IS? How is it carried out? How long after the initiation of the implementation can the user of our solution receive orders?

Despite the fact that with regards to specific projects we can answer such question quite precisely and then keep the deadlines (which surprisingly still isn't the usual case), it is almost impossible to generalize as far as time to implement is concerned. Therefore we have decided to publish a series of articles, through which we could describe the time, phases and process of implementation describe more accurately using specific case studies. Today we want to begin with one of the especially interesting ones talking not only about the subject itself.

### About the customer

Walmark, a.s company is one of the biggest producers of vitamins and food additives (Mart'anci, Energy Spektrum, GinkoPrim etc.).



At the time of EDI implementation the company was also an important producer of fruit drinks and juices.

### Initial status quo



Until the end of 2004 Walmark had been using a solution from a different EDI provider, which however hasn't quite fulfilled their expectations and requirements. Amongst the main problems were extension of EDI communication by new subjects, monitoring and quality of operation. The situation was further complicated by unsuitable implementation of EDI with regards to two separate divisions of the company (beverages and pharmaceuticals).

### Solution requirements

In autumn 2004 the Walmark company has approached several EDI providers with the demand after modern EDI solution.

Main criteria, which a new EDI solution was to accomplish:

- **Minimal maintenance requirements** (development, maintenance workers etc.) from the Walmark company,
- Outsourcing the solution was a preferred option i.e. **no requirements for their own specialized EDI software and its support department,**

- **Integrated** solution with applied SAP ERP system,
- Immediate operation of message exchange: ORDERS (ordering) and INVOIC (invoicing),
- Gradual transition from the contemporary provider to the new solution
- EDI communication with all specified business partners (most of the retail chains in the country),
- Possibility of EDI communication expansion with other important business partners.

From the competing solution Walmark has chosen **EDI ORION solution from CCV**. With regards to certain planned changes in the company's structure, the transition from one EDI provider to the other was postponed.

The important cornerstone was then the end of the year 2004, when part of the company's sphere of activity (beverages) was sold to Maspex Wadowice Company and in the frame of preparation it was necessary to subdivide the ERP system including EDI communication into two separate parts. The entire project had to be realized in a critically short period of time, so that the existing EDI communication and goods delivery was in no way limited.

Due to this time pressure we have approached the precious EDI provider. This was however unable to supply required solution on time and guarantee its realization.

Therefore on the 10<sup>th</sup> December 2004 our company was approached which having evaluated the deadlines and risks was able to guarantee realization. On the 13<sup>th</sup> December 2004 necessary contracts were signed and the implementation could commence.

### **Description of the solution and implementation**

In the Walmark company we have implemented standard **EDI ORION solution** with a communicator for a fully automatic operation. Apart from the fact that it fulfils all requirements of Walmark, ORION enabled in-time preparation of necessary message formats for communication with SAP ERP system.

An integral **part of the project was also organizational support** of change of the provider, consultancy in the domain of necessary changes in the business partners' domain and coordination of the entire project. With regards to the very limited time we needed to cooperate very closely with the Walmark company and their SAP ERP system implementator.



Before the Christmas holidays, we had prepared all necessary format documentation and first version of needed converters, based on that documentation. Those were made more precise in the last week of 2004, when also the last tests of the SAP ERP system were carried out.

On Friday 31<sup>st</sup> December 2005 changes on the side of retail chains and providers, orders were finally directed at CCV.

On the first working day of the new year – 3<sup>rd</sup> January 2005 – new changes were carried out at the rest of the retail chains, at which it wasn't possible to make changes previously. Finally implementation of necessary communication modules in Walmark was carried out. Part of this implementation was administrators and users training.

During the whole transition period **EDI ORION solution was used for system substitution**, i.e. orders needed to be delivered in a legible form.

### **Solution benefits**

EDI ORION solution **proved its flexibility even during the initial implementation**. In the period of 3 calendar weeks during the Christmas holidays the solution was made ready and implemented so that it could fully substitute the previous EDI solution: including SAP ERP system integration, implementation of fully automatic documentation exchange, and division of Walmark communication system into 2 subjects.



In normal operation the solution **fulfilled all requirements**. The most evident was **reliable and flawless operation** without the need to intervene into its administration from the customer's side. Extending EDI communication onto new subjects is also much easier now and even without any further expenses.

**Used resources:**

[CCV, s.r.o.](#), [Walmark, a.s.](#)