



IT Case Study

DATA INTEGRATION SPECIALISTS, LLC

Case Study: **Dessert Holdings**

"As North America's Premium Dessert Company, our Ecommerce infrastructure has to be utilized as efficiently as possible. Because of multiple acquisitions, we are constantly tasked with managing disparate EDI and ERP environments. We needed a Microsoft NAV Techno Functional ERP resource but also one with Lanham EDI experience. We hired Data Integration Specialists to be available in both instances and they allocated one consultant with both skillsets.. Using DIS has enabled us to utilize programming, implementation and support resources for our EDI/ERP systems without having to staff a full time employee. DIS ensures that our ERP processes are sound and trading partner relationships remain healthy and prosperous. Plus, their cost model is very attractive!"

-Mike Collier, Director of IT

Profile

Industry: Food Mfg & Distributor
EDI software: Lanham
ERP: Microsoft Navision
of trading partners: 70+.
Volume: 9000+ transaction/mo
DIS Consultant: NAV Techno Functional w/
Lanham EDI

Challenge

Because of acquisitions, Dessert Holdings businesses frequently have different EDI and ERP environments. Lacking was a resource that knew both and normally the same resource was handling multiple IT responsibilities. As a result, there were inefficiencies that negatively affected all businesses' Ecommerce operations. This created costly downtime and major disruptions to the flow of production data. Because the EDI resource was entry level, with no NAV ERP experience, processes were falling thru the cracks. Instead of utilizing the systems to grow Ecommerce activity, inefficiencies were becoming a challenge to the bottom line. The systems were not taken full advantage of and a resource that knew both was needed.

Solution

Data Integration Specialists provided a remote Senior Level NAV Techno Functional expert who

has Lanham EDI. The consultant acts as a remote NAV resource who has set up the system to make sure NAV is running to the fullest of its capabilities. Also, the consultant is used by the Helpdesk as a debugging resource on more technical NAV items. The consultant has also been tasked to monitor the system and is also on call for anything that is needed from a NAV or EDI perspective. The consultant, remotely from the DIS offices, handles data monitoring, communications, data flows, reports, errors and new trading partners and maps. Anything Dessert Holdings requires regarding EDI or NAV, DIS allocates an immediate resource.

Result

The entire Dessert Holdings Ecommerce business is healthy and flourishing because the NAV/EDI processes are now running automated and in parallel. The critical component of communication between internal business stakeholders and the DIS NAV consultant is optimum and, as a result, production data is flowing and running efficiently. Where Dessert Holdings was responsible for everything EDI and NAV, which created inefficiencies because of low level experience, DIS now takes responsibility for both which allows other IT resources to attend to other, more profitable, business processes. Dessert Holdings is able to focus on their core area of dessert business which creates a tasty result to the bottom line!

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