



# Case Study

by NetEDI Ltd.

## Horwood Homewares selects Managed Service to streamline their EDI Implementation

### Business Situation

Horwood Homewares initially turned to EDI several years ago at the request of many of the leading high street stores. Horwood were reliant on a single PC for all their EDI activity and soon found the whole process very time consuming as they looked to add additional trading partners. With their current vendor Horwood found they were losing lots of man hours manually typing in information and printing off their orders which also prevented them from adding new trading partners when requested, "We were asked by our customers to start trading electronically with them," explained Hazel McPherson, Horwood Homewares IT Manager. "We investigated our options and selected the solutions that best fit our needs at the time."

Now, many years later there are many different solutions available. Horwood Homewares process sales orders and invoices for the majority of their major customers such as Debenhams, House of Fraser AIS and BHS. Invoices and orders are processed regularly with large volumes of both being sent to all their customers via traditional VAN connections.

McPherson stated, "Our existing EDI provider was letting us down badly in terms of service and the costs to sort it out seemed unreasonable compared to what NetEDI were offering. The choice to change was easy."

### Technical Situation

Horwood's current EDI environment involved on-site desktop software which was installed on a user's PC. Every time that EDI was required the user had to stop what they were doing. The software was at least ten years old and sometimes can be cumbersome to overcome issues. Horwood's accounting system provided each EDI solution with a flat Invoice file, which was then converted and sent on to the customers. Any issues surrounding the translation and communications process would be handled by Horwood support staff. Orders were received by the EDI package and then manually printed off and keyed into the ERP system.

### Company Profile

Company Name :  
Horwood Homeware

Address : Avonmouth Way,  
Avonmouth, Bristol, BS11 9HX

Website Address :  
<http://www.horwood.co.uk>

Industry : Cookware Manufacturer

Number of employees :

Annual Revenue :

Horwoods established in 1896 is now part of the leading European cookware manufacturer Silamos SA. Horwood continues to develop market leading products that perform well in the kitchen.

The Stellar, Judge, Horwood and Harmony brands have built a reputation for style, quality, function and value.



## The Solution

NetEDI implemented their NetIX EDI Managed Service solution for Horwoods freeing up valuable resources internally. NetIX is a cloud based EDI solution that removes the need to have translation software installed and maintained locally in the client's environment. Providing true multi-user access enables users to work on the EDI solution at the same time. NetEDI integrated inbound Orders and Outbound invoices with Horwood's ERP solution removing the need to print the orders out and key them in. This has resulted in reduce man hours and a much more efficient way of dealing with EDI.

McPherson agrees, "The solution from NetEDI has been great. The managed service has certainly made our life a lot easier and smoother and has enabled us to put more time into our business rather than sorting out issues with EDI!"

### Benefits

- **NetIX provides many benefits over running a desktop EDI solution.**
- **Multi-user access**
- **Reduced hardware requirements**
- **Outsourced EDI troubleshooting**
- **Access from anywhere with an Internet connection**
- **Integration with many ERP and accounting systems**

### Managed Service Highlights

McPherson highlighted a few features that Horwoods have found really useful.

"One particular feature that we find useful is the validation, exception management and reporting allowing specific problems to be effectively resolved and repeat problems to be driven out of our business. ", stated McPherson.

Horwood says the most important benefit that the company has benefited from NetEDI is to automate the order process with their major customers. "We had to switch off the processing of orders with our old our legacy EDI software but with NetEDI we now process these orders autonomously removing the burden on staff to key these in manually" added McPherson.

McPherson continued by saying "The other major benefit is the cost. We have massively reduced our costs, received a better service, and are now confident to offer EDI solutions to more of our customers."

## Moving EDI Systems

The process of migrating EDI systems can seem daunting but with NetEDI's migration processes and utilities the switch is seamless.

McPherson finished by saying "When Luther called me to explain who NetEDI were, my thoughts were 'great, another EDI provider just what I need!'. However, after the constant battle with our existing solution and seeing the figures from NetEDI, it had to be worth a try. Moving to NetEDI was the best decision I've made for the business yet and I am very pleased it has worked out so well. Their product just works, the support is excellent and I can certainly recommend the managed service. On top of all of that, it comes in much cheaper than our existing supplier was, but without any of the hassle. Our staff are much more happy and productive with the way NetEDI works for them and a huge percentage of my time has been freed up as a consequence."

## If you are interested in seeing how NetEDI can help you :

Whether you are an existing EDI user or a have a requirement to get involved in EDI, to find out more about this versatile, cost effective solution, please get in touch.

Please call or email us and we will provide you with further details.

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