

## Order Entry Adapter Case Study

**New channel, no problem! Gourmet gift basket orders go directly into BPCS using TransitionWorks!**

### Nut and Snacks Manufacturer

Yearly sales growth of 10% and the need to expand their channel to the web focused this nut and snacks manufacturer to implement TransitionWorks Order Entry solution. The direct ecommerce channel allows for gourmet gift baskets to be customized and orders placed quickly with seamless integration into BPCS Order application. The company's quality products are also sold through retailers under many national brands and private labels. They also receive orders via EDI and uses the TransitionWorks Order Entry Adapter to create sales orders. Their motto is *"That's us in a nutshell—best product, best price, best service."*

- Headquarters: United States
- Manufacturing in United States
- 75 million pounds of nuts and snacks sold per year



### Business Issues

#### New e-commerce Channel

Making the decision to create a new channel presented a set of challenges for this organization. The company didn't want to increase headcount to manage web orders. The customer service team was already stretched taking phone orders from the current customer base.



To prepare for the new ecommerce channel, the company determined that to be successful an automated process would be required for web orders to get processed into BPCS. They turned to TransitionWorks for the solution.

### TransitionWorks Solution

#### Real Time order creation for web and EDI orders

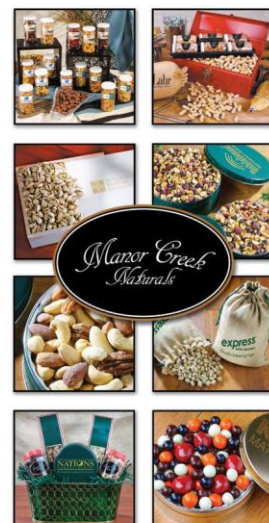
Partnering with TransitionWorks, the company created their new web ordering site that connected into the Adapter for BPCS Order Entry. Once the web integration was complete, the customer realized they could quickly bring in their EDI orders through the same integration solution and eliminate the need for the BPCS ECM module.

*"The TransitionWorks solution allowed us to open up a new channel without burdening our customer service organization. We have been able to provide the same quality service to our customers without additional labor overhead,"* said the Customer Service Manager.

The recommended solution included:

- Adapter for BPCS – Order Entry

*"With this technology, we not only increased sales, but also are providing information real-time to the customer service, shipping and production teams. Our customers continue to get the best product and service at the best price."* commented the CIO.



## Business Benefits

***“We were already using TransitionWorks solutions for barcode scanning for production reporting and inventory management. It was a natural fit to use TransitionWorks for our e-commerce project,”*** declared the Project Manager.

- Increased sales without additional labor overhead
- Real-time information to ensure on-time delivery
- Seamless EDI orders
- Improved customer service and visibility of specialty orders

## Lessons Learned

According to the IT manager, ***“Interaction between the e-commerce team and the TransitionWorks team was essential to the projects’ success. Completing detail design specifications and mapping the web and EDI information into XML format were important aspects to the technical implementation. The testing phase was also crucial to ensure that everything was created properly in BPCS.”***

## About TransitionWorks Software

TransitionWorks Software is dedicated to helping our customers improve efficiencies and simplify business processes. Since product inception in 1997, our TransitionWorks Software organization has accomplished this goal by iteratively developing, delivering and supporting a set of solutions that help manufacturing/distribution companies simplify and automate key supply chain processes using many forms of Automated Identification and Data Capture (AIDC) technologies including RFID, barcodes, sensor technology, and PLC’s. With proven, successful implementations world-wide, TransitionWorks’ premier solutions are the system of choice for many leading companies in the world.

## TransitionWorks Software Solutions:

### Inventory Visibility

- Asset Visibility
- Sales Visibility
- Custom Process Solution

**Integration Capabilities** – BPCS, SAP, Oracle, JDE, Legacy, etc.

For more information on TransitionWorks Software please visit us at [www.transitionworksoftware.com](http://www.transitionworksoftware.com), email [info@transitionworksoftware.com](mailto:info@transitionworksoftware.com) or give us a call at (336)-885-1373.

