



Services: Vendor enablement, Outsourced EDI
Industry: Book and specialty retailer

Case Study: Indigo Books & Music

The first Indigo location opened in Burlington, Ontario, in 1997, and was created with the desire to bring a unique cultural destination to the Canadian retail marketplace. Indigo Books & Music Inc. (“Indigo”), as it exists today, was created in August 2001 upon merging with Chapters Inc. Since then, Indigo has evolved to become Canada’s largest book and specialty retailer with locations in all 10 provinces and one territory, and it also offers an award-winning online experience at indigo.ca. Indigo is now Canada’s largest purveyor of ideas and inspirations for enriching customers’ lives with books and eReading, specialty toys, gifts, and lifestyle enhancing products that affordably offer intrinsic quality, beauty and timeless design.

Headquartered in Toronto, Ontario, Indigo employs more than 6,500 people across Canada. To support its growth requirements and to maintain its staff’s focus on core competencies, Indigo is continuing to outsource its EDI and vendor enablement needs.

Teaming With SPS Commerce

According to Rob Spence, Director of Supply Chain Vendor Performance at Indigo, the company’s decision to engage with SPS Commerce as their EDI provider grew out of the observation that Indigo had limited resources in this area.

“As I got ready to start thinking about how I was going to enable the general merchandise side of the business, which has a much longer supply chain and is very, very different from the book side, I realized we were not going to be able to execute this fast enough. We really didn’t have a lot of the core competencies in-house,” Spence says.

Following its decision to outsource its EDI needs to SPS Commerce, Indigo has so far converted its first small group of vendors and anticipates completing the transition to EDI first on the general merchandise side before moving over to the book side of its business.

Realizing New Efficiencies

By outsourcing its EDI needs to SPS Commerce, Indigo is positioning itself for greater productivity by allowing its staff to focus on core competencies while gaining from the benefits of SPS’ expertise. The company will be able to leverage SPS’ multi-tenant, SaaS architecture and world-class data center to receive an optimal level of system reliability, and it will be able to tap into SPS’ EDI experts for necessary technical

Improving Company Trading Partner Relationships



RETAILERS



SUPPLIERS



3PLS

“The people at SPS have been really terrific to work with. I’ve been very pleased.”

— Rob Spence, Director, Supply Chain Vendor Performance, Indigo Books & Music

support in maintaining its systems. Finally, SPS’ cloud-based EDI solutions will provide Indigo with an out-of-the-box connection for its ERP systems, allowing for the delivery of seamless electronic commerce for the company and its vendors.

Supply Chain Vision

In the near term, Spence and his team will be concentrating on connecting to a growing number of Indigo’s vendors via EDI with SPS Commerce. At the same time, he expects to be reviewing the company’s efforts in enterprise resource planning

and possibly in about one year anticipates looking at carrier enablement in building on the company’s EDI efforts.

About SPS Commerce

SPS Commerce perfects the power of your trading partner relationships with the industry’s most broadly adopted, enterprise retail cloud services platform. As a leader in on-demand supply chain management solutions, we provide prewired, proven integrations and comprehensive retail performance analytics to thousands of customers worldwide. With a singular focus on the retail marketplace, we revolutionized traditional EDI systems by developing a platform that enables highly cost-effective and reliable trading partner collaboration. SPS Commerce has achieved 48 consecutive quarters of revenue growth and is headquartered in Minneapolis.