Services: Transaction Automation with MAPADOC and Sage 100 ERP
Industry: Consumer goods

Trading Partners: Costco, Hayneedle, Home Depot, Office Depot, OfficeMax, Petco, Sam's Club, Staples, Wal-Mart and Wayfair, among others

Case Study: Marco Group, Inc.

Marco Group, Inc. is a manufacturer and supplier of furniture and storage systems serving customers in the institutional and retail markets. The company performs manufacturing and warehousing at its Neosho, Missouri headquarters and a California facility. Marco Group has a sourcing operation in Asia and acts as an OEM supplier for some of the largest U.S. furniture makers. Marco's sister company Outdoor Leisure Products, Inc. (OLP) makes outdoor grills and smokers and shares similar retailer customers with the furniture group.

Seeking an integrated solution

Missed order transactions, label formatting problems and slow customer service were just a few of the issues Marco experienced with its former EDI vendor. So in early 2012, Marco turned to SPS Commerce for its transaction automation needs with support from SWK Technologies's MAPADOC solution for a seamless, automated integration to its enterprise system, Sage 100 ERP.

With the integrated solution, Marco is able to automate its trading partner collaboration and connect to the industry's most broadly adopted, retail cloud services platform from the retail experts at SPS Commerce. MAPADOC brings Sage-specific insight and technical innovation through its powerful, flexible, yet remarkably easy to use EDI integration solution built especially for Sage 100 ERP, Sage 500 ERP and Sage ERP X3.

The SPS Commerce and MAPADOC implementation began with Marco Group's furniture and storage systems business. Torre Sharp, director of operations at Marco, said the company is continually connecting to its high-volume trading partners through the SPS Commerce Universal Network, leveraging the solution for many business transactions including swift processing of UCC 128 labels. In addition to the integrated solution, Marco Group also uses the SPS WebForms service with lower volume or seasonal customers.

> **"With SPS, we eliminated the need to key in every order manually by going to different retailer portals, which has saved us significant time."**
>
> **—Torre Sharp, Director of Operations, Marco Group**

Improving Marco Group's Trading Partner Relationships

RETAILERS

SUPPLIERS

3PLS

Fulfilling for the omnichannel

Marco Group adopted the SPS solution for its furniture and storage systems business before moving on to OLP in 2013. "OLP is a heavily seasonal business and, with SPS, we eliminated the need to key in every order manually by going to different retailer portals, which has saved us significant time," Sharp said.

Both the furniture and outdoor products businesses drop ship orders directly to consumers. For orders fulfilled through retailers, the SPS solution communicates and confirms order fulfillment information, such as Advance Ship Notices (ASNs) to the retailer to provide visibility to order statuses.

Across the two businesses, Marco Group is now connected to approximately 20 retailers with the SPS Commerce / MAPADOC solution and continues to onboard new trading partners as its business grows.

"We are impressed with the flexibility and ease of use of the SPS Commerce and MAPADOC solution that allows our businesses to scale and grow rapidly. The companies each bring a depth of understanding to the supply chain process and work together seamlessly to deliver results," Sharp concluded.

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 53 consecutive quarters of revenue growth and is headquartered in Minneapolis.