Services: Integrated EDI with Epicor
Industry: Sporting goods
Brands: Carbon Express Arrows, Gorilla Gear, Gorilla Treestands, EXO Tech Safety Harness, Reveo, Beacon & Bridge Market

Trading Partners: Bass Pro, Big Rock Sports, Cabela's, MC Sports, United Hardware, Wal-Mart

Case Study: Eastman Outdoors

Eastman Outdoors is the leader in high quality, outdoor leisure products. Geared for the outdoor enthusiast, they offer a complete line of outdoor products designed to enhance the outdoor experience including Carbon Express Arrows, Gorilla Gear, Gorilla Treestands, EXO Tech Safety Harness, Reveo, and the Beacon & Bridge Market.

Eastman markets its outdoor and consumer based products to various North American retailers, including Bass Pro, Big Rock Sports, Cabela's, MC Sports, United Hardware and Wal-Mart, as well as direct to the consumer.

Improving Eastman Outdoors' Trading Partner Relationships

RETAILERS

SUPPLIERS

3PLS

Replacing a Costly & Problematic EDI Process

Until recently, Eastman used an internal Electronic Data Interchange (EDI) software solution that interfaced to its customers' systems and its internal Epicor solution. Unfortunately, the system proved to be problematic and costly for Eastman for the following reasons:

- **High failure rate with maps.** EDI maps are constantly changing to meet a retailers' integration requirements. Eastman's software provider was not proactive in changing is maps, resulting in a time-consuming process with poor results.

- **Increasing chargeback's.** Retailers were fining Eastman for their poor supply chain processes that resulted from inaccurate barcode labels for shipments or problems with the timing and data within Advance Ship Notices (ASNs).

- **Costly customer support.** Eastman's EDI provider offered customer support for a large annual fee, while providing long wait times and inaccurate responses to Eastman's inquiries.

> **"Our main criteria in selecting an outsourced EDI provider were reliability of the system and a responsible and knowledgeable staff. We found this, and more, at SPS Commerce."**
> **— David Tucker, Director of IT, Eastman Outdoors**

Change was needed. After researching the market, Eastman contacted SaaS EDI provider, SPS Commerce, based on its large and diverse customer base and its reputation for superior customer satisfaction.

Eliminating Integration Worries

After its past experience with EDI, Eastman was looking for a proven integration company that it could trust. Eastman found SPS Commerce to be larger than expected with a large and experienced staff, as well as a true desire to work with

> **"SPS's responsiveness has been noticed by all of us at Eastman, and our retail customers have commented on how doing business with us is even better. There are very few IT vendors that I would recommend, but SPS is clearly one of them."**
> **— David Tucker, Director of IT, Eastman Outdoors**

Eastman not just to secure their business but to earn it each and every month with superior performance. In addition, they had partnerships with most of Eastman's retailers that enabled SPS to proactively change EDI maps to meet any new requirements well in advance.

In evaluating SPS Commerce, Eastman discovered that many of their retail partners recommended SPS due to the accuracy and the reliability of their services and SPS' impressive list of customers of all sizes. Their monthly subscription fees included all mapping changes and customer support, all at a lower cost than their existing solution. The decision to use SPSCommerce.net was clear, and it signed with SPS Commerce in January 2009.

Confidence at a Lower Cost

Eastman's peak shipping season was approaching and it needed to have SPSCommerce.net completely implemented before then. SPS Commerce's implementation team worked rapidly to implement and integrate SPSCommerce.net with Eastman's Epicor system and its trading partners.

Today Eastman is using SPSCommerce.net with more than 50 connections to dozens of trading partners. Its service fees include mapping changes, full access to its support line and numerous online services at no additional fee.

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.