SEVEN BUILDING BLOCKS OF FULL-SERVICE EDI

QUESTIONS TO ASK YOUR PROSPECTIVE EDI PROVIDER

When evaluating EDI providers, the first step is to consider whether EDI is a core competency of your business. If EDI is not a core competency, consider outsourcing your EDI to a full-service provider.

Full-service EDI providers deliver cloud-based technology and associated staffing resources that customize, optimize and operate the technology. Use the following definitions and qualifying questions to make an apples-to-apples comparison between providers.

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1. TECHNOLOGY

The right foundational technology is a must for all EDI systems. EDI solutions offer a range of technical EDI capabilities that deliver core functionality and ensure system uptime and reliability.

- [ ] How many customers use your EDI services?
- [ ] How many pre-mapped relationships with buying organizations *(retailers, grocers, distributors)* do you have?
- [ ] Which fulfillment models does your solution support?
- [ ] How many pre-qualified 3PL relationships do you have?
- [ ] How many pre-qualified technology partners do you have?
- [ ] After I connect with one trading partner on your network, what is involved with adding additional trading partners?
- [ ] How much data entry is required when using your EDI solution?
- [ ] What built-in intelligence about my trading partners does your product offer? Can you show me what that looks like?

2. TRADING PARTNER EXPERTISE

A full-service EDI provider has expertise in the business processes and rules of your trading partners, and manages changes from trading partners on your behalf, resulting in a solution that meets all ongoing trading partner requirements.

- [ ] Who works with my trading partners (retailer, grocers, distributors, 3PLs) to keep up-to-date on their EDI requirements and business rules? Is that something my company is responsible for or do you handle that on my behalf?
- [ ] When I add a new trading partner, who is responsible for setting up my connection?
- [ ] When one of my trading partners changes their requirements, who is responsible for updating my EDI maps?
- [ ] Who does end-to-end EDI testing after a map changes?

3. DESIGN & CONFIGURATION

A full-service EDI provider designs and configures your solution to meet your business requirements and the requirements of your trading partners.

- [ ] Who researches my trading partner (retail, grocer, distributor, 3PL) requirements for connectivity, fulfillment models and other specifications?
- [ ] Who designs my EDI solution based on my requirements?
- [ ] Who develops the project plan for rolling out my EDI solution?
- [ ] Who handles implementing my EDI solution? What does your team do and what is my team responsible for?
- [ ] Who manages issues or risks that come up during the implementation process?

4. TRADING PARTNER COMMUNICATION

A full-service EDI provider communicates directly with your trading partners to manage connectivity, setup, requirements, updates and support efforts on your behalf.

- [ ] Who works with my customers to understand their connectivity and mapping requirements?
- [ ] Who notifies my customers when I am ready to receive orders or other EDI documents from them?
- [ ] When there is an issue or dispute with my EDI connectivity or data, who is responsible for resolving that with my trading partners?
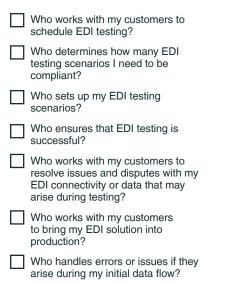
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5. EDI TESTING & LAUNCH

A full-service EDI provider manages testing of end-to-end data exchange with your trading partners and ensures live data flow with trading partners is successful.

☐ Who works with my customers to schedule EDI testing?

☐ Who determines how many EDI testing scenarios I need to be compliant?

☐ Who sets up my EDI testing scenarios?

☐ Who ensures that EDI testing is successful?

☐ Who works with my customers to resolve issues and disputes with my EDI connectivity or data that may arise during testing?

☐ Who works with my customers to bring my EDI solution into production?

☐ Who handles errors or issues if they arise during my initial data flow?

6. PROACTIVE MONITORING & ANALYSIS

A full-service EDI provider proactively monitors your solution and manages errors, and recommends additional valuable features, solutions and partnerships.

☐ Who is responsible for monitoring my network traffic and transactions?

☐ Who handles communicating with my customers about platform performance?

☐ Who provides recommendations on how to reduce keystrokes and save time in my EDI application?

☐ Who analyzes my system and notifies me if I should use additional EDI features?

7. ONGOING RESOURCE ACCESS

The provider offers ongoing access to real-time expert support and training resources to ensure continuous order fulfillment without disruption.

☐ Who provides ongoing support for my solution?

☐ Who provides training for my solution?

☐ What type of on-demand resources are at my disposal?

☐ Where can I see progress on my open projects and support issues?

YOUR EDI SUCCESS HINGES ON FINDING THE RIGHT PROVIDER.

The right EDI solution will allow you to offload many operational and technical details that are part of managing an EDI function, and support your business for years to come.

To learn more about what to look for in a prospective EDI provider, download our free white paper.

DOWNLOAD THE WHITE PAPER

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