

CUSTOMER

New Town Toyota (part of United Motor Group)

NEEDS

To automate the receiving of Mining customer Orders and Change Orders via Quadrem e-Marketplace

PROBLEM

Time consuming data entry from e-Marketplace web interface and needed integration between Quadrem and their Dealer Management System

SOLUTION

XML Yes provided turnkey Quadrem integration using TradeRoute for automated order processing.

BENEFITS

Order throughput is dramatically improved, errors are reduced while service satisfaction levels of customers and suppliers increase.

Single view on status of all transactions simplifies customer interaction.

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Newtown Toyota Streamlines Quadrem Business Process with B2B middleware from XML Yes

New Town Toyota is one of Western Australia's largest Toyota dealers, and has the largest parts holding outside of Toyota WA itself. They service large fleets in the Mining sector with new vehicles, parts and maintenance and are a member of the Quadrem e-Marketplace that connects the Mining companies with their suppliers. New Town Toyota was looking for a robust solution to integrate to the e-Marketplace and replace an unsupported and unusable system that had some operational deficiencies.

"We were getting to the point where our existing process for handling orders from our customers needed to be improved." said Darren Bridge, IT Manager. "We wanted an alternative to the web interface supplied by the e-Marketplace, one that would speed up the process by delivering the orders quickly and accurately, and our Dealer Management System could not carry out the e-Business required functions."

*"Our transaction volumes and number of line items warranted a more automated solution particularly for our Parts Department, and XML Yes had a solution that was a perfect fit. The **TradeRoute** solution also gave us additional facilities such as document cross referencing, data resolution, and Change Order management that added considerable value."*

"...TRADEROUTE DELIVERED A STRONG TECHNICAL SOLUTION, IT ALSO HELPED US RAISE OUR CUSTOMER SERVICE LEVELS BY ELIMINATING BOTH THE DELAY FROM THE WEB INTERFACE AS WELL AS THE KEYING ERRORS."

The Quadrem integration was seen by New Town Toyota as an important step in improving customer service levels. The cycle of exchanged documents and messages via Quadrem are fulfilled in a much more timely and accurate manner when the backend system is integrated to the e-Marketplace.

*Darren added, "In addition to the functionality of **TradeRoute** which delivered a strong technical solution, it also helped us raise our customer service levels by eliminating both the delay from the previous web interface, as well as the keying errors that previously occurred. Both of these improvements results in us being more responsive, timely and accurate."*

"We liked the turnkey, product focused approach of the XML Yes integration solution. It was implemented very quickly and XML Yes assisted us in complying with the testing regimen of the e-Marketplace, which being based on xCBL was beyond our experience."

"WE LIKED THE TURNKEY, PRODUCT FOCUSED APPROACH OF THE XML YES INTEGRATION SOLUTION. IT WAS IMPLEMENTED VERY QUICKLY..."

Darren continued, *"It is very helpful to have all the information we need about the transactions in one place and available to a variety of users using the **TradeRoute** client B2B dashboard facility. The information about the order processing and messaging, the tracking of the transactions, and the response to customer enquiries is all within **TradeRoute** which makes it easy to manage the trading relationship with our customers and respond to their requirements for information. Considering the complexity of the xCBL documents and the demands of the transaction choreography, **TradeRoute** simplifies the process enormously."*

"We found XML Yes highly competent in this technology with deep skills and experience. But also their 'can do' attitude greatly contributed to the success of the project with innovative thinking and commitment to meeting our requirements."