

# EDI MANAGED SERVICES

## Features of Our EDI Managed Services:

- Flexible Infrastructure
- Experienced Staff
- Exception-Only Audits and Controls
- Quick Response Programs
- Data Transfer Capabilities
- Dramatic Increase in Trading Partner Relationships for Our Clients

## Innovate E-Commerce Inc.

### Your Business to Business Service Provider

As technologies change and grow, and the volume of electronic translations increases, performing EDI Services in house has become more complicated and expensive. In addition, most companies do not have the luxury of maintaining a staff whose core competency is centered on EDI and its infrastructure. A better solution, that saves both time and money, is to outsource their EDI. A **great** solution is to outsource their EDI to Innovate E-Commerce, who's staff has over twenty years of experience in EDI managed services.

Innovate E-Commerce provides their clients with exclusive services, including customized procedures, exception-only audits and controls, and the customized development of processes built to support their customers directly.



Stand out in the crowd and take charge of your IT problems by utilizing Innovate E-Commerce!

### The Benefits of EDI Managed Services

At Innovate E-Commerce, we manage our clients' EDI as a critical business process, because it is critical to their success and crucial to the relationship with their trading partners. Because our infrastructure is so incredibly malleable, we can support all of our clients' applications, standards, platforms, protocols, and new technologies, with an extremely secure and robust network, where data is never lost or compromised. We are able to

customize transmission times to meet the needs of our clients, which alert our staff if a problem occurs before our customer's business is impacted.

Innovate E-Commerce eliminates the need for expensive communication hardware and software. We can support all the communications and data structures that are required by our clients and their trading partners; we do it all for you.

## Why should you choose Innovate E-Commerce?

Innovate E-Commerce uses an exception-only audit and control tracking system for daily processing and document level monitoring. This system is used to establish alarms to alert when documents or interfaces go missing, don't arrive, or are interrupted. Innovate E-Commerce can resolve problems before they become problems, before they impact our customers' supply chain.

We understand that all businesses function differently, and that's why we custom tailor our programs to fit your needs and your trading partners' needs. Our web-based applications are designed exclusively for our customers, and we also create customized processes to manage data that our customers' applications cannot, saving them time and money. In addition, we also offer customized transmission times to support our customers' business application. Combine all our custom features with our excellent Project Management Methodology, and our clients are ensured that their projects are completed on-time and on-budget.

Our clients are also worry-free when it comes to their EDI, because each one of our customers are assigned an experienced EDI coordinator.

When our clients need to speak to someone in regards to their documents, they are reassured by the knowledge that they will speak to a real, live, dependable person who has worked with them from the beginning, and know their system end to end. Our coordinators also know that problems can occur outside normal business hours, which is why we provide 24/7 support.

Innovate E-Commerce doesn't just manage our clients' EDI for functionality. Instead, we strive to surpass expectations, and encourage the development and growth of our clients' businesses. Some of our clients have seen gains in the EDI processing four new trading partners per month during their five year contract, due to the time and funds made available to them by outsourcing to Innovate

**“Few vendors can keep up with our expeditious pace. Thank you so much for your unbeatable response-time and exceptional customer service!”**

**-Michelle Whatley  
Director, HRIS, Santander Consumer USA Inc.**

### Innovate E-Commerce

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*At Innovate E-Commerce, we work hard to make our clients' business, and their trading partners business, our number one priority. We take pride in the amount of diligent research and understanding that goes into creating a valuable and trustworthy relationship with our clients.*

