

For TJM Innovations,
Accuracy and Visibility
through EDI Lead to
Better Communication and
Success with Customers



“In our business, our customer’s EDI issues cannot wait. It’s all about customer service and getting them what they need when they need it. Not to mention that invoices and data are crucial to our success, and they need to be accurate.”

TJM Innovations

Company at a Glance

Location:
Houston, Tex.

Industry:
Supply Chain Integration
Software and Services

URL:
www.dicentral.com

Solutions:
DiIntegrator: EDI Integration
with NetSuite ERP

Customer Success:

- TJM Innovations can now manage much heavier loads of data, such as the volume the company is processing with Home Depot, while remaining compliant with today’s most challenging supply chain requirements.
- TJM can now process over 1000 documents a week with DiCentral’s DiIntegrator, the advanced EDI integration solution for NetSuite ERP users.
- TJM Innovations is enjoying order automation and near-perfect transmissions to all of the company’s trading partners.
- The company has saved substantial time and resources with DiIntegrator’s centralized map maintenance and trading partner management capabilities. Formatting requirements are met both internally and externally.
- TJM now has a team of experienced EDI integration consultants on hand for customer support and any new implementation projects.

Challenges:

- With their previous EDI solution, TJM Innovations was having significant issues invoicing their larger trading partners such as Home Depot. The previous EDI provider was not creating invoices consistent with the trading partner’s requirements.
- TJM Innovations did not have the data visibility that they needed to fulfill its orders. If they needed to access a document’s raw data, the company had to submit a request to their EDI provider and wait for a response, sometimes for days.
- To TJM, their main goal of servicing the customer meant accuracy and efficiency in their order cycle.
- TJM Innovations leverages NetSuite as their business software solution, so they needed an EDI provider that could integrate with the ERP for automation of orders.

“We have realized success with DiCentral. With DilIntegrator, we send our invoices with no problem, and we can see our raw data without submitting a request. If there is ever an issue, DiCentral gets right on it. We’re happy with this EDI solution, and pleased to now be compliant with all our customers’ EDI requirements.”

TJM Innovations**Solution:**

- TJM Innovation leverages DilIntegrator, combined with DiCentral’s hosted EDI translation and routing services, for near-perfect order transmission.
- The company can accurately invoice their trading partners with DilIntegrator’s application of unique business rules and policies to meet specific requirements.
- DilIntegrator is equipped with advanced technology for global visibility of business data. This allows TJM to view all of their documents’ raw data without submitting a request to the support team. This visibility extends to usage levels, transaction acknowledgments, email alerts, and reporting.
- TJM Innovations can now process large groups of orders while providing tight integration with NetSuite ERP. The day’s purchase orders are imported from DilIntegrator to NetSuite ERP, where the orders and labels are created.