CASE STUDY: TRANSPORTATION MODULE

Faced with serious discrepancies, this client turned to CINTAP Cloud for a quick resolution.

THE NEED

This logistics company partnered with one of the world's largest computer hardware manufacturers. Unfortunately, their EDI relationship was complex and posed several challenges, specifically around transaction visibility.

The integration system they had was unable to customize complicated EDI transactions, provide helpful visibility, or automate workflows smoothly.

When orders and invoices did not align, when details slipped through the cracks, or when EDI format mismatches led to significant discrepancies, a ripple effect would spread through the company, causing backlogs and hours of wasted time as each document needed to be checked for accuracy.

In total, this client was struggling with a 60% error rate (out of more than 1,000 EDI transactions every month) and faced a loss of over $40,000 in disputed invoices- with countless hours dedicated to crawling through EDI transactions manually to resolve these issues.

ANONYMOUS

CINTAP PARTNER

FOUNDED

1912

HEADQUARTERS

Holzwickede, Germany

REVENUE

8.6B EUR

COMPANY SIZE

30k+ employees

INDUSTRY

Logistics

SOLUTION

CINTAP Cloud Transportation Module

CUSTOM WORKFLOWS AND EDI FIELDS

- - - - - -

TRANSACTION *Trail*

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COMPARE Feature

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0% ERROR RATE

THE SOLUTION

The CINTAP Cloud integration platform has a specialized Transportation Module with all the tools and capabilities necessary to clear up EDI communication, even between a logistics company and its manufacturing partner.

With the Transportation Module, users can craft custom workflows and add specialty fields to EDI documents. Complex or multiple EDI documents are easily parsed by the platform and its built-in EDI Splitter.

CINTAP's unique Transaction Trail tracks EDI between trade partners in real-time, working in tandem with the Compare feature to compare documents (for example, Load Tenders to Freight Invoices), and flagging errors.

Rather than slipping through the digital cracks, transactional errors were now easy to identify and correct- saving hours crawling through transactions manually.

Once this logistics company switched to CINTAP, all issues were resolved in under 3 months. And in the 2 years that this company has implemented CINTAP Cloud, their error rate has remained at 0%.

> *"We had a project with an open bug for three years, and couldn't get any kind of resolution with our previous iPaaS. But once we switched over to CINTAP, they were able to do it right the first time, within our defined parameters."*

Senior Software Architect
CINTAP Partner