

## FULFILLMENT

# The full-service EDI difference

## Finding the right solution for your EDI needs

On the surface, many EDI solutions sound similar but in reality, there are significant differences between providers.

Cloud EDI solutions generally fall into two categories: full-service EDI and managed services. If EDI is not a core competency of your business, and you do not want to dedicate significant internal resources to managing your EDI solution on an ongoing basis, consider a full-service EDI provider such as SPS Commerce.

### How does your EDI provider stack up?

Managing ongoing EDI tasks can be complex and time-consuming. Full-service EDI providers deliver EDI technology and associated staffing resources responsible for customizing, optimizing and operating your EDI solution.

Here are some common EDI tasks and how different types of providers handle them:

#### Full-service EDI providers

A full-service provider, like SPS Commerce, has an expert team that handles ongoing management of your EDI solution.

Take ownership of understanding your trading partner requirements and making map changes. The SPS team actively manages 9,000 changes from retailers each year.

Manage end-to-end EDI testing and ensures your initial data flow with trading partners is successful.

Communicate directly with your trading partners to manage connectivity, setup, requirements, updates and support efforts.

Proactively monitor and optimize your solution to prevent errors and minimize data entry.

A team of trading partner, system and EDI experts is available 24x7 in the channel of your choosing.

#### Managed EDI service providers

Your in-house team is responsible for the operational and technical details of managing your EDI solution.

When a trading partner requirement changes, your team is responsible for changing the EDI maps. Requirement changes are extremely common in retailing.

Require your team to coordinate EDI testing with your trading partners and validate data flow.

Your in-house team communicates with trading partners about EDI connectivity, setup, requirements, updates and support.

Your in-house team is responsible for monitoring and optimizing your EDI solution.

You will be responsible for contacting support regarding any issues. Real-time, expert support is often limited.