opentext™

Success story

Travis Perkins plc

Industry
• Builders Merchant and Home Improvement

Solution
• OpenText™ Trading Grid™

Results

📄 **Elimination of paper documents** in supply chain reduces cost and improves efficiency

👥 OpenText provides **quick, accurate trading partner configuration,** easing workload

🤝 **Outstanding and responsive support** from OpenText

TP Travis Perkins

Travis Perkins builds successful supply chain communication with OpenText

OpenText™ Trading Grid™ provides secure, stable, reliable and efficient EDI messaging

"We can rely on OpenText Trading Grid to play its role in ensuring we meet our customers' SLAs. The same is true for our suppliers. Where we have SLAs with them, OpenText always performs. It's incredibly reliable. It just works."

Kunji Bodhani
eTrading team leader
Travis Perkins plc

Travis Perkins plc has been supplying the building and construction trades throughout the UK for more than 200 years. Today, the group consists of more than 20 well-known businesses, including Wickes, BSS, Toolstation, Keyline and Tile Giant, with more than 2,000 branches. In total, the group employs about 28,000 staff and turnover in 2016 was £6,217 million.

From its headquarters in Northampton, England, Travis Perkins manages a complex supply chain that involves many hundreds of suppliers and thousands of customers. For more than 20 years, the group has relied on OpenText Trading Grid to handle the electronic receipt and transmission of messages between them and their trading partners.

Kunji Bodhani, eTrading team leader at Travis Perkins plc, explained in more detail: *"Like all businesses, we used to rely heavily on paper for the placing and receiving of purchase orders, order acknowledgements, delivery documents, invoices and credit notes. As Electronic Data Interchange or EDI began to gain traction, we adopted OpenText to help us reduce costs, improve efficiency and provide a transparent audit trail."*

With some customers and suppliers mandating EDI, Travis Perkins has to know that it can place its trust in OpenText to manage the complexities and variety of messages and their specific structure.

"Whenever we need to implement a new trading partner, we simply provide the pertinent details to OpenText, using a standard form. The OpenText team then takes care of the configurations for us and sends us an acknowledgement once complete and ready for use. It is all very straightforward and quick too, we never have to chase for a status update and we deal with the same point of contact throughout the process," said Bodhani.

Outstanding support

Travis Perkins use multiple mailboxes for the transmission and receipt of messages and should a query arise, a support call is logged with OpenText.

"It is rare that we have any issues, but, if for example, we need a report on a specific mailbox issue, the team at OpenText is always quick to respond. They are knowledgeable and always provide great service," said Bodhani.

Travis Perkins originally selected OpenText partly due to its large presence in the building supply sector and the extensive knowledge of message setups. This has continued over the past two decades, continually reaffirming the selection of OpenText Trading Grid.

Centralization provides efficiency

Across the group, each business manages its own purchasing, which can originate at a branch level. Purchase orders are then centrally managed at the headquarters in the back-office systems, generating the necessary output for OpenText to transmit.

"We typically batch our orders to suppliers, with many orders in a single transmission. This means we have a single generation number, making it much easier to track. Similarly, we batch invoices from suppliers too, again making tracking simpler," said Bodhani. *"Batches are received throughout the day and then processed in the evening, with automated connections between OpenText and our other systems."*

Travis Perkins also uses OpenText to send delivery documents, order acknowledgements, invoices and credit notes, etc. to customers that use EDI, ensuring they are able to trade with the widest range of customers possible.
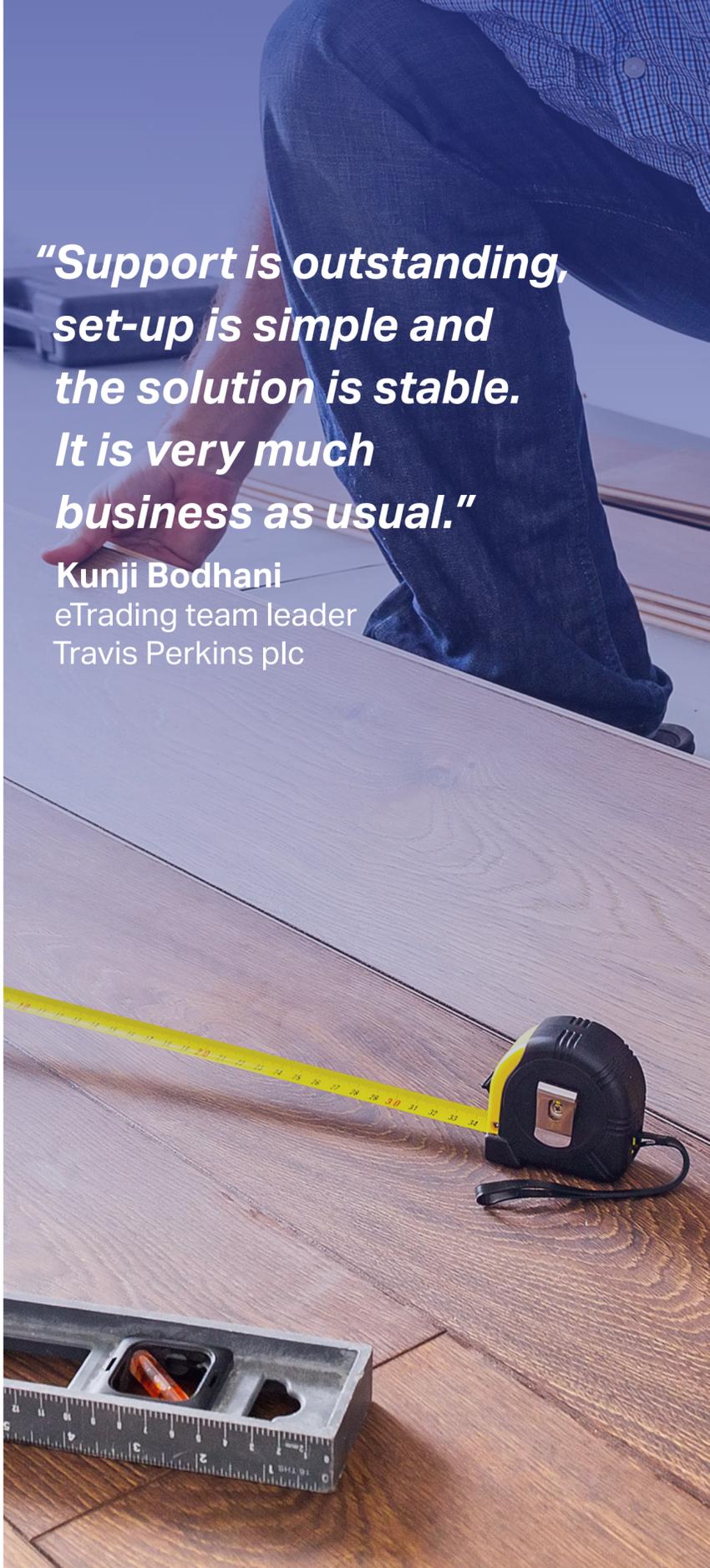
"Support is outstanding, set-up is simple and the solution is stable. It is very much business as usual."

Kunji Bodhani
eTrading team leader
Travis Perkins plc

With all messages managed centrally, should any errors occur the skills and knowledge are on hand to take immediate action.

"The number of errors is very low with OpenText and are usually caused by something other than the solution. Should an error occur though, we are notified and can quickly take corrective action," said Bodhani. *"Also, we haven't really experienced any unexpected downtime with OpenText. We are always notified well in advance of any planned maintenance that will affect us."*

Ability to meet service level agreements

Many of Travis Perkins customers work to service level agreements (SLA). For example, one of its largest customers requires that any orders placed be processed by the following day.

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With the minimum of effort on the part of Travis Perkins, OpenText Trading Grid ensures that the company is able to trade, exchanging messages in standard formats, making life easy. Over time, the admin overhead has remained low, saving money.

"Support is outstanding, set-up is simple, and the solution is stable," said Bodhani. *"It is very much business as usual."*
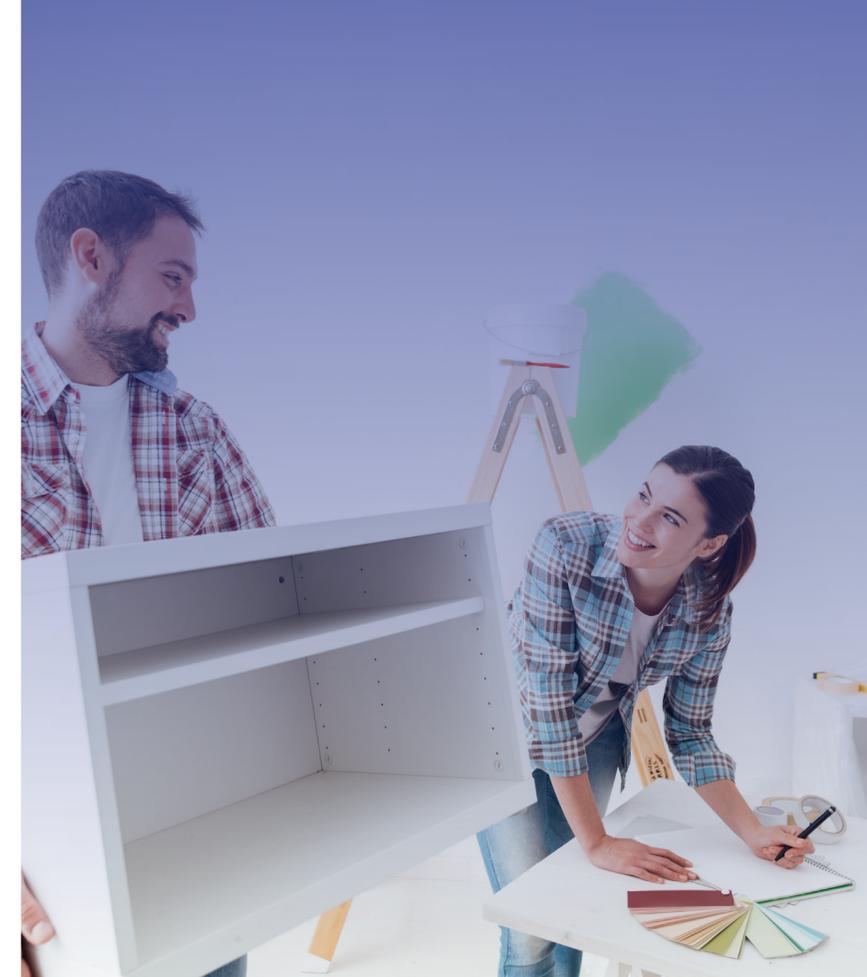
About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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