



SMB Case Study: House of Printing with Intel

Why GXS/Traxian?

"The GXS Solution allowed me to automate purchase order and invoice processing with intel, saving us one week per month in unnecessary processing time."

Margaret Kaida – Accounts Receivable
The House of Printing

About Global eXchange Services

Headquartered in Gaithersburg Maryland, Global eXchange Services (GXS) offers an extensive range of solutions to help more than 30,000 businesses, both large and small, connect with their partners, synchronize product information, optimize inventory levels and demand forecasts, and accelerate the execution of their supply chains.

www.gxs.com

About Traxian

Traxian makes electronic transactions easy for small to mid-sized businesses (SMBs) and the large enterprises who trade with them. Traxian's solutions seamlessly integrate ordering, invoicing and other processes with existing applications and services used by each buyer and supplier.

www.traxian.com

Profile

House of Printing is a progressive commercial printer focusing on short to medium run length annual reports, corporate identity, promotion, and marketing collateral. They supply printing services to many large enterprises, several of which are significant Silicon Valley high tech companies. House of Printing has 25 employees and approximately \$4 million in annual revenue. Servicing the unique order-to-invoice process of each large enterprise customer has become a growing challenge for SMBs like House of Printing.

Challenge

House of Printing's largest enterprise customers, in an effort to reduce expensive and error-prone paper processing, have implemented separate and unique web-based solutions that enable the electronic transmission of business documents in and out of the enterprise. But with each new required enterprise solution, House of Printing has been forced to implement a new exception process to receive orders from and submit invoices to their enterprise customers. In many cases, the process creates duplicate effort for each order; one to track the order and maintain accurate accounting with their internal systems, and one to retrieve orders and submit invoices to the enterprise through their web-based solution. In addition to this duplication of effort, the enterprise solution has impacted their ability to complete these orders in a timely manner. House of Printing needed a solution that would efficiently enter order information and submit invoice information directly from their existing internal applications, without the need for duplicate entry and management.

The Solution

To meet House of Printing's objectives to save time, reduce errors, and be more responsive and integrated with their customers, Traxian/GXS delivered a joint solution comprised of the Traxian Mail software and GXS Network Based Translation service. This joint solution enabled the order-to-invoice process with the first of their largest high tech customers, Intel Corporation, in a manner that met the needs of both large enterprise (Intel) and SMB supplier (House of Printing). Using an Intel endorsed industry standard, RosettaNet, this solution retrieves and submits business documents in the format and method desired by Intel. House of Printing needed integration with the one system used all day by their Accounts Receivable manager, QuickBooks, to enable automated receipt and delivery of documents without the need to re-key information into Intel's supplier site. The solution had to be easy to install, configure, and use by non-technical accountants, while not requiring any IT integration or training. It needed to be extensible to interface with their other customers, enabling the elimination of exception processes and providing one mechanism to communicate with all of their customers.

The Result

The solution allowed House of Printing to strengthen customer relationships by being more responsive. They achieved significant time savings in the form of reduced administrative activity. It now takes only seconds to enter orders and submit invoices where it took 4-6 minutes per order or per invoice using the old process. The solution's automation has drastically reduced re-keying errors since all necessary data – item information, tax calculations, and the original PO number being invoiced against, are transmitted directly.