EDICOM Outsourcing Service
OUR SUCCESS BEGINS WITH YOU

For us there is only one way to understand our work, and that is by putting ourselves in the shoes of our clients and users.

Specialists in data transmission, integration software, consulting, and development, at EDICOM we design high performance transaction systems designed to cover the needs of B2B e-commerce projects. After over a decade, our in-house developed solutions are now positioned as a reference that has increased the value of the transactions of thousands of clients worldwide.

To achieve this, we have specialized in you, your needs, your expectations and your business... so that you don’t have to worry about the installation, management and updating of advanced systems. At EDICOM we develop, implement and maintain our systems under strict service policies with a total focus on the client.

The success of each of our projects begins with you. With your suggestions, your ideas, but mainly with your decisions. Decisions driving your business towards advanced models, which constitute a full commitment to achieve the highest levels of excellence in your management.

some of our customers...

Retailers
El Corte Inglés, Carrefour, Toys ‘R’ Us, Delhaize, Harrods, Inditex, Costco, Alcampo, Cortefiel, Intersport, Media Markt, Sonae, Dia, Saturn, Chedrahui...

Manufacturers
Unilever, Kellogg’s, Sunpower, Kraft, Energizer, Red Bull, Heinz, Procter & Gamble, Sunbeam Products, Schweppes, Bic, Rip Curl, Bandai, L’Oreal, Samsonite, Michael Kors, Tommy Hilfiger, Guess, Whirlpool, Microsoft, Danone, Kimberly Clark, Sealed Air, The Jones Group, Bonduelle, Reckitt Benckiser, Skechers, Valentino, Nintendo, MaxMara, BioCentury, Adolfo Dominguez, Vodafone, Tod’s, Billabong, Riso Gallo, BP Jeans, Sony, LEGO, L’Occitane, Hugo Boss, Colgate, Olympus, Puma, Yamaha, Wrigley, Warner Bros, The Pepsi Bottling Group, Nokia, Hershey, James Farrell, Honeywell...

Logistics & transport
Union Pacific, DHL Exel, American Airlines, Kuehne & Nagel, Atlantic Forwarding, Conway, DSV, Om Log, Cat, Logista, FCC, Exel Logistics, Aldeasa, TNT Express...

Automotive
Daimler, Midas, Nissan, Good Year, Michelin, Arcelor Mittal, Fujitsu Ten, Magna Electronics, American Trim, Mercedes Benz, Pirelli, Bridgestone, Dupont, Renault, Suzuki...

Health
Traducccion, Roche, GlaxoSmithKline, Pfizer, Bayer, Novartis, Lilly, Bristol-Myers Squibb, Abbot, Becton Dickinson, Boehringer Ingelheim, Novartis, Grifols, Cofares, Alliance Healthcare, Siemens Healthcare...

Tourism
Traducccion, Beds Online, Avis, ABBA Hoteles, Hertz, Europcar, Costa Crociere.
At EDICOM we provide our services through a broad platform to give efficient responses to multiple clients, with very different characteristics and needs. To this end, we design solutions every day in line with market needs, continuously adapting our technology and resources with the aim of providing the best coverage to more than 8,000 current clients.

Our platform operates in ASP mode, so that the solutions reside in our servers, guaranteeing their uninterrupted operation through an ample service infrastructure.

Our platform’s technological architecture is governed by scalability and load balance principles, increasing the hardware resources as needed and distributing the different services proportionately among them.

The permanent monitoring of the system 24 hours a day 7 days a week, the availability of all resources in duplicate, and our disaster recovery center located outside our main facilities, all guarantee the availability of the technological platform and service 365 days a year.
EDI - ELECTRONIC DATA INTERCHANGE
INTERCHANGE ELECTRONIC TRANSACTIONS WITH ALL YOUR TRADING PARTNERS

EDI or Electronic Data Interchange enables the interchange of standardized documents between the IT systems of trading partners.

The standardized nature of these documents is the essential difference between EDI and other information exchanging systems: Orders, shipment notices, delivery notes, invoices, inventories, price catalogs, etc., can be electronically interchanged between different partners, thanks to the use of a common language that lets the different information systems interact with each other.

EDICOM’s technical solutions enable automatic processing of these interchanges thanks to their capacity to interact with the Internal Information Systems or market ERPs so that orders, shipment notices, electronic invoices or any other transaction can be processed automatically without human intervention.

This integration potential makes EDI messages the best option to optimize most of your administrative and managerial processes, among many other reasons, thanks to the improvements achieved by reducing processing times, increasing security and confidentiality, while cutting costs.

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**What transactions can I carry out via EDI?**

Practically all of the transactions that you would usually engage in with any trading partner by conventional means can be done via EDI.

<table>
<thead>
<tr>
<th>Source</th>
<th>Transaction</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
<td>Order</td>
<td>Supplier</td>
</tr>
<tr>
<td>Supplier</td>
<td>Shipping Notice</td>
<td>Client</td>
</tr>
<tr>
<td>Supplier</td>
<td>Shipping Order</td>
<td>Logistic Operator</td>
</tr>
<tr>
<td>Logistic Operator</td>
<td>Delivery Confirmation</td>
<td>Supplier</td>
</tr>
<tr>
<td>Service Provider</td>
<td>Inventory</td>
<td>Public Administration</td>
</tr>
</tbody>
</table>

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**What do I need for EDI?**

**Standard Language:** Interchanging electronic information requires a standardized language shared by sender and receiver to structure the messages. There are different standards, such as EDIFACT, X12, XML, etc.

**EDI software:** Sender and receiver must have an EDI solution to construct and manage the messages according to the standard in which the interchanges are to take place.

**Communications Network:** EDI interchanges call for secure communications systems adapted to the peculiarities of this type of transaction. There are different options available, although the most widespread are VANs or Value Added Networks. These are private communications networks with high levels of security, control and monitoring that guarantee the correct sending and reception of different messages.

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**EDI ADVANTAGES**

- No paper involved.
- Improved processing of information.
- Reduction of processing and storage costs.
- Fewer errors.
- Improved customer service.
- Shorter billing cycle.
INTEGRATED SOLUTIONS
SHARE INFORMATION WITH YOUR TRADING PARTNERS FROM YOUR OWN ERP

INTEGRATED solutions are characterized by their capacity to process data messages sent and received automatically.

This automatic processing results in the ability to automate the construction of these messages on the basis of the information contained in the ERP system when these messages are outbound. Likewise, this automatic integration allows the data to be converted into the proprietary language of the ERP system when they are inbound.

This way, the processing of large volumes of transactions between business partners takes place without human intervention, quickly and efficiently, without modifying internal processes.

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**Basic transaction integration process**

- Integrated solutions let you automate the flow of structured data messages that are interchanged.

- Through these messages it is possible to engage in multiple transactions with all types of partners: Customers, suppliers, logistic operators, public administrations, ports, customs, service provider companies, etc.

- The ERPs or Internal Information Systems must be able to export the data containing the basic information with which to compose the outgoing message.

- The data are transformed in the EDI platform into the standard in which the receiver expects to receive the message (EDIFACT, XML, X12, ODETTE, TRADACOM...).

- Through a suitable communication network, the message reaches its destination.

- The receiver receives the message in their EDI platform, where the opposite process to the outbound takes place: The standard message is transformed into a data structure understandable by the ERP.

- The ERP imports the data transformed by the platform, integrating the transaction in the addressee’s management system.
Outsourcing is a current trend where the company’s main aim is to cut direct expenses through the subcontracting of external services that do not affect the main activity of the firm.

The outsourcing trend is gaining ground in the enterprise community worldwide and basically consists of the hiring of external resources, while the organization is dedicated exclusively to its mission and core business.

Until recently, outsourcing was seen as a means to significantly cut costs, although it has also proven to be a useful tool to encourage company growth.

EDICOM OUTSOURCING SERVICE
OUTSOURCING AS STRATEGIC OPTION

EDICOM assumes the constant updating of technological resources.

Specialist technicians devote all their time to maintaining the technological platform.

The system is designed with a scalability criterion for uninterrupted operation.

Security of the information is the responsibility of EDICOM, maintaining updated backups of the whole system.

Other Advantages:

- No investment in hardware or software needed.
- EDICOM assumes the constant updating of technological resources.
- Specialist technicians devote all their time to maintaining the technological platform.
- The system is designed with a scalability criterion for uninterrupted operation.
- Security of the information is the responsibility of EDICOM, maintaining updated backups of the whole system.

EDICOM OUTSOURCING service lets you:

- Focus on critical competencies instead of routine systems operations.
- Enhance performance by swift adaptation of your systems to the communication demands of your business.
- Cut training times and qualified staff costs.
- Have specialist technicians constantly up to date with technological changes.
- Accelerate the evolution of new technologies while keeping costs down, mitigating risks and maintaining control of the technological innovation framework.
The EDICOM Outsourcing Service totally frees you from managing your B2B communications platform, as well as all the associated tasks in its day-to-day operation, and relations with your partners and administration of the technological resources (servers, databases, backup copies, communications, maintenance, updates, storage of electronic invoices, etc.).

EDICOM places a maximum security technological infrastructure at your disposal, permanently monitored (24x7) and looked after by exclusively dedicated professionals who will make sure that your solution is always available. The EDICOM platform is designed to process large volumes of information and supports all kinds of data interchange standards and electronic signature services with the backing of the EDICOM Certification Authority.

With EDICOM you will have the best communication network to connect securely with any international trading partner.
EDIWIN XML/EDI SERVER is the software from EDICOM that allows easy handling of XML/EDI transactions and Electronic Invoicing with your partners. As part of the EDICOM OUTSOURCING service, you can administer the integration processes of these transactions in your Management System, and all the aspects related to the parameterization of the platform, users, alarms, logs, statistics, etc.

In Outsourcing mode, the software is managed by the EDICOM Administrator, who interacts with you and your partners to resolve, or, where indicated, report incidents and alarms.

Through a browser, the client can enter the application by a secure access, from which you can monitor how the EDICOM Administrator is managing your B2B platform.

<table>
<thead>
<tr>
<th>EDIWIN software management</th>
<th>Partner connection</th>
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<tbody>
<tr>
<td>- Software configuration.</td>
<td>- Coordination of initial interchanges through the test framework.</td>
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<tr>
<td>- Partner parameterization</td>
<td>- Definition of profiles in the communication network.</td>
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<tr>
<td>- Error handling and processing.</td>
<td>- Control of information flow start-up between the client and their new trading partners.</td>
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<tr>
<td>- Alarms management</td>
<td>- Opening “gateways” between different communication networks where indicated and authorized by the client.</td>
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<tr>
<td>- Unassisted process control.</td>
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<tr>
<td>- Control of communications.</td>
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<tr>
<td>- Profile definition.</td>
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</table>
Hiring the EDICOM Outsourcing service lets you delegate the daily running of your EDI and Electronic Invoicing project to a team of highly-qualified and specialized professionals who will guarantee seamless operation of your communications platform.

The EDICOM Outsourcing Service guarantees immediate start-up with no need to modify your internal management processes and without costly investments in hardware or software.

There are different contract modes depending on the needs of each client.

To see which one is best suited to the features of your B2B project, please do not hesitate to contact our commercial team.

It will be our pleasure to assist you.

CONTRACTING THE SERVICE

Please consult our commercial team for the terms and conditions of the solution best suited to your needs.

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