

Customer Success Profile:
XSE Group, Inc.



TeamCain is an award winning solutions provider. We specialize in ERP implementation services and value added products.

We help our clients achieve their business objectives through our; *J.D. Edwards consulting practice* for EnterpriseOne and World, our *RF-SMART* automated data collection and *Advanced Warehouse Management* specialty, our *Create!form* output management and electronic distribution and storage solution, and our *Business Intelligence* offerings.

Our customers tell us what makes us different from other consulting firms is our depth of *experience* and core *integrity*.

As a client of TeamCain we *guarantee a partnership* that will integrate our extensive business knowledge to help your company function at an elite level.

THE CUSTOMER

The XSE Group, Inc. is headquartered in Middletown, Connecticut. This privately held company is a leader in the supply of original and remanufactured laser toner and ink jet cartridges, sold through their own on line and direct sales presence and through a number of customers who sell direct. XSE has been growing at a rate of 60% over the last 5 years.

THE SELECTION PROCESS

XSE was already using an output management solution with their six year old JD Edwards EnterpriseOne solution. Eric Taylor, XSE's Director of IT and member of the senior management team, indicated "The solution we were using was not giving us the flexibility and growth potential we needed. There were many things we wanted to accomplish with an output management tool to support our business growth, and the tool we were using was holding us back."

XSE heard about TeamCain and the Create!form solution from a fellow member organization of a local user group. "We put a call in to TeamCain and they arranged to quickly let us see how Create!form could take us where we wanted to go. We also checked their references and were very impressed with the feedback from their existing customers – nothing but praise for both the product and TeamCain. Based on this, and a very positive feeling we had in our initial dealings with TeamCain, we went ahead with Create!form in June of 2005."

THE SOLUTION

XSE decided to licence and implement the core Create!form EnterpriseOne solution (Server and Designer) along with the addition of the Create!stream, Create!email and Create!fax products. "We knew we wanted to extend our output via Fax and Email right off the bat, in order to gain the efficiencies we needed." said Eric Taylor.

XSE had TeamCain install the software and perform the initial training shortly after licencing the solution. Both the installation and training were done remotely by TeamCain. "This worked out well for us" said Eric "as we were able to eliminate travel costs and have the training fit into our already busy schedules".

Order to cash – pick processing improvements

XSE's initial focus was on business processes around their "order to cash" cycle. They were moving to a new warehouse that was 4 times the size of their previous site and wanted at the same time to design the process around picking and customer notification. XSE picks product from two floors in their warehouse using three central pick ticket printers. "Using Create!form, we were able to send the pick tickets to the most appropriate printer based on the product information on the Pick." says Craig Baratta, XSE's Logistics Technology Manager. "In addition, the pick comes out on color coded paper from one of three trays in each printer to match critical pick decision elements – products that are to be packed with no Styrofoam peanuts, products that require private labeling, and regular picks." Selecting and sorting the pick tickets appropriately used to take 30% of the shipping manager's time – which is now completely freed up for other more relevant tasks. "Our customer service in this area is up immensely, and our mistakes are down dramatically" adds Baratta.

Order to cash – customer notification

With the aid of Create!form, the customer notification process has also been streamlined – to the benefit of both XSE and their customers. Customers have the option of requesting notification of the picking of their orders and the shipping of these orders – automatically via email or fax. "Our business model is based on next day delivery, and our customers need to know that their orders are in process and on their way ... otherwise they need to look elsewhere. This process was very labour intensive before Create!form – calls, email and faxes all processed manually by our Customer Service reps.

TEAM CAIN

Experience Counts

TeamCain is proud to be the Create!form *Partner of the Year* for North America for two straight years.



Give TeamCain a call to see how the Create!form solution can start benefiting your organization.

Because it's time to re-form your business!

TEAMCAIN

P.O. Box 1956

Peterborough ON K9J 7X7

Canada

1.800.861.7628

www.teamcain.com

...continued

Now, the need for this important but unnecessary use of our CSRs is dropping quickly – letting them service more customers, and service them better.” indicates Kelly Munro, XSE’s Director of Sales and Marketing. “Our customers can receive formal confirmation of what we will pick for them typically within 15 minutes of placing the order, and notification of what is being shipped before the end of the day. It’s invaluable – for them and us.”

Private Labeling

XSE offers a service to their customers that allows these customers to order from XSE and have the product shipped directly to their end customers. Let’s say that XSE’s customer is “Great Cartridges”. The customer-facing part of this service – the Packing Slip and the actual product labeling in particular – utilizes Create!form to embed Great Cartridges’ branding. Remanufactured toner cartridges and ink jet cartridges leave the XSE warehouse with the Great Cartridges’ own branding on it – logo, address and web site, tag line and “compatible product” details. Many of these labels are in full colour as well; the pack slips also show the branding of Great Cartridges’. When the product and documentation show up at Great Cartridges’ customers, it looks like the shipment came straight from Great Cartridges. “The ability to handle the private label part of our business allows us to keep sales that might have gone elsewhere, and to solicit business we might not have been able to go after”, says Kelly Munro. “We can do this simply and effectively with Create!form now.”

“TeamCain came through on our private label needs in spades” says Eric Taylor. “Not only did they get the whole process going through Create!form, but they helped us understand how to construct the process within JDE and make several key modifications to assist the process. Their business knowledge, JD Edwards’s knowledge, and Create!form experience were a huge assist.”

Invoicing

XSE offered email or fax delivery of invoices to their customers prior to implementing Create!form – but it was a very manual process. XSE generates nearly 1000 invoices each day. “We really didn’t push the fact that we could provide fax or email invoices prior to Create!form” says Eric Taylor, “It just took too much time.” Within a month of streamlining and automating the process with Create!form, their adoption rate for electronic delivery to customer is up to about 30%. “We should conservatively save over \$30,000 in hard costs just on the invoice process in the next year” says Eric Taylor.

EnterpriseOne updates

Some of the process enhancements that XSE were looking to do required changes to programs in EnterpriseOne. TeamCain was able to perform the analysis, make recommendations on the best approach, and modify the programs to handle exactly what needed to be done. “TeamCain was able to do the whole process – including the modifications. We really appreciated their business knowledge on the EnterpriseOne side with this – Lisa in particular was great.” indicated Eric Taylor.

THE SUMMARY

With strong growth, a competitive low margin marketplace, and a desire to differentiate themselves from the crowd, XSE needed a solution and a partner that could help them deliver – literally. “We could not be happier with both Create!form as a software solution and TeamCain as our partner. Both have delivered higher value than we expected – and we have high expectations. We wish all our technology solutions and partners worked as well.” say Jeff Johnson, Executive Vice President at XSE.

XSE streamlined their business processes in their order-to-cash cycle, and has done so while adding great value to their customers. “Our business documents look so much better, are much more flexible, and contribute to our business rather than limiting it. We also save hard dollars as part of implementing Create!form – what’s not to love about that!” summarized Eric Taylor. “I’d really urge anyone looking to improve their business – whatever business they are in – to look at Create!form and TeamCain. You won’t be sorry.”

