

# BLU PHARMACEUTICALS SAGE 500 ERP



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– Jenny Furlong

IT Coordinator, Blu Pharmaceuticals, LLC

## OBJECTIVE

- ▶ Deploy an easy to use, well supported and cost effective EDI solution to interface with existing Sage 500 ERP

## SOLUTION

- ▶ Implement a complete end-to-end EDI solution from TrueCommerce EDI

## BENEFITS

- ▶ Gained substantial business productivity improvements and reduced errors in virtually all aspects of order processing
- ▶ Decreased time to manually enter orders and create invoices from hours to minutes, eliminating the need to hire additional personnel
- ▶ Reduce total cost of ownership by 30% - 60% compared to other third-party EDI providers

## BACKGROUND

**Exceptional growth and new, expanded facility created perfect timing and opportunity to implement planned EDI.**

Blu Pharmaceuticals, LLC manufactures, markets and distributes high quality generic pharmaceuticals at competitive prices and has experienced exceptional growth since its inception in 2006. The necessity to relocate its corporate headquarters and warehouse to a larger facility in Franklin, Kentucky also spurred the timing of implementing an electronic data interchange (EDI) system.

"We had wanted an integrated EDI system from the time the business started," said Blu Pharmaceuticals IT Coordinator Jenny Furlong, "but it wasn't feasible right away. However, it soon became apparent that we would need it and benefit from it in that our business was beginning to grow. It was the right time."

## ADDRESSING THE ISSUES

**TrueCommerce EDI Solutions level of communication and willingness to handle the brunt of the work – including resolution of third party software glitches - made a great impression.**

"We were generally familiar with the benefits of EDI but we didn't have a great deal of staff expertise," Furlong noted. "However, we pretty much knew what type of system we needed. Since we were using Sage 500 ERP, we needed an EDI system that would integrate well with the business software, be easy to use, eliminate manual entry and the potential for errors, be well supported and, of course, be very cost-effective. The only real decision was to find the best solution for our company."

Blu Pharmaceuticals began its review of several EDI providers in the summer of 2007. They requested information packets, demos, and spoke with representatives to get a sense of how the EDI providers communicated with potential customers. "Compared to the other providers, it was much easier to understand TrueCommerce EDI Solution information," noted Furlong. "The software demo was the easiest to use and understand. It also seemed like the implementation would require less work on my part, which was an important consideration in a small company where we all have many different roles."

"TrueCommerce also had the expertise to implement their system with our Sage 500 ERP and we wouldn't need to bring in a third party, which another EDI vendor said they'd have to do," Furlong added. "I really liked the fact that TrueCommerce EDI could do most of the background and behind the scenes work for me. It was like one-stop shopping."

Once the decision was made in late 2007, TrueCommerce EDI Professional Services & Support began implementing the new EDI system in January of 2008. Though it only took two to three weeks to set up the system, there arose some unexpected server issues that were not created by the TrueCommerce EDI Platform. "Our orders were coming through the EDI system just fine, but server conflicts prevented them from properly getting imported into the accounting software. The TrueCommerce Professional Services & Support team worked very diligently to help resolve the issues for us. They communicated on our behalf to our outsourced vendors and

everyone worked hard to get the updates in place. TrueCommerce EDI was a great communicator for us."

### BENEFITTING FROM THE RESULTS

**Extensive relationships with trading partners and significant time and resource reduction add to the Company's satisfaction and willingness to recommend TrueCommerce EDI Solutions.**

Once the company's various systems were communicating properly, the rest of the implementation went quickly and painlessly. "The TrueCommerce EDI Support Team was already working with our national pharmaceutical wholesalers," noted Furlong, "so they already had the trading partner background work done." She made the initial contact with the trading partners' EDI managers, informing them that Blu Pharmaceuticals would be giving their information to her TrueCommerce EDI representative for follow up. "Our rep handled everything from there. I did some minimal crossreferencing within Sage 500 ERP but that was about it."

Since then, the benefits of using an EDI system have been obvious. "We've saved a lot of time entering orders," Furlong said. "We were spending about eight to nine hours a week on manual entry and now it's done in minutes. It has significantly freed up time for the order taker to do other tasks."

It has also created a savings in potential personnel cost. Said Furlong, "We were basically at the point where we would have had to hire another employee and we didn't have to do that."

The cost of implementation, even including our ongoing monthly costs, is considerably less than adding another employee salary." Timing of the EDI decision couldn't have been better, said Furlong. "Though we weren't getting pressure from our trading partners to convert to EDI prior to our decision, they're now requiring EDI transactions from their business partners. Had we not already converted, we would have to pay to process our transactions using paper copies on a per-invoice basis, which would have added up fast. Not only did we avoid that expense, but we're now getting payments from our trading partners more quickly. We can send out an order in the morning and an invoice that afternoon, so we've shortened the timeline for getting paid."

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IT Coordinator

### ABOUT TRUECOMMERCE

TrueCommerce gives your business a competitive edge with simple, adaptable and cost-effective solutions that harness the power of our trading partner community. From the factory to the warehouse, from distributor to retail storefront, achieve new levels of business connectivity and performance from the world's most complete network.

**Connect. Integrate. Accelerate.**

### THE TRUECOMMERCE TEAM IS HERE TO HELP!

If you have any questions regarding TrueCommerce, or how it applies to your business, our passionate, EDI focused team is here for you.



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