

Sterling Commerce provides faster, more secure data transfer



A marca do crescimento em Comércio Internacional

Location

Sao Paulo, Brazil

Industry

International Trade Services (import, export, logistics and fulfilment)

Revenue

\$1.3 billion in 2005

Business challenge

Integrate customers seamlessly into a value-added network (VAN) that provides unparalleled security, disaster recovery services, good value and the scalability to handle multiple data formats and communications methods.

Solution

- Sterling Collaboration NetworkSM
- Sterling Integrator[®]

Benefits

- Reduced operating costs, human errors and time once the process was automated
- Improved scalability, which decreased time needed to integrate new customers
- Improved customer service because data exchange is now more efficient and effective
- Enabled customers to be more efficient

Sab Company

Customer background

Established in 1998 and headquartered in Sao Paulo, Brazil, the Sab Company provides international trade services in the following sectors: telecommunications, information technology, clothing, food and beverage. Sab's solutions add value to its customer's supply chains, such as import, export, logistics, storage, distribution, handling and adaptation of products to the local market.

Business challenge

The Sab Company experienced business challenges on two fronts before Sterling Commerce solutions were implemented.

Externally

Manual data transfers with customers were slow and ran the risk of human failure. Transactions were not secure and almost every new customer required customized code for legacy systems, which led to delays in closing deals.

Internally

Excessive adjustments and maintenance were required for data integration between the ERP system and the imported legacy system. In addition, without a standardized process, errors occurred, which slowed the process even more.

Since the Sab Company's focus is always on the customer, it wanted a state-of-the-art solution that would give its customers faster, more secure data transfer, allowing them to boost their own reliability, profitability and client satisfaction.

Solution

Sterling Commerce recommended the Sab Company migrate its network traffic to the Sterling Collaboration Network. Now the entire data transfer process is automated, standardized and absolutely secure, which places Sab far ahead of its competitors. Since the automated process is much faster than the previous manual system, and since

“Sterling Commerce solutions have become the “heart” of our company’s platform and systemic architecture.”

Adriano Aquino
CIO,
Sab Company

no development is required concerning legacy system imports, the company has experienced a decrease in operating costs.

Before Sterling Commerce, it took Sab between 40 and 100 hours to close a deal because developers had to create customized processes for a new customer’s legacy system. Sterling Collaboration Network has reduced that time by 90 percent.

In addition to Sterling Collaboration Network, the Sab Company implemented Sterling Integrator to integrate internal data. This includes import/export/foreign exchange documents, invoicing, accounting information, forecasts and financial management. Sterling Integrator is the only single B2B platform to manage both electronic files and transactions in any quantity, format or protocol, applying business rules to process data feeds for secure data delivery, centralized control and end-to-end monitoring and management.

Key benefits

Improved scalability

Now the Sab Company can respond to new customers more quickly (without preparing new code for legacy system imports) despite the communications protocol.

Reduced internal costs

Since the integration is automated and secure, Sab can capture data instantly and determine any details needed, thus saving countless hours of maintenance.

Improved customer service

Since Sab processes data much more quickly now, its customers can improve their own profitability.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.com.

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