

Sterling Commerce provides a single platform for all Orica B2B interactions



Location

Melbourne, Australia

Industry

Manufacturing

Business challenge

Streamline and automate its sales transaction processes internally as well as externally, to promote standardization across its trading community, reduce costs, and increase supply chain visibility

Solution

- Sterling Business Integration Suite™
 - Sterling Integrator®
 - Sterling Transportation Management™ System
 - Sterling Collaboration NetworkSM
 - Sterling Managed File Transfer™

Benefits

- Improved operational efficiencies by streamlining business processes and reducing manual efforts
- Reduced transportation costs
- Maintained IT staff levels while electronic transaction volume quadrupled
- Improved the balance of supply and demand

Orica

Customer background

Orica has evolved into a multi-billion dollar company employing 15,000 people, and operating in over 50 countries. Each of Orica's businesses—Orica Mining Services, Minova, Orica Chemicals and Orica Consumer Products—is the leader in its market with a world class reputation. Orica is a leading manufacturer and supplier of commercial explosives; underground mining support products; mining, industrial, and specialty chemicals; paints and lawn and garden care products.

Business challenge

Orica's IT solution was a mix of systems that did not provide the visibility and security they needed to continue to be the leader in their industry. They needed to capitalize on new e-commerce opportunities and could not do that with their existing network due to the lack of standardization across their customer base.

Orica recognized the new solution needed to securely handle financial transactions as well as provide multiple skill sets that

were required to support existing systems. Orica wanted to be able to improve their delivery process internally by identifying the lowest freight costs with carriers and the recovery of freight costs in billing, as well as externally by providing improved on time delivery. Orica could do this by optimizing loads and driving efficiency through the process.

According to Donald DeFoe, Orica's Applications Manager, IT Shared Services, "Finding a solution to cover all of Orica's requirements was a nightmare. Connectivity to banks, retail trading partners and internal systems normally meant having to implement multiple solutions. What Orica needed was an application that could grow with Orica as Orica's environment changed."

Solution

Sterling Business Integration Suite optimizes and transforms Orica's Business Collaboration Network by improving how Orica connects, communicates and collaborates with customers, partners and suppliers.

“The return on investment has far exceeded our initial expectations. We started off with a system intended for use in one business and one country, and we are now using it across four businesses and 20 countries. Yet, we are still probably only using ten percent of the technology’s potential.”

Donald DeFoe
Applications Manager,
Orica

Sterling Business Integration Suite has created a single standards-based platform to integrate all of Orica’s mission critical business applications such as SAP R/3 to both internal systems and external trading partners.

Built on a service-oriented architecture (SOA), Sterling Business Integration Suite provides a single platform for all B2B interaction with centralized control over security, tracking and exception handling. Orica can now move mission critical financial files securely to banks and other institutions where processing control is required at each end. Sterling Business Integration Suite has enabled Orica to not only speed up these transactions, but ensure that the processes can be completely controlled, alleviating any fear that data could be missing or corrupted along the way.

Sterling Business Integration Suite allows Orica to send out the shipments electronically in XML format via AS2 giving them the necessary flexibility and security within the process. Orica has been able to have the carrier update information with rates and additional charges (handling, assessorial, FSC) giving them greater detail and visibility in the supply chain. Cross docking now became possible, reducing not only transportation costs, but also environmental impact. Implementing the transportation piece of the Sterling Business Integration Suite, Orica NA, has been able to have greater detail and visibility in the supply chain.

The solution allows Orica to seamlessly connect and communicate with customers without having to install direct connections to each customer. The result was an immediate reduction in paperwork, manual data entry and time to complete transactions. Stock control and inventory management have improved along with analysis of almost every aspect of the supply chain.

Key benefits

Maintained expenses throughout continued growth

Orica’s electronic transactions have increased more than ten fold, from 206,000 in 2003, to 3.2 million in 2008. Having the Sterling Business Integration

Suite to communicate with retail partners and to connect securely to financial institutions in one toolset has allowed Orica to keep the number of IT staff required to support and manage the system the same.

Reduced costs through optimized business processes

Since implementing Sterling Business Integration Suite, Orica has reduced paperwork, manual data entry, and the time to complete transactions. Stock control and inventory management have improved, as has the efficiency of the entire supply chain.

The company as a whole is reaping the benefits of having all of their needs met by one supplier resulting in all components being interconnected and easily manageable, and a reduction in implementation costs and challenges from deploying multiple solutions from multiple partners.

Increased visibility

Orica has seen improved business performance by providing visibility into actionable information across their key IT and business processes resulting in an improvement in customer service. They now have greater visibility and control over all integration points within and between their enterprise.

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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