

Unilever lowers operational costs for secure, reliable file transfers



Location

Englewood Cliffs, NJ

Industry

Manufacturing

Revenue

Over \$11 billion in sales in 2008

Business challenge

Implement a single point of contact for reliable file transfer

Solution

Sterling Managed File Transfer™

- Connect:Enterprise®

Benefits

- Provides reliable and secure file transfers
- Onboards business partners faster
- Helps ensure all service level agreements are met
- Lowers operational costs

Unilever in North America

Customer background

Approximately 160 million times a day, someone somewhere in the world reaches for a Unilever product. With 400 brands spanning 4 category areas—personal care; ice cream and beverages; savory, dressings and spreads; and home care—the company has become one of the world's most successful consumer goods companies.

Business challenge

When the number, type and size of file transfers began to grow at Unilever in North America, the company began looking for a single solution that would reduce operational costs, reach higher levels of file transfer reliability and ensure data security. Unilever's goal was to implement a single point of transfer for all internal and external connections.

Solution

Unilever implemented Sterling Managed File Transfer for assured, secure data delivery. The company moves approximately 50,000 files each day now, and it knows the solution can handle any size file, any format and any protocol.

The Sterling Commerce solution has become a mission-critical application at Unilever. All documents, including sales orders, advanced shipment notices, invoices and purchase orders are securely routed and reliably delivered. With no downtime and exceptional support, by adopting Sterling Managed File Transfer, Unilever is able to optimize and transform their Business Collaboration Network for growth because they can connect, communicate and collaborate better with customers, partners and suppliers.

"We're running on the same platform today as we were as a single business unit," explained Jeff Bloomberg, Integration Team Lead. "Due to the flexibility and scalability of Sterling Managed File Transfer, Unilever was able to expand the solution to support the entire North American organization without a single increase in resource or cost."

Jeff said what makes this solution truly shine is its depth. "It has adapted to every transfer situation we've ever encountered."

"I have never said 'no' to an integration request, from a trading partner or from an internal customer. Sterling Managed File Transfer can always handle it."

Jeff Bloomberg
Integration Team Lead,
Unilever in North America.

Sterling Managed File Transfer makes it easy for Unilever's trading partners to use their preferred communication capabilities. "Onboarding is a lot faster now too," Jeff said. "What used to take up to six weeks or more now takes one to three days. That means we can move projects from feasibility to development quite quickly, resulting in a substantial cost savings."

The solution also facilitates timely resolution of transfer problems, enabling Unilever to meet all service level agreements. "It has definitely increased business efficiency by driving our manual support time to an absolute minimum, which has allowed us to increase the time we spend developing new connections," he added.

Key benefits

Improves file transfer reliability

Sterling Managed File Transfer facilitates all types of file movement. It can handle any size, any format and any protocol over any number of internal or external connections. With minimal scripting, Unilever can meet every integration request, from a trading partner or from an internal customer.

Onboards business partners faster

Since business partners can use their preferred communications capabilities without having to adopt new standards, the onboarding process only takes one to three days—not multiple weeks like before.

Meets service levels agreements

The Sterling Commerce solution identifies and resolves file transfer problems, enabling Unilever to meet all service level agreements. When a problem is identified, replay, reprocess and resend capabilities accelerate exception resolution.

Lowers operational costs

What began as a file transfer solution for a single business unit quickly grew into a solution that now supports the entire North American organization—without a single increase in resource or cost.

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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