



Circular Edge
Redefining Impossible

**Smart
Help**

JDE CUSTOMER SUCCESS STORY: FOODSERVICE EQUIPMENT & SUPPLIES COMPANY

Customer Profile

Foodservice Equipment & Supplies Company

Industry:
Foodservice Equipment,
Supplies & Design

Location:
Northeastern US

Employees:
Approx. 1,500

- Products:**
- JD Edwards EnterpriseOne 9.2
 - Financials
 - Fixed Assets
 - Job Costing
 - Contract Billing
 - Inventory Mgmt
 - Warehouse Mgmt
 - Transportation Mgmt
 - Sales Order Mgmt
 - Purchasing
 - Oracle CPQ Cloud
 - Oracle Sales Cloud
 - Oracle Marketing Cloud
 - Oracle ATG Web Commerce
 - Oracle Primavera
 - Oracle Identity Mgmt
 - OBIEE, OATS
 - Smart Scheduler

FOODSERVICE EQUIPMENT & SUPPLIES COMPANY'S DIGITAL TRANSFORMATION WITH JD EDWARDS E1 9.2 & ORACLE CX CLOUD

Hybrid Cloud Integrations for JDE, Oracle CPQ, Sales Cloud, ATG, FedEx, UPS & More

Modern Employee & Customer Experiences Enabled by Real Time Data Availability

Data Entry Time Reduced from 60 Hours to Seconds with Zero Errors

One of the country's largest restaurant supply company and provider of food service supplies and equipment engaged CE resources to integrate data across multiple divisions and locations, as well as standardize processes and achieve real-time visibility into operational data.

Challenges

- 14 divisions spread across the country and operating as different companies
- 10+ ERP systems, some much older legacy systems with limited capabilities
- Two separate and distinctly different lines of business: Distribution/Sales, Jobs/Project Sales
- Very little CRM in place, only one division running small CRM package
- 3rd party Quoting system with over 600,000 SKUs
- Inaccurate data, manual processes, workarounds impacting operations and customer experience
- Poor visibility to key data points and metrics needed to measure business performance
- Difficulty integrating newly acquired companies (3 major acquisitions in 8 months, more to come)

Solution

- Multiple Oracle & Oracle Cloud apps chosen including new company-wide JD Edwards ERP system along with CPQ Cloud, Sales Cloud, Marketing Cloud, ATG Web Commerce, Primavera & More
- Circular Edge delivered integrations between core applications, including working with the company's business leads and vendor project teams to define and design the integration blueprint
- Seamless Item Data Integration to Oracle CPQ with JDE as system of truth
- Customer creation done by sales reps in Oracle Sales Cloud with real time JDE integration
- Smooth transition to Oracle CPQ Cloud to create a distribution or job quote, with real time access to available inventory, managed in CPQ, updating Sales Cloud, until customer signs contract
- Sales orders created automatically; ETO/Job/Contract Billing processes triggered automatically
- Inventory Inquiries with real time availability to sales person in CPQ
- Automated Quote to Sales Order including line attachment details, custom pricing tables
- Automated 20 step "monster" Quote to Job process for completing a job, contracts, ETO, customer billing setup, which the company calls the "Magic Button" (combines existing functions, asynchronous batch process, real time web service utilizing reusable modular blocks)
- Real time FedEx & UPS integration with standard JDE transportation module & RateWare
- In total the company now has 30+ real time and 20+ batch integrations required to complete their Integrated ERP/CX Digital (customer and employee) Experiences

"Circular Edge was able to define, design and develop complex real time and batch integrations with a level of quality that I haven't seen in my 20 years of implementing JD Edwards."

– Director of ERP Programs, Foodservice Equipment & Supplies Company

ORACLE

**Gold
Partner**
Cloud Standard



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