



MAPADOC - an EDI Solution Gem for L'Image, Inc.

Client Information:
L'Image, Inc.

Headquarters:
Johnson, RI

Industry:
Wholesale Jewelry

Software Solution:
MAPADOC EDI
Sage ERP MAS 200

If you have shopped for jewelry at one of the major retailers such as Nordstrom, Dillards or Talbots, it is likely that you have seen the work of L'Image, Inc. The fashion-forward company designs and develops private label jewelry for nearly one dozen discriminating stores.

This is a fast paced, rapidly changing market requiring L'Image to remain nimble and responsive to shifting trends. The company's success depends on stocking the right product mix in the right quantities—and delivering its product orders accurately and on time.

An average, L'Image orders reference more than 300 separate ship-to locations, and incoming purchase orders are large and complex. To help ensure its orders are processed rapidly and accurately, L'Image requires a robust Electronic Data Interchange (EDI) solution. The solution L'Image relies on is MAPADOC EDI.

Out With the Old

To meet its customers' requirements, the company has used EDI to conduct business with its largest customers for years, but the process delivered few benefits to L'Image.

"We had a very old ERP system and a separate, non-integrated EDI program," recalls Jon Pelzman, vice president of Sales and Customer Support for L'Image.



"It was difficult and cumbersome to use, and frankly none of us understood how it actually worked."

A Winner Selected

When the company began looking for a modern ERP solution to replace its outdated system, a solution with an integrated EDI option was a major consideration.

"We evaluated several ERP packages, and decided on Sage ERP MAS 200 because of its strong support for distributors," says Pelzman. "There are other EDI packages that can integrate with Sage ERP MAS 200—but we selected MAPADOC because it is intuitive, easy to use, and customizable."

A Tailored Solution

That customization capability was important to L'Image in order to meet specific processing requirements.

About SWK Technologies, Inc.

SWK Technologies, Inc. is a unique IT consulting company providing strategies and solutions to meet its clients' information and business management needs.

As a Sage Software Partner, SWK Technologies offers best of breed solutions for accounting and business management, human resources and payroll, customer relationship management (CRM), job management, and warehouse management.

Specializing in collaborative commerce, or the communication and cooperation between suppliers and customers, SWK Technologies publishes MAPADOC, an embedded EDI solution for Sage ERP MAS 90, Sage ERP MAS 200 and Sage ERP MAS 500. MAPADOC EDI is used successfully by companies in dozens of industries trading with hundreds of different trading partners.

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SWK designed and engineered several modifications to MAPADOC and Sage ERP MAS 200 to support L'Image's unique requirements.

"We needed to be able to consolidate orders and invoices according to specific attributes as well as other order handling changes," explains Pelzman. "SWK was able to make those changes to the software for us."

Another processing change SWK implemented for the company automatically allocates available stock. L'Image receives weekly replenishment orders from its customers, with each order including items and quantities for potentially hundreds of stores.

"The orders are typically 'fill or kill,' with no backorders accepted, and we need special processing to occur," says Pelzman. "If we don't have sufficient stock to fill every line item, the program distributes what we have on hand to the individual stores that order the most. SWK made that change to our system, and it saves us hours of manually reviewing and allocating stock."

Professional Support

Pelzman praises the MAPADOC customer service team for the responsive, attentive support L'Image receives when questions or issues arise. "The support from SWK is impressive; they really know what they are doing. We can call or email with questions or problems and feel confident they will have the solution."

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Benefits Beyond Compliance

L'Image has found that MAPADOC brings efficiencies and benefits far beyond EDI compliance.

"Our customers don't know or care what EDI solution we use," says Pelzman. "They just care that it works. MAPADOC satisfies our customers, but it also adds real value to our organization by eliminating errors, reducing data entry and speeding processing. We wish all of our customers traded with us using EDI – it's more efficient and so much easier. With MAPADOC it is all automated. Now, we perform mouse-clicks instead of data entry. It's easy, it's automatic and it works."

No matter what your situation may be, the MAPADOC team can provide custom EDI solutions. Contact us today for more information:

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