



### Company Details

Eagle Global Logistics (EGL) is a global logistics company based in Houston, Texas. Represented in more than 100 countries, it employs more than 8,000 people and has annual revenues of some \$1.9 billion (1.7 billion euro approx.). EGL offers its customers a wide range of logistics management services, including freight forwarding by air, land and sea; import and export services; and warehousing and distribution.

### Location

- United Kingdom

### Industry

- Transportation and Logistics

### Business Challenges

- Respond quickly and flexibly to customer requirements for innovative logistics and transportation solutions
- Achieve rapid integration with the customer's systems within the framework of a major warehousing and logistics deal with HP.
- Identify integration platform capable of supporting the exchange of EDI messages between SAP order entry and warehouse management systems

*"eGate Integrator has exceeded our expectations by providing us with fast, trouble-free processing of EDI messages under all conditions. We are very glad that we chose this solution and we look forward to being able to expand its usage."* **Alan Restel**, logistics systems manager, Eagle Global Logistics

### Business Challenges

Logistics services are all about moving goods quickly, smoothly and efficiently. EGL's goal is to provide its customers with superior service and with innovative logistics and transportation solutions that create competitive advantage. In this context, a fast, flexible response to customer requirements is of central importance.

Thus when EGL won a major contract with HP to manage warehousing and logistics for PCs, monitors and printers throughout Europe, speed was a common thread running through the entire project. On the fulfilment side, orders had to be delivered to HP's customers within 48 hours. On the IT side, performance would be measured in terms of a series of key performance indicators: when an order was received by EGL, for example, confirmation of receipt had to be sent back to HP within five minutes at the outside. Finally, rapid implementation of links between the two companies' systems was essential so that HP could start to realise the benefits of outsourcing as quickly as possible.

In order to provide the required levels of reliability and security, HP specified that exchange of messages should conform to the ANSI X12 electronic data interchange (EDI) standard. The challenge for EGL was to identify an integration platform capable of supporting the exchange of EDI messages between HP's SAP-based order entry system and its own V3 warehouse management system. Looking beyond the HP project, EGL also wanted to be able to leverage its investment in developing an EDI solution by using the same platform again in future engagements where appropriate.

### Solution Overview

EGL EMEA evaluated the market and identified SeeBeyond's eGate as the best integration platform for its specific needs within the context of this project. This fitted in with EGL's corporate choice of SeeBeyond as an integration standard for global use.

Once EGL and HP had developed specifications for the integration of EDI layouts, these were passed over to SeeBeyond's implementation partner who then assumed responsibility for the solution. The development and implementation work was completed speedily and without any significant hitches.

eGate acts as the messaging hub, taking ANSI X12 messages received from HP and translating them into XML format ready for loading into EGL's warehouse management system. In the other direction, messages are generated in XML format by the warehouse management system and then translated by eGate into X12 format. In total, nine different EDI message types are exchanged between the systems with messages sent via the Internet. Some 8,000 messages a day – relating to products shipped throughout Europe from EGL's warehouses in the UK and the Netherlands – are exchanged.

### Business Benefits

According to Restel, eGate has proved to be a perfect match for EGL's requirements. As a message broker, it is stable and reliable, and there have been no support issues. The product's flexibility was a particular advantage during the early stages of the implementation, when changes to EDI layouts needed to be accommodated.

Because eGate fulfils its role so well, HP's customer orders are processed quickly and efficiently as the first stage in a streamlined fulfilment process. Levels of service relating to EDI Processing provided to HP by EGL, as monitored by the agreed key performance indicators, have been met consistently.

Restel is confident that EGL will be able to reuse the EDI message types developed during the course of this project for other similar engagements that involve establishing links with its warehouse management system. More generally, the company now has experience of and access to a proven integration technology that can be used to integrate its systems with those of its customers in a variety of ways.

### Plans for the Future

EGL has now started to incorporate SeeBeyond's technology in bids for new contracts. Restel anticipates that EGL's chances of winning these contracts will be given a boost because prospective customers can be sure that EDI links will be implemented quickly and smoothly.

*"Based on their past experience of troublesome EDI implementations, some of the EGL and HP team were quite anxious at the outset," said logistics systems manager Alan Restel. "In retrospect, though, it became clear that the eGate Integrator implementation had gone more smoothly than any other part of the project. All credit to SeeBeyond for supplying us with such an excellent solution."*

**Alan Restel**, logistics systems manager, Eagle Global Logistics

### Solution Overview

- Use eGate Integrator to translate messages from ANSI X12 to XML format
- interface EDI into SAP and Warehouse systems Management System
- Support nine different EDI message types
- Operate over leased line

### Business Benefits

- Rapid implementation with a stable, reliable running system
- Streamlined fulfilment process
- Levels of service provided to HP through agreed KPIs have been consistently high
- Faster processing of EDI message types
- Competitive advantage in new bids
- Reuse - enabling lower cost in subsequent engagements

### Technology Profile

- SeeBeyond Components
- eGate™ Integrator

### Integrations

- SAP order entry
- V3 warehouse management system

### Sizing

- 8000 messages daily

### Hardware/OS

- IBM eServer xSeries
- Windows 2000