

A Study In Success



About vSync

vSync provides integrated EDI and trading partner compliance solutions for small to medium sized companies in a wide variety of industries. Since 1989, we've been helping companies meet supply chain requirements by providing industry-compliant EDI solutions, industry-leading EDI consulting, training and implementation services to the Microsoft Community. vSync solutions offer turn-key compliance solutions that leverage your investment in Great Plains and other applications, to provide the agility your organization needs to meet and sustain supply chain excellence.



About

Headquartered in Minneapolis, Caribou Coffee Company is the second largest specialty coffee company in the United States, with more than 300 stores and 3000 employees in thirteen states. Caribou Coffee recently expanded its sales channel by selling coffee to retail grocery outlets throughout the US.

Business Need

Caribou Coffee implemented Microsoft Great Plains in 2000 and was considering additional products to manage 12 warehouses across the US. Caribou Coffee embarked on a strategy to sell directly to the retail industry and needed additional tools to adhere to the compliance requirements of their new retail trading partners. They searched for a solution that would enable EDI transactions to flow in and out of the Great Plains ERP system and integrate order data from Great Plains to a new warehouse management system that could optimize their fulfillment process.

The Solution

Caribou Coffee selected Radio Beacon's warehouse management software in 2003. After the implementation, Caribou Coffee installed vSync EDI for Great Plains utilizing Blue Moon Industries' integration interface to have EDI transaction information flow through both Radio Beacon and MBS Great Plains.

The Result

Caribou Coffee's EDI sales orders flow into the Great Plains sales order processing module, which kicks off an automated EDI invoice and sends important order data to the warehouse for fulfillment. With this integrated solution in place, Caribou Coffee is able to optimize the picking process, manage fulfillment, and print carrier and customer compliant labels and documents.

Caribou Coffee surpassed Target's 12-week deadline by becoming EDI compliant in a few weeks. Caribou plans to significantly increase incremental revenue due to their streamlined processes, optimized fulfillment capabilities, and ability to comply with trading partner requirements. Reductions in labor and gains in efficiency and accuracy are contributing to additional savings.