

## Customer Success Story

# YANG MING

Yang Ming Belgium is a joint venture that was set up in 2007 by the KONINKLIJKE BURGER GROUP in Portugal, Netherlands and YANG MING TRANSPORT CORPORATION, TAIWAN. The joint venture enhances the position of Yang Ming in the Belgian market, and strengthens the group's commitment to its Belgian customers.

Yang Ming is the second biggest shipping company in Taiwan. It owns 94 vessels, of which 81 are container ships. The company's fleet calls regularly at the Port of Antwerp, where Yang Ming operates its own container terminal AIT in the Deurganckdock. Yang Ming offers various sailings per week to all destinations in Far East, US - North Atlantic and India.

### Business Need

Yang Ming Belgium used to work with an external party for capture and distribution of their shipping information. In order to gain a better view and control the data exchange, Yang Ming decided to perform these tasks internally. They therefore needed to integrate their new global ERP system with different partners :

- Belgian Customs Authorities
- Antwerp Port Authority
- Several container terminals in Antwerp
- Freight Forwarders
- Shippers
- Depots

This integration had to be more than a standard link between the ERP (enterprise resources planning) system and all different trading partners. It had to enable and stimulate successful B2B collaboration by offering all parties involved a reliable and secure platform for intensive data exchange. For follow up and management reasons, Yang Ming needed excellent visibility on the entire communication process. An integrated solution for better data exchange.

Yang Ming selected Descartes' Porthus.net Trading Hub to integrate their new global ERP system and exchange data with multiple partners. The solution addresses the company's unique global EDI (Electronic Data Interchange) needs to streamline the data exchange between Yang Ming and its business partners.

All transactions and communication pass through the Descartes Porthus.net central platform before reaching the relevant partner. Yang Ming's IT staff in Belgium, Germany and Taiwan are now able to access and process information through one single solution.

Thanks to the Descartes Porthus.net Message Viewer, a separate product feature, Yang Ming is able to track and trace messages, offering greater control and follow-up capabilities.

Yang Ming uses one solution for all trading partners: a very cost efficient setup.

## Why Descartes Porthus.net Trading Hub and Descartes Porthus.net Message Viewer for Logistics?

Descartes Porthus.net Trading Hub clearly distinguished itself from competitive solutions. Key criteria why Yang

Ming n.v. chose Descartes Porthus.net Trading Hub and Descartes Porthus.net Message Viewer for Logistics:

- Seamless integration with the global ERP system
- Tracking & Tracing abilities allowing total control
- EDI (Electronic Data Interchange) validation for correctness checking on both content and format of messages
- More visibility on the data exchange with the EDI partners
- One single application for all trading partners
- Reduction of costs and risks (data loss)

## Products & Services Used

### Professional Services

The solution was implemented by Descartes' Professional Services team and project implementation was coordinated by a designated Project Manager. All Descartes experts use a proven methodology to ensure your complete satisfaction with service contracts.

### Product

Descartes Porthus.net Trading Hub + Descartes Porthus.net Message Viewer for Logistics

### Managed Services

The solution for Yang Ming is hosted and managed at the Descartes data center. With this value-added managed service, Descartes monitors, maintains and manages the sophisticated and fast-evolving software application platform. This includes 24/7 Helpdesk services in case of support issues.

## Summary

### Challenge:

- Enable efficient electronic data exchange between Yang Ming and multiple trading partners
- Provide total view and control on the data exchange process

### Keys to Success:

- Integration in existing environment
- Clear, user friendly interface
- Accessing and sharing information in a secure and reliable way
- Tracking and Tracing capabilities

### Benefits:

- Reduction of operating costs
- Greater control and follow-up capabilities
- Increased business continuity