

For Louis Ditzler AG, the standardized interface ensures a smooth exchange of EDI data



Louis Ditzler AG is a market-leading production and trading company in the food industry, which is closely linked to the Swiss agricultural sector. With many customers in the catering and retail sectors, working in partnership with an EDI service provider is very important to Ditzler. For 10 years, Descartes STEPcom has been taking care of the smooth exchange of EDI data between the consistent interface to the ERP and the customers' standardized EDI messages.

“We appreciate the long-standing good cooperation with Descartes STEPcom. In this way, we can focus fully on our core business and processes without worrying about EDI operations.”

Andy Kunz,
Head of IT

Company profile

Louis Ditzler AG
Production & trading of frozen products/fruit specialties

Descartes solution

B2B messaging / EDI & master data
(SyncWORKS & GloLIB)

About the customer

Louis Ditzler AG has been supplying major customers with frozen vegetables and fruits as well as various chestnut specialties for decades. In addition, Ditzler develops third-party brands on behalf of customers and produces food components for the processing industry.

Quick overview

Challenge

A real partnership with an EDI provider to ensure smooth handling of the EDI projects with regard to the diverse requirements of the customers and the ERP solution.

Solution

Louis Ditzler AG has been using the Descartes STEPcom EDI Service Center since 2014 and SyncWORKS & GloLIB since 2017 to exchange product master data. Years of reliable cooperation with the ERP provider made the choice for Descartes STEPcom easy. Ditzler can count on their comprehensive EDI know-how in the Swiss market for smooth B2B messaging.

Results

- Smooth processes
- Uniform interface
- Worry-free connections
- Reliable partnership

The challenge

As an SME in Switzerland with many customers in the catering and retail sectors, stability, know-how, support and a partnership with a service provider are very important to Louis Ditzler AG. Almost 10 years ago, Ditzler decided on the EDI services of Descartes STEPcom as part of the introduction of a new ERP system.

The solution

When Ditzler chose Descartes STEPcom's EDI Services, the good existing cooperation between the implementation partner and Descartes STEPcom in various EDI projects was decisive.

The uniform and standardized interface between the ERP and Descartes STEPcom's EDI Service Center offers Ditzler smooth data exchange. Descartes STEPcom provides the customer with detailed know-how and existing messages from all retailers and their logistics processes on the EDI Service Center platform.

Ditzler counts on a stable and secure EDI environment including monitoring and support of the outsourcing solution by Descartes STEPcom. In addition, Ditzler ensures smooth day-to-day business with the monitoring and track & trace tool. The data exchange is monitored in real time. In the event of any errors, corresponding alerts are sent directly to the responsible departments.

In addition to the EDI connections, Ditzler also receives support from Descartes STEPcom with coordination and know-how transfer regarding the ERP integration.

Apart from EDI, Louis Ditzler AG also uses the solutions for exchanging product master data with SyncWORKS and GloLIB from Descartes STEPcom. Thanks to SyncWORKS as the PIM system (Product Information Management), Ditzler's product data can be optimally prepared for exchange with customers via interfaces, supplemented if necessary, and validated and sent for each data recipient. This ensures a smooth process and high data quality. It is based on GS1 Global's standardized Global Data Model. Via GloLIB, the GS1-certified GDSN® data pool (Global Data Synchronization Network), the product data is then correctly transmitted via GDSN to the various data recipients. Among other things, also to GS1 Switzerland's trustbox®.

Results



Smooth processes

the order-to-cash and logistics processes run smoothly



Carefree connections

thanks to know-how, existing messages and monitoring portal



Uniform interface

protects the investment and simplifies new connections



Reliable partnership

Ditzler doesn't have to worry thanks to the good cooperation