

# From order faxes to integrated EDI: HEMI reaps the benefits of order processing automation



HEMI, a company active in the serial production of interiors for the retail, DIY, garden centers and leisure & hospitality sectors, switched to EDI in 2019 at the request of the DIY retailer Intergamma. The switch from manual processing of incoming orders to automatic messaging has ensured that both parties have less to worry about for these orders.

“You first have to look at your message volume, but if that is large enough, EDI will ensure a faster order process with fewer errors. It just works well.”

**Jeroen Kik,**  
Project Manager

## Company Profile

Wood and metal interiors HEMI BV  
Production of interiors

## Descartes solution

B2B Messaging / Integrated EDI

## About the customer

HEMI covers the entire process when creating interior solutions: from creation to delivery and store design, or turn-key delivery of a store or store concept to the maintenance of stores and store installations. The company places special emphasis on sustainability and corporate social responsibility. The basis is a very cost-conscious corporate culture.

## Quick overview

### Challenge

Responding to the request of DIY chain Intergamma to have the orders processed via EDI, specifically for the small orders they place with HEMI.

### Solution

Integrated EDI

### Results

- Worry-free ordering process
- Faster processing
- Error-free order handling
- Proactive project approach

## The challenge

The request came from customer Intergamma to work with EDI so that smaller orders could also be processed via EDI. For HEMI, the biggest challenge was to connect Intergamma's EDI for DIY (EANCOM<sup>®1</sup>) with HEMI's ERP software that "didn't talk EANCOM-EDI". The option to have orders received via HEMI's web shop was not retained because the specific agreements with the customer (e.g. for prices of certain items) would not be applied one-on-one.

In the past, HEMI received orders via fax or email. The information was then manually transferred into the system. This meant that a lot of time was spent on relatively small orders. Additionally, there was always the risk of mistakes. HEMI's corporate culture is cost-conscious, so the benefits of EDI fit perfectly with that: less need to worry about small orders, a lower risk of errors and efficient supply chain processes.

## The solution

The Descartes team sat down with the Hemi project group and together they ensured that everything was aligned. The main focus was on how EDI would be used for store construction at HEMI and how it was used for trade goods at Intergamma. HEMI set up a project group that, together with Descartes and the ERP consultant, looked at how everything could be handled within its own system because extra translation was necessary. The mappings were set up jointly with Descartes. Then both sides started to build. After the required tests and adjustments, the implementation was successfully completed after about eight months.

The collaboration with Descartes went well: there was intensive consultation on all aspects. For companies considering an EDI project, Jeroen Kik mentions that it is important to consider in advance to what extent EDI will be used. "We also did that evaluation. No need for overkill, because EDI can be used in various other processes."

Even after the go-live, Descartes can count on appreciation for the collaboration: "the product suite is good, the commercial and technical communication is separated and there is proactive thinking about possible adjustments in case of fluctuations in message volume," says a satisfied Jeroen Kik.

When asked whether he would recommend integrated EDI to other companies, he answers affirmatively: "You first have to look at your message volume, but if that is large enough, EDI will ensure a faster order process with fewer errors. It just works well."

<sup>1</sup> GS1 EANCOM<sup>®</sup> is a GS1 subset of the UN/EDIFACT (United Nations Electronic Data Interchange for Administration, Commerce and Transport) standard. It contains only the message elements required by business applications and mandated by the syntax. Omitted are optional elements that are not relevant to GS1 users.

## Results



**Worry-free order process**  
neither party has to worry about order processing



**Error-free order processing**  
no manual intervention in the process



**Faster processing**  
time savings through automated data exchange



**Proactive project approach**  
smooth collaboration with a partner who thinks along