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—JOHN CLARK,
MANAGING DIRECTOR,
DURADIAMOND.



Web-Based EDI Brings Duradiamond Sparkling Supply Chain Efficiency

Diamond Tools Company uses GXS EDI Solutions to Trade Electronically with Major Utility Company

Corporate Profile

Major Diamond Tools and Equipment Manufacturer

Established over 15 years ago, Duradiamond was initially set up by John Clark Senior and John Clark Junior to service the engineering sector with diamond tools. It has 10 employees and has now expanded into many diamond tool usage areas and has become a specialist in the design, manufacture and distribution of a wide range of diamond drilling and cutting tools and equipment—from dry cutting core bits and blades for use on hand tools to automatic rig-mounted drilling machines.

Aggressive competition in the diamond drilling industry has meant that companies like Duradiamond have to constantly look at ways to reduce costs and improve productivity. This family-owned business takes on this challenge by not only putting an emphasis on efficiency but also on innovation and quality.

One of its innovations is the Dust Collection Unit, effective dust control equipment that allows holes to be drilled in occupied domestic properties without fear of dust and spoil being deposited in the living area.

The Business Challenge

Streamlining Order Exchange with Major Customer

Duradiamond carries out a major part of its trade with one of the UK's largest utility companies. It was receiving orders from this customer by mail and using the telephone to update the customer on order status, then updating its Sage accounts package, and Microsoft Access database for stock control purposes. As the utility company had already invested in an EDI solution, it requested that Duradiamond follow suit to enable it to further streamline its supply chain.

Although the initiative came from its customer, the major utility company, Duradiamond recognised that digitising business transactions and using EDI could also play a role in enabling it to reduce administrative costs and eliminate the inefficiencies associated with using mail and telephone communications.

The Solution

Web-Based EDI

Duradiamond uses GXS' TradeWebSM, which allows the company to exchange documents using the Internet and EDI. By using GXS TradeWeb, Duradiamond can access GXS's Tradanet[®] Service, a full-featured document exchange network used by thousands of companies, without having to invest in any software. GXS TradeWeb

requires just a personal computer, a standard Internet browser and a modem for Duradiamond to trade electronically.

When Duradiamond's customer sends an order, GXS TradeWeb automatically sends an email to Duradiamond informing them that they have an order for collection. Duradiamond then visits the GXS TradeWeb Website, collects the order and confirms receipt by selecting the appropriate, pre-configured form from an online library created by GXS. Then, it simply completes the information and sends it over the Internet using its Web browser. GXS TradeWeb routes the information electronically back to Duradiamond's customer.

John Clark, managing director of Duradiamond, comments, "It was very easy to start trading electronically. We were already internet connected, so all that was needed was a 15-minute telephone call with a technician to get us logged in."

The Results

Error-Reduction, Slashed Supply Chain Costs

Clark continues, "We wouldn't necessarily have turned to Web-based EDI if it hadn't been for our major customer. However, we clearly see the benefits of digitising the exchange of our orders. For now, we only digitise transactions with the one customer, but we see the potential of extending electronic exchange of information with other trading partners."

"By automating transactions, Duradiamond has dramatically reduced errors, saved administration times and thereby stripped costs from its supply chain."

GXS SOLUTIONS USED:

- GXS TradeWebSM
- Tradanet[®] Service

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About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organisations worldwide, including more than 70 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid[®] to extend supply chain networks, optimise product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally. Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at www.gxs.co.uk.