



# ESIS

Supply Chain Solutions That Work

## Supply Chain Management From Your Suppliers' Perspective

**What's the number one reason e-procurement initiatives fail?  
Lack of supplier acceptance!**

### **Provide your system free of charge to your suppliers.**

Suppliers are understandably resentful when asked to pay for your system. Providing the system free of charge will ensure you a better supplier adoption rate, and it won't jeopardize your trading partner relationships.

### **Remember that you are not your suppliers' only customer.**

They may be forced to log onto many different web sites in order to receive their orders from many different companies. Make sure you implement an open system that can deliver documents from other companies as well as your own.

### **Provide a system that allows both you and your suppliers to increase operating efficiencies.**

Choose a system that fosters communication between you and your trading partners rather than inhibits it.

### **Be sure your system is easy to use.**

Any necessary training should be available online. Suppliers won't use a system that has a big learning curve.

### **Be sure the system accommodates all of your suppliers regardless of their size and technical expertise.**

It should be capable of delivering the data in each supplier's desired format—Internet, EDI, etc.

### **Make sure telephone support is available for your suppliers during their business day.**

If you fail to consider your suppliers' needs as you select a solution, you may be doomed to failure regardless of the time and effort you spend on a system. Never forget that supplier buy-in is key to your success.

### **ESIS' Harmony Order Management system was designed with both the buyer and the supplier in mind.**

Regardless of their technical capabilities, your suppliers will find our HOM system easy to implement and user friendly. They'll love the design that allows them to receive documents from all their customers in one secure place. Most of all, they'll appreciate the fact that the system is provided to them free of charge, and customer service is just a phone call away.

At ESIS, we understand you AND your suppliers—and that spells success for your e-procurement project.

"With ESIS I can download and print out all my documents at one time. ESIS makes it easy!"

- Terri Baca  
Arrowhead Products

"With ESIS, all we do is pick up our orders. ESIS is easy to use, and there's no maintenance. And ESIS customer service is a 10!"

- Dorothy Foley  
Goodrich

9171 Towne Centre Dr  
Suite 455  
San Diego, CA 92122  
Phone: 858-625-0060  
Fax: 858-625-0260  
www.esisinc.com



## Now there's an efficient, cost effective way to receive all your SPEC2000, X12, or Edifact documents

**ESIS' Harmony Order Management System can handle any standard EDI transaction-and save you time and hassle!**



- Over 17,000 suppliers receive documents through ESIS.
- ESIS is the largest working exchange in the aerospace industry.
- With ESIS, you can receive all your documents in one secure place-no more logging onto multiple web sites.
- ESIS' HOM is a mature, stable, dependable system.
- ESIS is known for its excellent customer service.

ESIS has been processing SPEC2000 data for years. Scores of suppliers are already using ESIS to receive documents from their airline customers. Why should you consider ESIS?

### It's easy!

ESIS will handle all the set up, including all mapping, testing, and communication with your customers for you. ESIS will process your data, upload it to your company's HOM web site, and give you the capability to create all the return documents necessary for every transaction.

### HOM is designed with you, the supplier, in mind.

We've included features like automatic email alerts when you have new documents, the ability to save data to a text file, and the ease of printing all your orders at once.

### Best of all, using HOM with your customers is cost effective.

You can process an unlimited number of transactions without paying per document or character fee charges. You won't need translator software or have to pay upgrade, maintenance or mailbox fees. And, as always, ESIS customer support is free.

### SPEC2000-there's an easier way!

Contact ESIS at **858 625-0060** today!

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## Suppliers Rave About ESIS

**Supplier acceptance is key to the success of your e-procurement initiative—and here's what suppliers are saying about ESIS!**

*"ESIS has the best system and the best service of any company that I deal with. Whenever I get a chance, I recommend ESIS!"*

**Aaron Schneiderman, Sr. Contract Manager  
Pneudraulics, Inc.**

*"ESIS' HOM provides a great tracking system and leaves very little room for errors. If all my customers used ESIS instead of phoning, faxing, or emailing their orders, it would make my life so much easier."*

**Richalyn Williams, Aerospace Acct. Specialist  
Crane Resistoflex-Aerospace**

*"ESIS is a very smooth running and easily understood system. I wish all the systems I have to use were this simple."*

**Carol Baltzer, Customer Service Manager  
Consolidated Foundries**

*"With ESIS, all we do is pick up our orders. ESIS is easy to use and there's no maintenance. And ESIS customer service is a 10!"*

**Dorothy Foley, EDI Manager  
Goodrich**

*"I am very pleased with the latest version of HOM. The accessibility and retrieval of documents is fast and easy."*

**Andrew Yowell, Contracts and Business Management  
Hamilton Sunstrand**

*"You provide a great service!"*

**Linda Jackson, President  
Mid-Central Manufacturing, Ind.**

*"ESIS loads quickly and has a user-friendly interface. It's easy to navigate and quick and dependable."*

**Mark Schroeder, Inside Sales  
Wm. F. Hurst Company, Inc.**

*"ESIS customer service staff is always very helpful and courteous, and I always get a live person, not voicemail."*

**Denise Flores, Customer Service  
Triumph Engineered Solutions**

*"I really like the overall design of ESIS' HOM system. I can access the information I need very easily. It also gives you lots of options like printing reports and downloading information into Excel."*

**Candace Chendorani, Sales  
Cyttec Engineered Materials**

*"ESIS' HOM6 is fabulous! We're very happy with it."*

**Kathy Skaggs, Office Manager  
American Tool & Die, Inc.**

*"I have been using the ESIS HOM system for several years now. It's concise, efficient, and very easy to maneuver. ESIS' customer service and tech support are also outstanding. The system is just all around user-friendly!"*

**Lori DesLauriers, Office Manager  
Bundy Manufacturing Inc.**

*"ESIS' system is a pleasure to use. It's very efficient in comparison to other systems I have to use."*

**Hillary Matzen, Office Manager  
Clearwater Engineering, Inc.**

*"ESIS' HOM6 is excellent. It's fast, easy, convenient, and means a lot less paperwork for us."*

**Julia Rowan, Quality Manager  
Metalform Industries**

*ESIS is the most user-friendly e-procurement system out there. I love the simple design, the email notification process, and the fact that I can go to one site to get all our orders.*

**Fran Zandi, Sales  
Enidine, Inc.**



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## ESIS Expands Automotive Industry Presence

**Automotive/Trucking Suppliers Use ESIS to Meet Customers' E-Commerce Requirements**

**San Diego-April 1, 2004** -- ESIS continues to expand its presence as scores of automotive and trucking suppliers contract with the company to service their OEM customers. Long known for its wide presence in the aerospace and electronics industry, ESIS has seen a 46% growth in the number of automotive/trucking suppliers using its services in the past year.

One of the companies in this industry that recognizes the value of ESIS services is Freightliner. To ensure the success of an EDI initiative at Freightliner, the company needed a way for its suppliers to accept purchasing documents in electronic form. Grant Leffler, Manufacturing EDI Coordinator at Freightliner, began to refer suppliers who needed a web solution to ESIS. Suppliers can now receive purchase orders, change orders and planning schedules from Freightliner via ESIS' Harmony Order Management (HOM) system. In addition, they are able to use HOM to send acknowledgements, advance ship notices, and invoices to Freightliner, greatly streamlining the process over the previous paper-based system.

Leffler likes the pricing and ease of implementation his suppliers receive from ESIS. In explaining the advantages over other systems, Leffler explained, "Other EDI systems require suppliers to set up internal software packages on a stand alone PC, which increases the implementation period. With ESIS, implementation is much easier from both Freightliner's end and the supplier's end. The end result is that we can get our suppliers in full production with EDI in less than a week. ESIS has great customer service too."

### About ESIS

ESIS Inc., founded in 1992, provides outsourced e-commerce solutions for procurement. A leader in its field, ESIS counts over 17,000 e-commerce partners and 200+ major manufacturers as users of its web-enabled application, the Harmony Order Management (HOM) System. The company offers a complete suite of customized e-commerce application services to enable its customers to integrate their data without the expense of developing new in-house applications and analysis programs. ESIS clients include Fortune 500 companies across multiple industries.

### For Immediate Release

Press Contact  
Judith Balian  
858-625-0060  
jbalian@esisinc.com

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- **Grant Leffler**  
Manufacturing EDI Coordinator  
Freightliner

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### Goodrich Fuel & Utility Systems

### E-Commerce Enablement Project

Goodrich Fuel & Utility Systems is a leading producer of fuel measurement, fuel management, health and usage management (HUMS), proximity sensing, fire protection and actuation systems. For more than sixty years, Goodrich Fuel & Utility Systems has been the premier provider of affordable, reliable and technically creative solutions for the commercial, military, regional, space and missile markets.

#### Value Proposition

- Provide Goodrich with supply chain management technology to meet key customer requirements.
- Overhaul the communication process with key customers, making it interactive and more efficient.
- Provide necessary acknowledgements to customers automatically.
- Enable Goodrich to accept electronic planning schedules

#### Goodrich E-Commerce Enablement

Goodrich Fuel & Utility Systems, a division of the Goodrich Corporation located in Vergennes, Vermont, turned to ESIS when customer requirements forced them to accept electronic orders.

Goodrich Fuel & Utility Systems had been using an EDI dial-up process to receive orders. The process was slow, and it required translation software which had to be regularly updated. Goodrich was also paying VAN charges, and significant IT resources were needed to support the EDI procedures.

In 1999 when Goodrich began to look for a better way to do business, one of their customers recommended that they outsource to ESIS. ESIS' Harmony Order Management System (HOM) was already being used by thousands of aerospace suppliers. Using ESIS' HOM would eliminate the need for Goodrich to accept and support EDI. Additionally, the solution was outsourced so it could be implemented quickly and easily.

First, ESIS set up Goodrich's customers, including Boeing, Lockheed Martin, and General Electric, to send ESIS their purchasing data for Goodrich. As each new document is received, ESIS formats the data and posts it on a secure web site. Goodrich is then notified by email that new documents have been posted. A link in the message leads them directly to the HOM site.

Goodrich's customer service representatives can retrieve documents from all customers with a single logon. To use the HOM system, Goodrich personnel only need access to the Internet and an email account. ESIS provides all technical support for the system.

Documents currently being exchanged electronically between Goodrich and key customers via ESIS are Purchase Orders (850), Purchase Order Acknowledgments (855), Change Orders (860), Change Order Acknowledgments (865), Planning Schedules (830), and Ship Schedules (862). By using ESIS' ability to send Remittance Advice/Payment Orders (820), Goodrich has been able to streamline its accounting and on-time delivery notification process.

Dorothy Foley, Technical Analyst for Engineering, likes ESIS' turnkey approach: "With ESIS, all we do is pick up our orders. ESIS is easy to use, and there is no maintenance. From an administrative aspect, ESIS is just there, and I don't have to worry about it."

#### Challenges

- Replace EDI dial-up system
- Free IT staff from burden of maintaining an EDI system
- Enable Goodrich to receive electronic orders from key customers via a web-based system
- Reduce and eliminate costs
- Solve connectivity and speed issues
- Implement new system rapidly with limited involvement of Goodrich personnel

#### Solutions

- Outsource to ESIS
- Replace current EDI system with ESIS' HOM
- Leverage ESIS expertise to facilitate set up and training of staff

#### Benefits

- Met key customers' e-commerce requirements
- Eliminated fax, phone, and paper orders
- Reduced re-keying of data
- Enabled electronic acceptance of Purchase Orders (850), Change Orders (860), and Planning Schedules (830)
- Automated acknowledgements (855, 865)