**EPICOR**

# Yusen Logistics UK (YLUK)

## Company Facts

### Overview
- **Location: United Kingdom**
- **Specialist Industry: International Logistics and Transport Services**
- **Website: www.yusen-logistics.com**

### Challenges
- **Lack of system integration, both internally and externally.**
- **Needed to find an integration solution where they could remain in control but were also scalable.**
- **Required the ability to choose EDI standards to meet customer needs and fast onboarding to meet deadlines.**

### Solutions
- **Logistics & International Freight**
- **Epicor EDI**

### Benefits
- **Near real-time visibility for YLUK clients.**
- **Data Interchange is a flexible and scalable integration partner.**
- **YLUK's team can access and manage the solution as required.**
- **Future scope to move to the cloud.**
- **Help to enable YLUK to transfer 75,000 documents per day.**
- **Supports YLUK's need for over 250 configurations across 40 customers.**

## Supporting a Pandemic Vaccine Rollout via a Logistic Supply Chain Integration Solution from Data Interchange

### An Integration Journey

Yusen Logistics UK (YLUK) began its relationship with Data Interchange in 2004. They required the ability to improve their internal data processes between various systems, as well as those externally with their clients. They needed a partner who could support and scale with the business and help them meet their client's demands. It was at this time that they started their integration journey with Data Interchange.

Today, YLUK provides time-critical supply chain solutions to many well-known vendors in the pharmaceuticals, consumer, electrical and automotive sectors. They provide storage, pick/pack/ship, pallet and parcel delivery services, transport planning, and tracking across Europe. More recently, YLUK supported the global distribution of a Covid-19 vaccine, and by the end of 2021, delivered more than 300 million doses.

The solution YLUK uses from Data Interchange is their B2B Gateway called, Odex, an Epicor solution. This provides them with an on-premises integration solution covering; Managed File Transfer for their internal data processes and EDI capability for their external data requirements with their clients.

All of the above-mentioned services that YLUK provides rely on integration via Odex, sending and receiving millions of messages per year. This covers all the messages within the logistics supply chain; pre-advice of inbound products, order receipts, product status updates through to the final mile delivery with electronic POD and tracking information. Due to this, YLUK's clients have visibility and a near real-time audit trail of their assets.

### Smoother Implementations

YLUK, like many logistics businesses, has its in-house team of experts. Therefore, they need the ability to access and make changes. With Odex, they can help to provide their customers with a choice of standards, enabling a smoother implementation between their internal systems (WMS, TMS) and the customer's own ERP. Martin Shield, Head of IT Business Systems at YLUK explains: "Odex is the glue which holds together our internal business-critical systems, transferring data between our Warehouse Management Systems (WMS), Transport Management Systems (TMS), and our finance systems. It is also the solution that interfaces with our many external clients."

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Odex help to provide YLUK with the ability to manage all their integrations with their in-house team of EDI analysts. Enabling them to help offer the level of support their clients need. Data Interchange also helps to provide mapping support to YLUK, whether it's a one-off or part of a wider project. Matthew Bacon, Integration Manager at YLUK, shares positive feedback on the support they receive from the Data Interchange team: "Data Interchange can be relied upon to provide excellent customer service via their dedicated and knowledgeable staff, providing excellent support on high priority incidents as and when required."

### Technology to Facilitate Scalability

Today, by using the integration solution, YLUK can onboard its clients and meet their demands in a timely and professional manner, mitigating risk with support from Data Interchange. As a result of implementing Odex and working with Data Interchange experts,

YLUK has been able to not only speed up the integration process for new and existing customers but also have the confidence that support was available when required.

Moving forward, YLUK is now looking to consolidate and move Odex to the cloud as EDI continues to be a firm requirement from their clients in Supply Chain Logistics. They see Odex remaining a large part of their IT portfolio into the future. "As our business is ever-evolving, it is reassuring to know that we have every confidence in Data Interchange aiding and facilitating Yusen Logistics to both improve and grow our business." Summarized Matthew Bacon, Integration Manager at YLUK.

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