Diebold Electronic Security Division finds a stable EDI solution to streamline business processes with primary trading partner, ADI

When Diebold's Electronic Security (ES) division selected ADI as their main supplier of equipment they needed a reliable and efficient EDI solution that would exchange key documents with their existing Microsoft Dynamics SL ERP system

About Diebold

For more than 150 years, Diebold has brought together a combination of innovation, expertise and quality service to become a global leader in providing integrated self-service, security systems and services. Headquartered in the Canton, Ohio area, Diebold employs approximately 16,000 employees, with representation in more than 90 countries worldwide. In 2013, Diebold reported total revenue of US$2.8 billion. Diebold is publicly traded on the New York Stock Exchange under the symbol "DBD."

The Need for eBridge Connections

Instead of waiting for the organization-wide rollout of a new ERP solution and risk falling behind its competitors, Diebold's ES division decided to stay with Microsoft Dynamics SL. Next, they needed an automated EDI solution to replace their existing email-driven document exchange with ADI. The new solution needed to reliably support the transmission and integration of 1,000 purchase orders a day as well as timely acknowledgements, advance shipment notices (ASNs), and invoices.

How eBridge Connections Helped

Diebold was looking for a quality EDI solution that was both tested and proven, and found that with eBridge Connections. In addition to providing a pre-built adapter for Microsoft Dynamics SL, eBridge also had pre-built connector for ADI that required only minor adjustments, enabling a complete, end-to-end integration.

The pre-built adapter for Dynamics SL was installed by the eBridge Connections Professional Services Group for integration with the 850, 855, 810, and 856 EDI documents being exchanged with ADI. Once implemented, they were immediately able to conduct business with ADI effectively and efficiently.

"The biggest plus is the ability to process orders quickly", said Sam Accad, IT Director. "When we win a security contract, the client might want to start the work within a week. The challenge is getting the purchase order created and the equipment ordered in a timely fashion. Now with our EDI solution in place with ADI, the process is immediate."

Integration Touch Points

Outbound
850 Purchase Order

Inbound
855 Purchase Order Acknowledgement
810 Invoice
856 Advance Shipping Notice

What would you say to other businesses considering eBridge Connections?

"It is very hard to find vendors and 3rd party providers of solutions that work specifically with Dynamics SL. We were fortunate to discover that eBridge Connections that had an adapter built for [Microsoft] SL," said Sam. "Furthermore, they were able to provide a quality solution that was reasonably priced. It worked out very well for us."

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