

Provided technical support to the world's largest technology distributor to improve ticket response time and solve EDI production issues efficiently



## About the Client



World's largest distributor of IT products and services



Among the top ranking Fortune 500 companies



Offers complete product lines in software, networking and communications, mass storage, and peripherals and computer systems



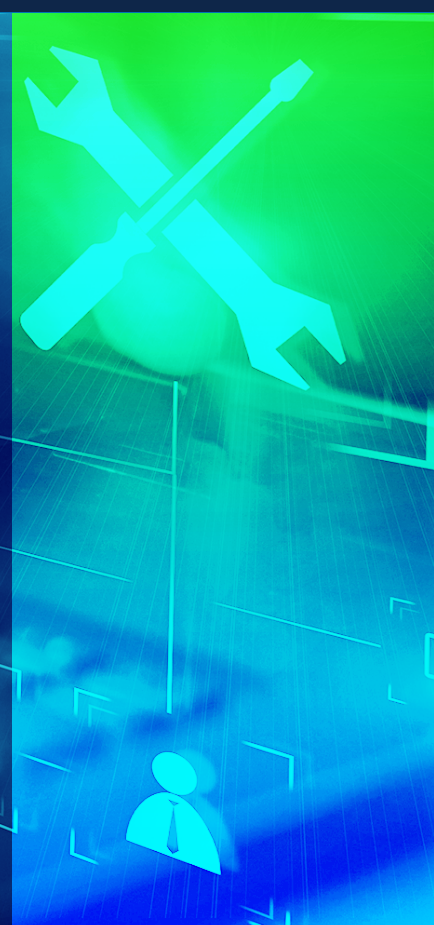
Has 125,000+ customers in 100+ countries with 1,000+ market leading vendors



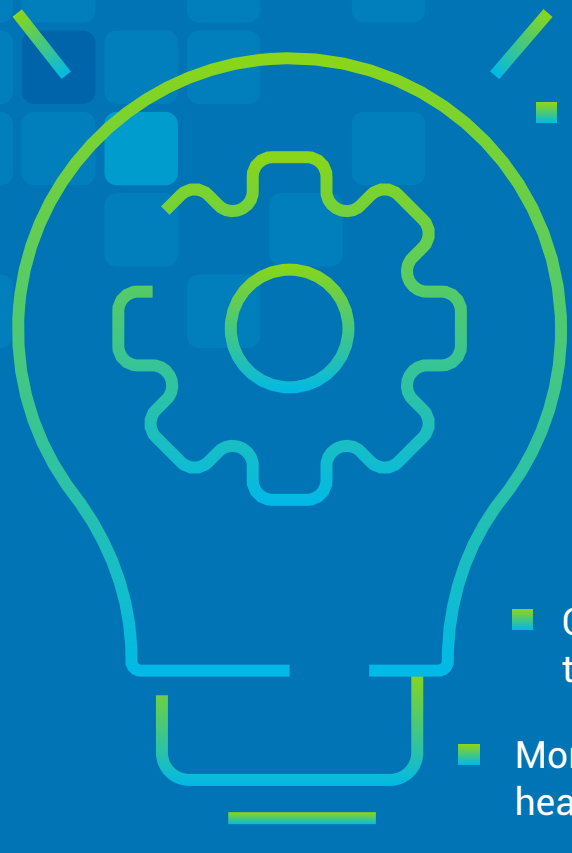
Has distributed over 75,000 products and offers extensive pre-sale and post-sale training, service, and support

## Business Needs

- Resolve vendors' functional and technical EDI (Electronic Data Interchange) issues
- Deliver EDI transactions between trading partners successfully
- Complete EDI transaction issues in production swiftly and efficiently
- Communicate promptly with vendors on EDI queries and issues
- Activate EDI system uptime



## Solutions



- Responded to vendor queries well within defined SLAs
- Ensured successful reprocessing and delivery of failed EDI transactions to destined locations
- Reduced delays by coordinating with business and technical stakeholders to resolve issues and close tickets quickly
- Circumvented EDI system downtime and transaction failures by updating certificates on time
- Monitored EDI system and escalated server health issues to the respective teams

## Technology Stack



## Business Impact



Improved customer experience by ensuring timely response to EDI tickets and queries



Achieved >98% of acknowledgement SLAs to EDI tickets and email queries



Increased issue resolution rate and decreased MTTR for complex issues from 7 days to 3 days



Achieved 100% SLAs for AS2 certificate updates ensuring zero impact to document deliveries between trading partners



## Cybage Support Services



ITES & BPO



Technical Support



Remote Infrastructure Management (RIM)



Infranetic

**Electronic data exchange simplified!**

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