



CASE STUDY

Promethean Software Services, Inc.

pioneered the concept of a hosted Managed EDI Service solution. Seamless integration with all major ERP software as well as proprietary systems is a key differentiation between Promethean's Managed EDI Service solution and our competitors. The ease of integration and custom process implementation is a derivative of the fact that Promethean is the only provider to seamlessly connect the EDI translation engine with the power of an advanced value added network; our FireWeb Exchange Network (FXN) works in harmony with data mapping and integration significantly reducing points of failure and external data manipulation. Promethean's FXN, is the only Value Added Network in the industry that processes and stores data at the field level giving our customers far greater flexibility in translation, error handling and integration. The Promethean Managed EDI Service solution is a complete solution that continues to evolve and is still years ahead of the competition.

Promethean prides itself on bringing innovative, custom and focused personal attention to all of our customers while striving to deliver these services in the most economical and value-based pricing possible. Promethean is recognized as a high-value, high-touch, value-based solution for those customers requiring customized, flexible, reliable services with professional and personal attention.

Hubbell, Inc.

We are pleased to say that Hubbell, Inc., has been part of our success and we a part of theirs for 10 years. Founded in 1905, Hubbell, Inc., headquartered in Shelton, Connecticut, is one of the world's largest manufacturers of electrical, lighting and electronic products for

both residential and commercial use. Following their conversion to SAP, they had a need to find a solution for their internal legacy EDI processes. Hubbell, like most of our customers, had two choices:

1. Reinvest in another internal EDI process and integrate into the new SAP system
2. Partner with a Managed EDI Services provider capable of complex processing and custom integration with SAP

As part of Hubbell's evaluation Promethean was helpful in identifying other critical factors that Hubbell should consider such as:

- They needed a scalable solution based on past and projected future expansion;
- They needed to do more with less and that this could be accomplished by redirecting in-house personnel to focus on the core business of Hubbell;
- Reduce EDI operating costs;
- It was imperative they remain platform independent as future growth plans were through acquisition;
- Rectify an internal credibility of service gap after years of lack of attention to EDI;
- Respond immediately to customer EDI requests and provide timely oversight and response to issues on a day-to-day basis.

Once it was determined that Promethean represented the quickest, most reliable and economic solution to all the issues and goals stated the project began. Hubbell also valued the fact that Promethean uses a proven project management methodology which allows us to quote all conversions on a fixed fee and fixed time basis. This reduces the risk for Hubbell and



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ensures we spend the time needed in the beginning to understand the goals of the project and identify the tasks and functions that will need to come together for a mutually shared successful outcome. Defining the landscape consists primarily of documenting all active as well as pending EDI trading partners, inbound & outbound maps, custom IDOC file layouts, communication protocols, scheduling, special processing, error handling and custom integration processes. For Hubbell, the scope of the project was immense with well over 500 EDI trading partners and spanning 18 unique EDI documents. Add to that, multiple divisions with unique data demands and processing requirements meant there would be many moving parts and the need to define reliable service procedures following the project in order to effectively manage the day-to-day processes. This complexity made it imperative to track the project and all the individual tasks not only for Promethean but Hubbell as well. Out of this need Promethean was able to develop a custom project tracking facility that has evolved over the years into a complete custom ticket tracking system whereby Hubbell can make immediate requests and receive real-time status updates on every task associated with a ticket.

The Hubbell effort quoted 4 full-time resources and was to be completed in 9 months. Promethean's conversion team led by a dedicated and assigned Promethean EDI Project Leader oversaw the entire conversion process and was the main source of contact during the conversion. This is the Promethean protocol for clients whether you have 500 EDI trading partners or 50 trading partners. In addition to the newly developed task tracking system, Promethean's EDI Project Leader hosted weekly conference

calls to discuss the status of the conversion, issues, problem resolution, delegation of tasks and timelines.

Each conversion is unique and determination of the best way to transfer EDI processes over to the Promethean system will be customized to each situation. In the case of Hubbell, we moved EDI trading partners over in stages; by division and/or function. Once a number of EDI trading partners had been activated, Promethean's role became two-fold: First, the conversion continued with the remaining trading partners, and second, the day-to-day support and maintenance for the partners that had already been activated on Promethean's Prometheus:Managed system was initiated. This process continued over the course of the conversion until all trading partners had successfully been activated.

Promethean also provides a Statement of Work or Service Level Agreement for the ongoing support of EDI processes. This Statement of Work is developed jointly during the conversion and immediately following the conversion effort in order to set expectations and ensure high levels of service. Following is a representation of just a few of the metrics that would be part of the Statement of Work:

- Define Promethean and Hubbell personnel with responsibilities
- Tracking work requests and status updates with acceptable response times

In the time since the initial conversion, we have seen Hubbell through two SAP upgrades, several large business acquisitions and many key internal Hubbell personnel changes. Promethean has accommodated all these changes as well as the



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growth in their business without incident. There have been a number of business acquisitions which drastically increased their trading partner and data volume. These acquisitions continue to require Promethean to complete “mini” conversions while maintaining all existing processes. Our business and service models are flexible and accommodate each client. This ability to accommodate change while continuing to provide a high level of personal service is the main reason why, like Hubbell, the majority of our clients have renewed agreements with us year after year.

Promethean SAP Integration

The two greatest strengths of Promethean’s Managed Services are the ability to customize our services to accommodate our client’s needs and our ability to integrate with any ERP or back-office system. We currently integrate with a multitude of different platforms with varying levels of complexity and we currently have a number of clients who use different versions of SAP.

Promethean has been working with SAP clients for nearly 15 years, and the conversions and support of those clients has been slightly different for each. Regardless of what version of SAP deployed our in-depth knowledge of the IDOC and ability to understand the business process which dictates the data required are invaluable.

The first client of Prometheans to use SAP began their history with us using an internally developed back office business application system. After several years of providing Managed EDI Services and seamlessly integrating with their proprietary business applications the client made the decision to convert to SAP. Because the Promethean

Managed EDI Services solution is platform independent we were able to coordinate the conversion of EDI from the proprietary formats over to the IDOC formats in very little time and with no impact on their overall conversion timetable.

A number of our project leaders and team members have worked on SAP conversions and continue to support our SAP clients. While, in essence, an SAP file is not substantially different than other file layouts, we recognize the differences in the way IDOC layouts need to be mapped and handled. Because of our experience with SAP, we have many of the IDOC file layouts already formatted in our translation engine, so they may be incorporated into the maps and customized as needed for any client.

“ Promethean meets our needs to create new EDI trading partners, new transactions and support for existing trading partners/ transactions. Their capabilities have allowed us to effectively outsource this service at an overall cost savings. Promethean’s turnkey services provide Hubbell with a single point of contact, minimizing coordination and ensuring that our transactions are moved between trading partners and translated without error or loss. Issues that are identified are addressed immediately and resolved quickly without any disruption in our production process. ”

Chuck Tencza - VP, IT Hubbell Incorporated