

ICORE PROCESS SERVER AT INGRAM MICRO SVERIGE

iCore Process Server has been chosen as middleware and integration platform at Ingram Micro Sverige. The initial project was to integrate e-mail orders with the internal ordersystem and to make orderconfirmation by e-mail.

Background

Ingram Micro is constantly trying to automate as many administrative routines as possible. Several customers are already using traditional EDIFACT/XML for placing orders to and receiving orderconfirmations from Ingram Micro. One important scenario to automate was mailorders and to transfer the faxorders to mailorders. At the same time orderconfirmation was to be implemented. Several internal solutions were tried out to handle the wanted scenario. Important with the new solution was the possibility to handle development inhouse, to have a flexibility in format handling and communication possibilities and to get reliable run time environment with well proven tracability and alarm functionality.

Companies involved

Ingram Micro

Purchasing party and demander of conditions in the project.



iCore Solutions

Software vendor and supplier of iCore Process Server. Responsible for the job done in iCore Process Server.

The solution

To prove the solutions capabilities the first scenarios were implemented as a Proof of Concept solution. The scenario to solve was orders coming from customers and creating orderconfirmations to customers.

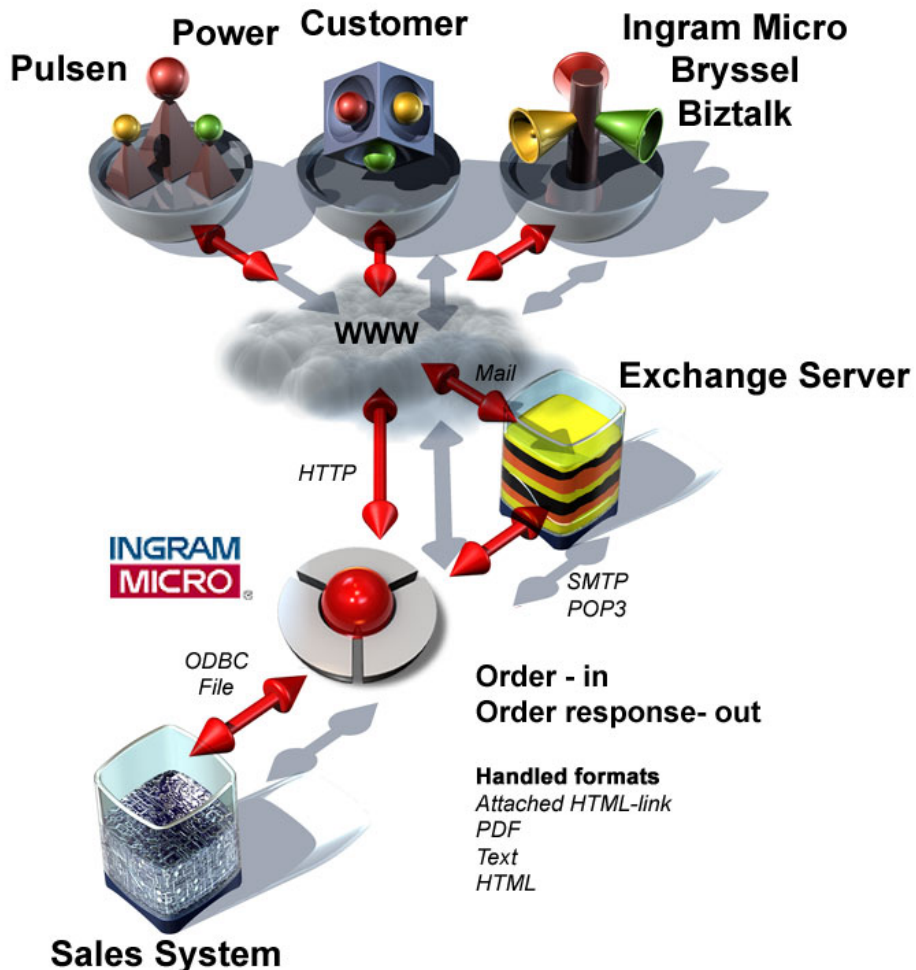
The solution contains several integration methods. The formats in the e-mails and that are handled are attached HTML-link, pdf, text and HTML. Towards IMpulse, internal Ingram Micro application, XML is used via Biztalk Server In Bryssels for integration. Both for incoming orders and orderconfirmation information going out. The complete businessflows are handled automaticly.

As the order comes in iCore Process Server (iCPS) reads the information in the mail, converts the information to XML and hands it over to IMPulse. iCPS check's the order in IMPulse for any errors/changes compared with the original order. The IMPulse order and the original order and it's differences is sent to Sales Systems by iCPS.

The salesrepresentativ check's the order and are able to make changes and confirme the order. When everything is in order the salesrepresentative releases the order. Both changes and orderconfirmation are handled by iCPS.

If everything is alright with the order the orderhandling time takes less than 10 minutes. When the order is confirmed in IMPulse an orderconfirmation is sent by iCPS to the customer as a formatted e-mail.

The solution have proven it's ability and Ingram Micro has gone from Proof of Concept to full operation. New scenarios to develop and implement are in plan.



About Ingram Micro

www.ingrammicro.se

Ingram Micro Inc. is the world's largest technology distributor and a leading technology sales, marketing and logistics company. As a vital link in the technology value chain, Ingram Micro creates sales and profitability opportunities for vendors and resellers through unique marketing programs, outsourced logistics services, technical support, financial services and product aggregation and distribution.

The company offers a broad array of solutions and services to nearly 165,000 resellers by distributing and marketing hundreds of thousands of IT products worldwide from nearly 1,400 suppliers. Through Ingram Micro Logistics, the company provides customizable services for order management and fulfillment, contract manufacturing, contract warehousing, product procurement, product pack out and cartonization, reverse logistics, transportation management, customer care, credit and collection management services, and other value chain services. Ingram Micro serves 100 countries and is the only global IT distributor with operations in Asia.