

CGP implement EDI to avoid rekeying

Coordination Group Publications publishes over 500 titles in the educational area, including exam revision guides, practice papers, workbooks etc. The business was started in 1996 and has grown very rapidly. It now employs 150 people and is located on four sites in South Cumbria on the edge of the Lake District.

About 25% of the business is with the book trade and this generates over 140,000 invoices. Large volumes of TeleOrders were received by fax which then had to be keyed into CGP's systems. CGP had developed their own in-house systems and the requirement was to be able to receive EDI orders and TeleOrders and to output electronic delivery notes and invoices for key customers, including Waterstone's and WH Smith.

Their business objectives were to make it easier for customers to trade with CGP and maintain excellent service levels whilst increasing productivity.

Waterstone's recommended Nielsen as their preferred supplier of EDI services and Nielsen supplied the EDI software called Desktop EDI.

CGP implemented Desktop EDI and then rolled out delivery notes and invoices to Waterstone's and WHSmith. All TeleOrders are now received via EDI and are processed more efficiently without rekeying.