



## CASE STUDY

# Faes Group utilizes UltraESB-X to integrate their e-commerce platform with the internal ERP system and automate the secure exchange of business information

## Faes Group

### INDUSTRY

Manufacturing & Packaging

**FAES** GROUP



### SOLUTION

AdroitLogic UltraESB-X

### BENEFITS

Trouble-free B2B integration and automation capabilities with secure control of data protection for high volume information exchange

### BACKGROUND

Faes Cases, founded in 1987 for the development of flight cases, now employs over 70 people in the Netherlands, Belgium, and India, along with strategic alliances in the USA and Hungary. Today Faes Group is an all-around packaging specialist, offering products and services for the entire logistics chain.

### CHALLENGE

SKB Europe, one of Faes' three business units, made a strategic decision to support automated Business-to-Business (B2B) Integration with its trading partners. The initial trading partner to be integrated was Amazon, and this required EDI EDIFACT based Orders, Acknowledgements, Advance Shipment Notifications, and Invoices to be exchanged with Amazon via the AS2 protocol.

FPS was tasked with the selection of a technical platform for the integration, that also allowed the EDI documents to be integrated with SKB's internal Enterprise Resource Planning (ERP) system. Support for transports beyond AS2, such as SFTP and Value Added Network (VAN) based integration, was also an important consideration.

“ We have been using UltraESB/ Ultra ESB-X for almost 10 years now and this software has proven to be very reliable. We find adding new connectors fairly easily and therefore connect to more customers and suppliers. With the graphical design interface of UltraESB-X, adding features can be done without having to enter all the code. UltraESB has been running without any major issues for all this time. If there are any issues, troubleshooting the product is straightforward and we have very good experience with AdroitLogic support.”

Marco van Zelst | CIO - FAES Group

## SOLUTION

Faes Group's decision to select UltraESB-X was based on the reliability they foresaw in integrating core ERP systems with the secure automation of B2B information exchange with suppliers and customers. UltraESB-X was assigned the following tasks:

- Receive orders from e-commerce websites and send them to the internal ERP system
- Receive orders from large customers, send these to the ERP system and send back an order confirmation
- Send an ASN (Advance Shipment Notice) to large customers as soon as a shipment is processed in Faes' warehouse
- Automatically send invoices to several large customers in a format they can import directly into their systems

This solution provided flexibility in responding to the different ways Faes' customers and partners needed to have their data delivered. UltraESB-X offers ready-made connectors and processors for different operations, transports, and protocols like HTTPS, SMTP, AS2, etc., which can be composed into a complete business integration flow with the use of IntelliJ IDEA. This not only supported easily connecting to more customers and suppliers but with the low-code, graphical design interface of UltraESB-X, adding features could be done without the hassle of writing code manually.

The reliability and flexibility of UltraESB-X have founded a strong partnership between Faes Group and AdroitLogic over the last 10 years. UltraESB-X has been running without any major issues since the initiation. Even when issues occur, troubleshooting the product is straightforward with the technical assistance of the AdroitLogic support team.



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