E-commerce technology provider relies on Cleo to help entrepreneurs grow their businesses

ECi ®**Software Solutions**

Company:
ECi Software Solutions Inc.
Founded: 1999
Headquarters:
Fort Worth, Texas
Employees: 800+
Industries:
Software, e-commerce
Business Need:
Meet an AS2 mandate from a trading partner

Business Need

The ECi Software Solutions Inc. family of companies provides business and e-commerce solutions via on-premise and cloud-based technologies. As industry experts who support the entrepreneurial spirit and profitable growth of small and medium-size enterprises, ECi companies have served the manufacturing, office supply, service technology, contract office furniture, lumber and building materials, hardware, and janitorial and sanitation sectors for more than 30 years. Headquartered in Fort Worth, Texas, ECi also has offices and companies throughout the U.S., Australia, New Zealand, England, and the Netherlands.

ECi's goal is to make businesses around the world stronger than they were the day before and enable its clients to win every day, and that mantra carries with it the responsibility to upgrade its own technologies to better meet the needs of those customers. When a new communications requirement was passed down from a trading partner, ECi sought to move away from a custom-built solution while also improving business efficiency.

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IT Challenge

As a global provider e-commerce technology solutions, ECi regularly exchanges purchase orders, purchase order acknowledgments, electronic invoices, and advanced shipping notices using XML, X12, and additional proprietary formats. But one of ECi's partners recently required the organization to replace its existing transport mechanism and use AS2 for its managed file transfer (MFT) processes.

Rather than build a new system in-house — a path the company had taken for previous file transfer workflows — ECi decided to evaluate the MFT market for a better solution.

"In our evaluation process, we reached out to The Drummond Group to identify certified AS2 providers, and we also consulted with our partner that was requiring the protocol," said Stephen LeMaire, Senior Production Analyst at ECi. "In both instances, Cleo was on the list."

The Solution

ECi chose Cleo Integration Cloud, which will move more than 100,000 documents a month at full capacity with ECi's current vendor. This robust MFT and integration platform delivers to ECi:

- Onboarding efficiencies for a faster time to market — and to revenue
- Significant cost savings from not having to build and maintain an internal solution
- A redundant architecture to support high availability and meet customer SLAs

The solution's scalability also was attractive to ECi, as the company aspires to grow by 10 percent year-over-year for the next few years and leverage Cleo's MFT functionality with other partners. But one of the most promising aspects of Cleo Integration Cloud, according to LeMaire, is the strategic technology partner gained in the process.

"One of the biggest benefits of Cleo is that we are working with a partner who really understands the technology, including various document trading scenarios, security, and high-availability configurations," he said. "We feel Cleo genuinely cares about our success and thoroughly works with our teams to finalize any setups to ensure our solution is sound."

> "After our evaluation process, we were drawn to Cleo due to their beliefs of a partnership rather than just providing a software solution. The Cleo team took an interest in what we do rather than just what we are trying to do. It was obvious Cleo cared about our success."
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> **– Mike Sconce,** vice president of research and development, ECi Software Solutions Inc.