

# EDI Advantage™

for MAS 90 and MAS 200

## Success Story



### CUSTOMER

**TT Systems LLC**

### BUSINESS PROFILE

#### Headquarters

Yonkers, NY

#### Type of Business

Telecommunications Equipment Manufacturer

#### Number of Locations

Two

#### Number of Employees

Fifty

#### Number of Trading Partners

Twelve

## EDI Advantage Rings True for Telecom Manufacturer

**I**nnovative. Sophisticated. Globally-recognized brands. These are the words commonly used to describe TT Systems' line of in-demand telecommunications products. Founded 25 years ago, TT Systems has experienced rapid growth as a supplier of telephones under the Bell® Equipment Soncor brand. More recently, TT Systems secured a second globally-recognized brand when the company was awarded the IBM® license for communications products sold in the United States and Canada.

Today, TT Systems is positioned as a consumer market innovator with sophisticated cordless products such as unique cordless multi-line sets, cordless headsets, and cordless headset telephones. TT Systems also remains a major supplier of Caller ID technology products for Bell operating companies as well as high volume retail chains.

Enter EDI. When the opportunity to do business with the nation's largest retailers became a reality, TT Systems chose to enlist the help of an EDI service bureau. And while it was the quickest solution at the time, TT Systems soon grew tired of the arrangement, according to Betty Wong, the company's EDI manager. "We didn't have the flexibility we needed when we were using a third-party to do EDI. We had to fax everything back and forth and it was just very cumbersome."

The company's dissatisfaction with the service bureau arrangement led them to seek out an integrated solution that would give them greater control and time-savings while eliminating data entry errors. "We were doing EDI but we weren't really getting the benefits of it. We still had to re-key everything," Wong says.

In 1997, TT Systems began

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## SYSTEM PROFILE

### Operating System

Microsoft® Windows NT®

### EDI Translator

TrustedLink, Windows Edition

### EDI Advantage Applications

Sales Partner

ASN Partner

UCC-128 Compliance Label Interface

### MAS 90 Applications

Accounts Payable

Accounts Receivable

Bank Reconciliation

Custom Office

General Ledger

Inventory Management

Library Master

Purchase Order Processing

Sales Order Processing

Report Master

using MAS 90 and, with the help of their reseller, the company selected EDI Advantage in early 1998. Making the switch to an integrated system was well worth it, according to Wong. "Now that we're doing it in-house with EDI Advantage," she says, "we are saving a tremendous amount of time. We don't have the data entry errors of the past, and we even see improvements in collection time from our EDI customers." Wong explains that it isn't unusual for the company to receive batches of one hundred orders at a time from a trading partner. "It used to take four or five people half a day to enter our orders. Now, it takes one person only one hour to process them all the way through the system with EDI Advantage," she comments.

Recently, Wong used EDI Advantage's data access features to smooth out a customer service issue. "One of our customers was telling us that the dates we were sending on our invoices were wrong," she explains. "By checking it out in EDI Advantage, I could see immediately that the dates were coming in that way from the customer.

All we had to do then was call the customer and let them know what we found. They were happy to know where the problem was coming from and we looked good because we spotted it. It's

***"Kissinger's support service is excellent. We always get a quick response."***

***— Betty Wong, EDI Manager  
TT Systems LLC***

features like this," Wong says, "that make EDI Advantage such a valuable product."

Another important time for TT Systems to "look good" is when the company is getting started with a new customer. "New customers will give us a timeframe for testing and it's really important for us to be able to finish in the time they give us so we can go into production mode on time," Wong remarks. "We have a dozen EDI customers now, and we've had no trouble meeting their testing requirements along the way. Kissinger's support service is excellent. We always get a quick response."

best



1999

best

MAS 90 • MAS 200  
Master Developer

**KISSINGER**

Smart Software That Means Business.™

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