

MANUFACTURING TRANSFORMATION

Optimizing EDI with Decision365

How Edsal Streamlines Sales Order Management for 300,000+ Documents Annually



EDSAL MANUFACTURING

Industry: Industrial Storage

Software: Decision365

Company Size: 1,400 Employees

Location: Chicago, IL



Edsal Manufacturing

Optimizing EDI with Decision365

For over 65 years, Edsal has pioneered consumer and industrial storage systems as a leading manufacturer of premium steel shelving and cabinets. The company has four operating centers and 1,400 employees throughout the United States, and their products are featured in some of North America's largest retailers including Home Depot, Walmart, Grainger, and Amazon.

Edsal began reassessing their ERP system after they were acquired by a private investment company, a common scenario for newly integrated companies. After a rigorous selection process, they chose to modernize with Infor CloudSuite Industrial (SyteLine) ERP in 2022.

Conquering Complex EDI Requirements

Electronic Data Interchange (EDI) plays a critical role in Edsal's operations. EDI enables manufacturers to standardize and exchange documents such as purchase orders, advance ship notices, and invoices electronically. Rather than manually entering data each time an order is received, EDI automates these transactions.

To help manufacturers take advantage of these benefits within Infor CloudSuite Industrial (SyteLine), Decision Resources developed an EDI integration called Decision365. Given its large and diverse trading network, Edsal needed a reliable EDI solution that could meet the requirements of various home improvement retailers, mass merchandisers, club stores, industrial distributors, and more.

Recognizing an opportunity to strengthen partner connectivity during their ERP upgrade, Edsal enlisted Decision Resources to deploy Decision365's EDI Module.



Decision365: Project Goals

Decision365's EDI module organizes orders in clear views within Outlook. By enabling users to review and edit transactions in Outlook before they enter CloudSuite Industrial (SyteLine), businesses save time, reduce errors, and improve partner coordination.

Edsal needed an EDI solution that could manage:

- **300,000+ Documents / Year**
- **54 Trading Partners Across 4 Different VANs Plus 8 Direct AS2 B2B Connections**
- **850 Purchase Order, 855 Purchase Order Acknowledgment, 810 Invoice, 856 Advance Ship Notice, 870 Order Status, and 846 Inventory Inquiry**

"Choosing an EDI product with pre-built integrations for Infor CSI was critical for us to ensure a successful Go Live."

-Boris Goldenberg
Vice President of IT

Edsal successfully implemented Decision365 over a month before the go/no-go milestone for its Infor CloudSuite Industrial deployment. Completing their EDI integration early gave the team confidence leading into go-live, ensuring that essential order processes would run without disruption.

Business Impact

Decision365 helps Edsal optimize sales order management through:



A Streamlined Partner Network

Edsal consolidated their EDI system into 120 unique document mappings through Decision365, resulting in a more efficient and unified ecosystem.



Faster Order Processing

Decision365 prevents incomplete or incorrect orders from entering Edsal's ERP, reducing rework and delays. With built-in visual alerts in Outlook, errors such as incorrect pricing and unit of measure are resolved before they impact fulfillment.



Scalable Operations

With manual touchpoints significantly reduced, teams can confidently manage higher order volumes while maintaining speed, accuracy, and responsiveness to customers.

The Future of Edsal Manufacturing

After implementing Decision365, Edsal is prepared to support growing demand while delivering reliable customer experiences through a scalable EDI process.

“It was critical for Edsal to transition to SyteLine and D365 - on time, and with no disruption to our trading partners. The DRI team had the knowledge, expertise, and professionalism that allowed us to accomplish this goal. I highly recommend their EDI solution.”

-Art Courtney
Director of Information Systems



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