iptor

JOHNS HOPKINS UNIVERSITY PRESS UPGRADES TO IPTOR EDI EXCHANGE MANAGED SERVICES

JOHNS HOPKINS UNIVERSITY PRESS BECOMES MORE PRODUCTIVE

Upgrade marks the first time Iptor's proven EDI solution for DC1 customers was rolled out to an IP1 customer providing reliable, fully automated digital communications

Improved user satisfaction

Reduced system errors and false positives

Reduced IT and CSR effort

Improved reporting and monitoring

COMPANY PROFILE

- Name: Johns Hopkins University Press
- Region: U.S.
- Operation: Publishing
- Products: books, journals, digital content
- Employees: 130
- Website: www.press.jhu.edu

JOHNS HOPKINS
UNIVERSITY PRESS

ISSUES

- Frequent breakdowns, errors and instabilities in EDI communications
- Time wasted tracking too many false alerts
- Customer confidence jeopardized by documents lost in the system
- Employees not able to concentrate on more important business matters
- Lack of trust in system information

VALUE

- Improved transactional communications with customers
- Reduced IT and CSR effort
- Reduced system errors and false positives
- Enhanced proactive issue resolution via new web interface
- Improved user satisfaction
- Quicker service response
- Improved reporting and monitoring

SOLUTION

- Migrate to proven DC1 EDI Exchange solution for IP1 users
- Develop project migration and testing program
- Prioritize test cases, map data and perform UAT
- Revamp web interface to improve visibility and access to details
- Automate and improve error reporting to rule the exception
- Escort trading partners onto the Exchange

ABOUT JOHNS HOPKINS UNIVERSITY PRESS

Founded in 1878, it holds the distinction of being the oldest continuously running university press in the United States. The Press publishes books, journals, and electronic databases and is one of America's largest university presses. The Johns Hopkins University Press continues to identify and publish works that advance new knowledge, delivering them "far and wide" in innovative and effective ways.

"The EDI Exchange project represents another testament to our ongoing collaborative relationship with Iptor. The solution has allowed our team to concentrate more on what matters, spending less time tracking down documents. We now rarely need to engage external partners to resolve issues. Our entire team has become more productive. The new interface makes it easy. To borrow a phrase from Iptor, Johns Hopkins University Press is now truly able to rule the exception. We are very satisfied with the outcome."

Stacy L. Armstead, Sr. | Johns Hopkins University Press | IT Manager
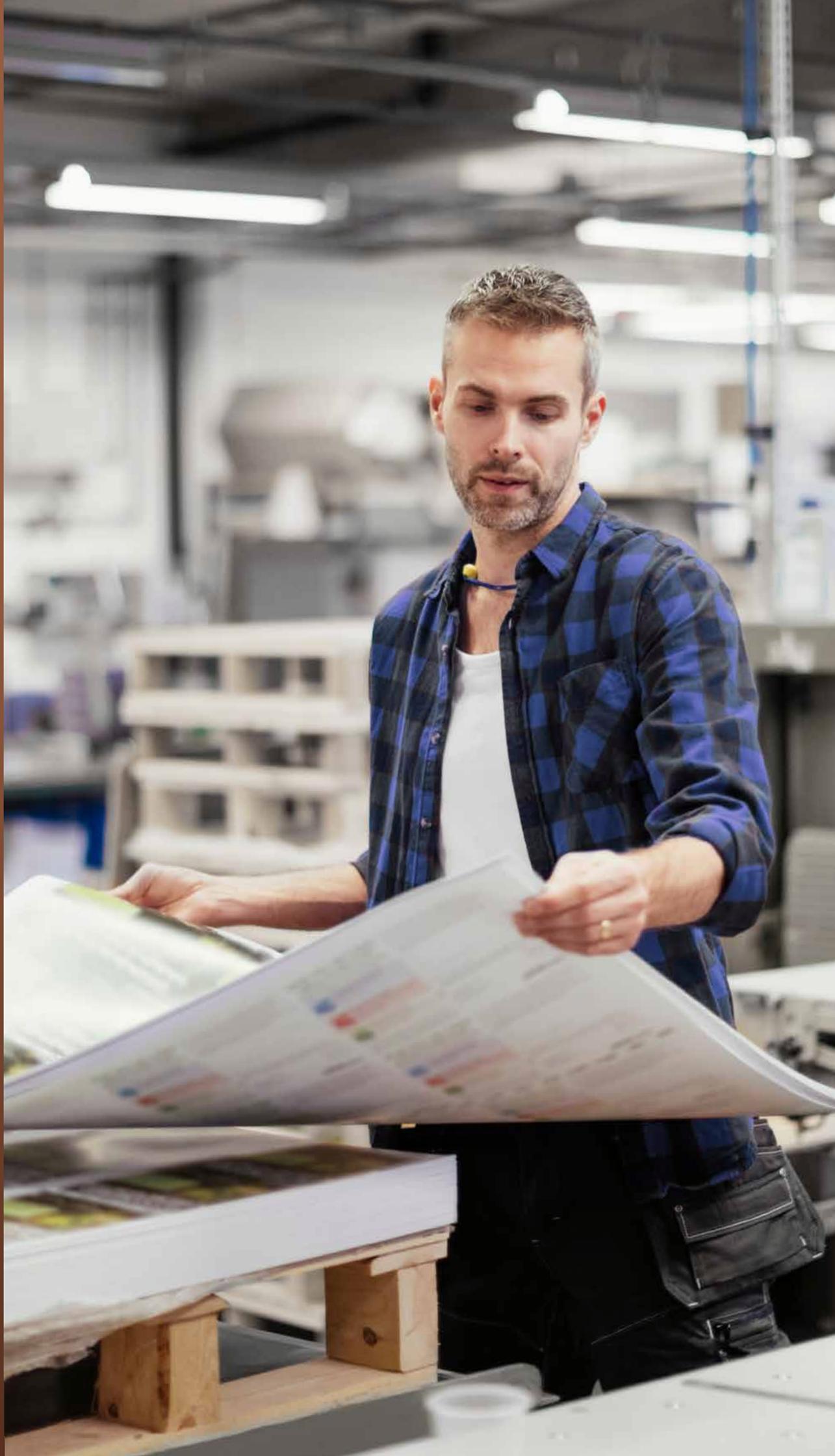
KEEP CONTROL OVER YOUR CUSTOMER NETWORK WHILE MAKING IMPROVEMENTS

BACKGROUND

Johns Hopkins University Press (JHUP) is the publishing division of Johns Hopkins University. It was founded in 1878 and is the oldest continuously running university press in the United States. The Press is currently made up of four divisions: Books, Journals, Project MUSE® and Hopkins Fulfilment Services (HFS). Their Books Division publishes 150 new books annually with a backlist exceeding 3,000 titles. It distributes from warehouses on three continents, with worldwide sales and a robust digital publishing program. The Journals Division publishes 101 journals in a variety of subjects and manages membership services for more than 20 associations and societies. Project MUSE provides access to journal and book content from nearly 300 publishers, while HFS provides print and digital distribution for a distinguished list of university presses and nonprofit institutions. JHUP is Iptor's second oldest IP1 (formerly Bookmaster) client in the U.S., having used the system since April 1995, with EDI Managed Services beginning in 2003. JHUP has partnered with Iptor on many "firsts" over the years, including Iptor's tax and e-commerce solutions; EDI Exchange to IP1 would be the latest in the series.

THE CHALLENGE

Having been a long-time Iptor EDI Managed Services client, JHUP had seen the system evolve over time. The earliest iterations of the service far outperformed traditional manual, hand-keyed order processing procedures, saving JHUP much time and money over the years. But instabilities, breakdowns in communication and unexplainable errors, such as lost files, were all too frequent and frustrating. The need to validate that every document sent actually reached the right recipient was a chief complaint. Patchwork solutions in hardware and software, with much manual querying, helped. But the system was not perfect, and it still required constant monitoring by JHUP IT and CSRs to ensure reliability.

Then, Iptor announced that a version of EDI Exchange for DC1 was coming available for IP1 customers, and JHUP wanted to move the system forward into its domain as soon as possible. JHUP was running IP1 version 7.9 at the time. Project discussions began in 2016 and by early 2019, the partners were aligned to start the project.

IN RESPONSE

Iptor's EDI Exchange was already a proven solution serving Iptor DC1 customers from Iptor's secure, auditable AIDA transport hub in Belgium. The JHUP project would entail migrating the solution to JHUP's test platform, beginning with a full assessment of project goals, assets, data stores, team roles and responsibilities, UAT objectives and various project KPIs. Iptor was responsible for transferring the data, which was refreshed and verified by JHUP on its test platform. Using historical EDI events as the test basis, data was mapped and tested from one system to the next, querying each entry for accuracy within the defined parameters. As the mapping to query process proved out, ultimately, the new system began to eliminate manual checks, automating alerts with a high degree of accuracy.

In addition, Iptor Exchange's new web interface provided exciting new functionality. The dashboard provided system users with a familiar operating window that minimized training, accelerated adoption, and provided new transparency and depth into transactional details. For instance, all incoming, outgoing and freight partner information can be accessed without written queries; raw data drilldowns also enabled new levels of investigation.

As the system rolled out, Iptor remained vigilant in transitioning trading partners onto the Exchange. By the end of 2020, the full solution was in operation and performing as expected.

THE OUTCOME

Iptor's EDI Exchange represented a major improvement in JHUP's multi-tiered, third-party supplier and customer network. Most notably, error reporting has become highly reliable, running with frequency across all document types. The web client has proven most helpful in investigating issues proactively, with most issues being resolved without undue escalation. Documents no longer get lost in the system. Improved reporting and monitoring of delivery have raised user confidence in the system and, most importantly, the number of false alerts has decreased significantly.