



SPS COMMERCE
INFINITE RETAIL POWER™

SPS Commerce & Lagardère Travel Retail: A Success Story



Executive Summary

If you have ever made a purchase at the airport chances are you have bought something from Lagardère Travel Retail. Operating in 34 countries on five continents, Lagardère is one of the sector's global leaders. The organization is a major player in all three areas of travel retail: travel essentials, duty free, fashion and foodservice.

Lagardère was not new to EDI however knew they weren't making the most of their investment. In 2017, they partnered with SPS Commerce for a seamless transition to a cloud-based EDI solution that better met their needs. The result is decreased monthly costs and increased services levels.

Customer Type: Retailer
Industry: Travel
Headquarters: Mascot, Australia

SPS Product(s): Community, Fulfillment
ERP: Microsoft Dynamics NAV
Customer Since: 2017

Challenge: Implement a flexible and scalable EDI solution with no disruption to the current vendor base..

Solution: Outsource to SPS Commerce to take advantage of their cloud-based solution and expertise.

Results: Decreased fulfillment costs and increased service levels.

Time for a New EDI Partner

Lagardère had been doing EDI but knew that it was time for a change. "We had seen the value of EDI for many years but we were ready to embrace a cloud-based solution that required fewer internal resources," said Shaun Stanyer, information systems director at Lagardère Travel Retail. By outsourcing the daily EDI operations of their business to SPS Commerce, Shaun freed up IT resources to support his other priorities.

The SPS Commerce Fulfillment solution offered the retailer a cloud-based, scalable EDI technology, complemented by a team of experts to manage their trading relationships. This change allowed the retailer to future proof their EDI program and benefit from predictable monthly costs.



No Supply Chain Disruption

Implementation had a very clear objective, no disruption. Shaun states, “A critical part of the EDI project was that our vendors were not affected during the migration and wouldn’t notice any fundamental changes.” The last thing Lagardère wanted was a disruption in the supply chain.

SPS Commerce’s team handled the deployment with professionalism and industry knowledge, bringing proven processes and talented EDI experts to manage the entire project. “We were happy with the way the project was handled and felt it was smooth,” said Shaun.

Outsourcing Vendor Onboarding & EDI Management

Lagardère has noticed numerous benefits since migrating to SPS Commerce Fulfillment. First, the support. Shaun said, “We were basically our own EDI helpdesk with our previous system. SPS experts now look after a lot of the work on our behalf. Internally this has freed up a lot of our time and resources as we are no longer directly involved in managing our EDI program.”

Second, Lagardère is “exceptionally happy with the outsourcing model,” said Shaun. The former EDI process relied heavily upon internal resources to onboard a new vendor. Since SPS has taken over the vendor onboarding process his team spends minimal time in this area. “It has allowed new vendors to be onboarded a lot faster,” states Shaun. Finally, Lagardère has seen “monthly costs decreased and service levels has increased.”