



Data  
Interchange

# Transforming Sertec to meet demand

A Managed EDI Service



Rather than spending a vast amount of time and resource dedicated to EDI due to rapid growth and customer complexities, Sertec took the strategic decision to outsource their EDI requirements. Sertec's focus then shifted onto their core business, growth and the solution ensured unparalleled levels of reliability.

**2000** - Sertec needed to exchange business critical data with one of their key customers, Ford. They began their EDI journey with Data Interchange.

**2013** - During this time Sertec experienced rapid business growth, in line with the success of JLR. This resulted in an increase in sales and more complex customer requirements.

Therefore, Data Interchange provided Sertec with a Managed EDI Service to support their transformation.

**2019** - Sertec have a fairly mature EDI set up and have grown to 2208 employees. However, they are still looking to improve through driving the benefits of EDI down their supply chain by engaging with their direct supplier base.

## Why did Sertec chose Data Interchange?

- To trade efficiently with less penalties
- To concentrate on growing their business by passing their EDI requirements over
- To keep visibility
- To improve the reliability of their data
- To be able to free up resource

## Results:

Contributed towards a  
**564%**  
business growth over  
10 years

On average  
**28 hrs**  
saved per day

"The entire transition phase was handled perfectly, with no disruption at all to our critical customer schedules."

Kelvin Rapley, Sertec.

## Data Interchange PLC

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“The quiet efficiency of Data Interchange has helped protect Sertec in the ever-demanding world of the Automotive Supply Chain, ensuring that we always meet the needs of our customers and providing efficiency gains throughout the business.”

Lee Chatfield, Sertec.

## The Solution

Data Interchange's team of experts handled the day-to-day transaction of EDI files between Sertec and their customers and suppliers. Knowing that their EDI was in safe hands took a lot of pressure away from Sertec, but they were still able to have full visibility of all transactions and processes should they wish to monitor any movement of files.

Sertec's Lee Chatfield said “Switching to the Managed Service meant that we had a solution fully managed and hosted by experts. At that time we had grown to a size where managing the EDI ourselves had become too much of

an overhead, and without internal expertise it represented a significant risk to the business.”

As part of their Managed Service Sertec then took full advantage of Data Interchange's DiNet Integration Network, allowing access to 100,000s of trading partners. “Intercompany connectivity is vital in the modern supply chain - without it you can't be a player in the automotive game,” added Chatfield.

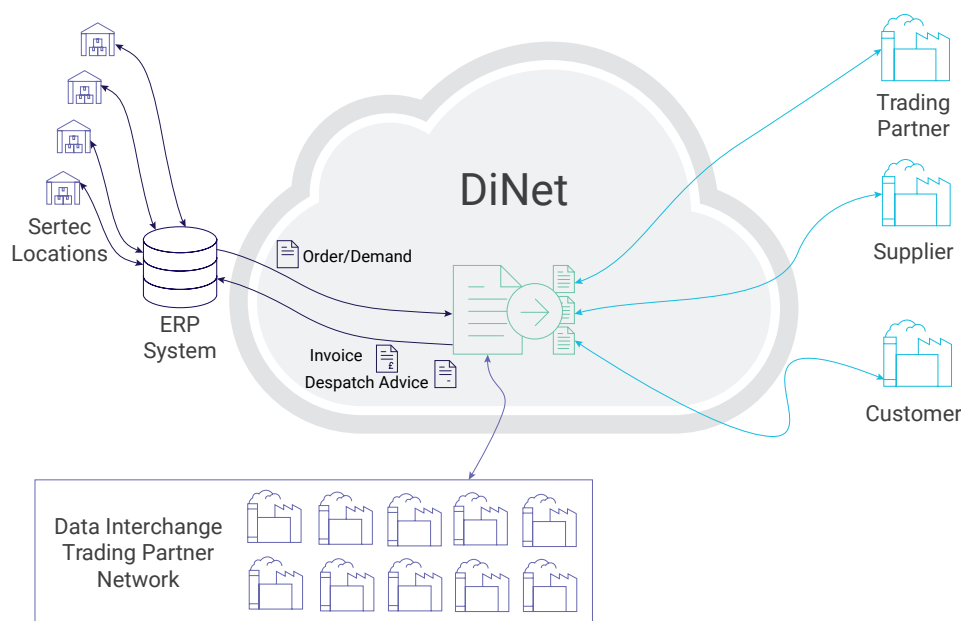
Data Interchange are now working with Sertec to on-board over 180 suppliers to DiNet, ensuring full EDI take-up.



### Customer Profile

Client: Sertec  
Web: <https://www.sertec.co.uk/>  
Number of sites: 10  
Country: UK HQ  
Industry: Automotive

Sertec is a Tier 1 automotive supplier with a tooling operation in China. They have over 50 years' experience in the automotive industry, six manufacturing sites in the UK, two in Europe, plus a UK Distribution Centre with more than 2,000 employees between them. In 2013 they recorded a turnover in excess of £137 million. Today, with 6 years of our EDI managed services (DiNet) solution, Sertec have reached £265 million turnover.



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