

- > ROI
- > Scalability
- > Efficiency
- > Frees up personnel resources



PERVASIVE
Data Integrator™

L'Occitane looks to Pervasive Partner Poly-Asia e-Technology Hong Kong and Pervasive Data Integrator to improve global supply chain

Expertise in ETL, EAI bring information together for French beauty products firm

“The main goal in any organization, when you implement ERP systems, is not to have a standalone system. It should be a globalized system. You need to establish a supply chain with all systems (including hosted ones), POS, Warehouse, ERP, HQ Reporting systems and at customer locations. This requires that data integrity be maintained through reliable, easy-to-master automation. Poly-Asia e-Technology and Pervasive brought this to reality for L'Occitane Far East.”

– Fletcher Ng
Regional IT Manager for Hong Kong, Japan, China, Singapore, Taiwan, Macau
L'Occitane

Executive Summary

L'Occitane is an all-natural beauty products provider, based in Manosque in the Haute-Provence region of southern France. A fixture in Europe, L'Occitane has a growing retail presence in Japan, China, Hong Kong, Taiwan, Korea, Australia and elsewhere in the Pacific Rim. With its growth, the company desired a seamless supply chain between its headquarters, different trading partners and subsidiaries.

Its warehouses were in many global locations and disparate ERP and POS systems needed to be integrated. Existing manual approaches were not sufficiently scalable and distracted staff from key operational activities.

Asia Pacific-based Poly-Asia e-Technology, a leading Pervasive partner, was selected to help address L'Occitane's integrated supply chain goals. Well-respected in the Asia-Pacific markets, Poly-Asia had both the

About L'Occitane

Based in Manosque in the Haute-Provence region of southern France, the company offers a wide number of all-natural beauty products. It began in 1976, and has grown into international markets. Besides many European countries, L'Occitane maintains a retail presence in Australia and the Pacific Rim, Brazil, Canada, China, Colombia, Hong Kong, Korea, Taiwan, and the U.S., among other locations.

About Poly-Asia e-Technology

Poly-Asia e-Technology is a leader in business solutions implementations and customizations. Founded in 1992, Poly-Asia has expanded and carried out hundreds of projects in the Asia Pacific, most on Microsoft Dynamics Business Solution and Epicor iScala ERP system implementations, customizations and report compilations. In addition to its headquarters in Hong Kong, Poly-Asia has expanded its business and established offices in Shenzhen, Shanghai, Taiwan, Singapore and Malaysia.

Microsoft Dynamics NAV ERP expertise and integration technology experience L'Occitane sought for the project.

Challenge

The automation of a global supply chain was vital to L'Occitane's continued growth. When L'Occitane Far East first began looking for an ERP system, Fletcher Ng, L'Occitane Regional IT Manager for Hong Kong, Japan, Singapore, Taiwan and Macau, found that, “Most Asian systems were manual. A non-core activity like manually inputting information was taking staff away from focusing on monitoring inventory and stock levels.” Another key criterion of the project was to send Asian orders through company headquarters, and this required that, as Fletcher Ng said, “Microsoft Dynamics NAV must communicate well across geographies and with other applications.”

As a result, the company sought a partner that would implement a full supply chain system, not just a standalone ERP – a global approach that delivered data integrity and could be maintained through reliable, easy-to-master automation processes.

Solution

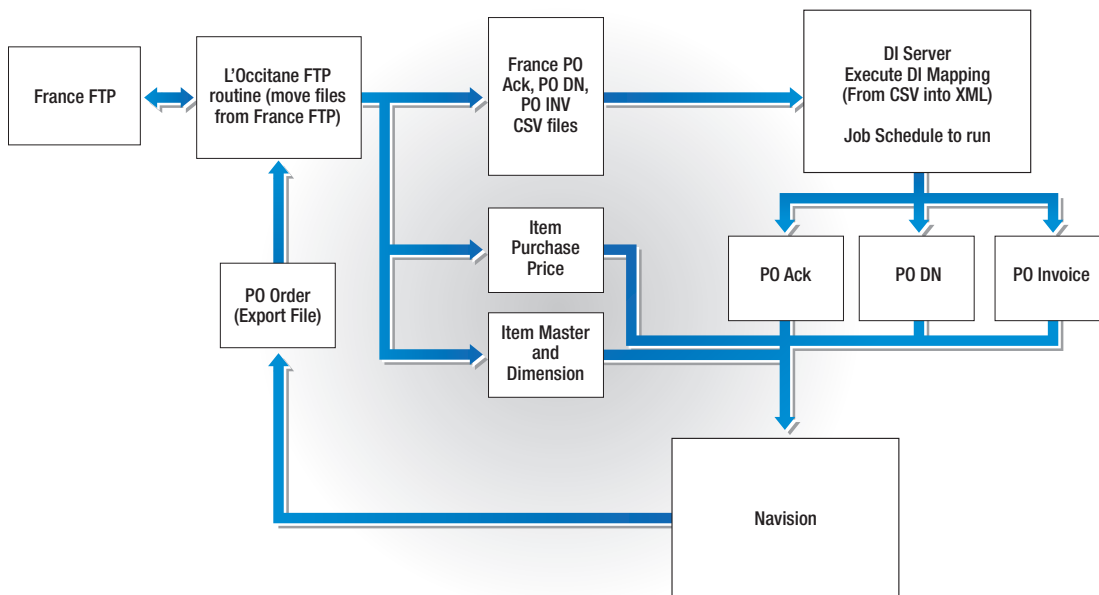
Poly-Asia’s relationship with Pervasive was important in ensuring L’Occitane would receive the best system integration possible. Data flow across the system includes important corporate master data on products, prices and discounts; trading transactions including purchase orders, daily statements and invoices from the field, as well as daily sales; and inventory movement (stock in / stock out).

Each system is different with different file format structures. Pervasive® Data Integrator™ is used to do mapping and quickly adapt to new formats. Maps are written with business logic for one country and then can be efficiently repurposed for systems and flows in other countries. In particular, Pervasive Process Designer has been well received.

According to Poly-Asia e-Technology Senior System Consultant Ken Lee, “With Pervasive Data Integrator, it helps to centralize system integration across different formats, which turn out an easier maintenance for L’Occitane IT department. It also supports the system running in schedule mode, to save from manual process.”

Pervasive Data Integrator converts external file formats into ERP-recognized formats, and business logic is built with ERP to capture the data. Batch files are often used, sending around 40 plus transactions per month between each L’Occitane location and vendors. Source data includes flat files with different formats, mostly text files (ASCII), to XML and text target connections. These are integrated with the Adonix system, Rymark POS and Microsoft Dynamics NAV applications. Around 10 table objects are involved in the integration. It includes master data synchronization and transaction order exchange. File sizes are approximately 500KB and the ERP database is approximately 30GB. Data transfers are set for varying intervals, from once or twice a day in some instances to every 10 minutes in others.

LOI Integration



Pervasive Data Integrator standardizes the formats and integrates with the Microsoft Dynamics ERP. NG says, “Now our staff does not worry about having to manually input information. The company can easily set up a purchase order from field offices in Asia to France through Pervasive, where it is quickly approved. Having this constant information flow with no manual interference leaves employees free to concentrate on business core competencies. Plus, there is less need to rely on email.”

Benefits

Scalability. As L’Occitane grows, it will turn to Poly-Asia and Pervasive Data Integrator to facilitate improved supply chain management in other locations.

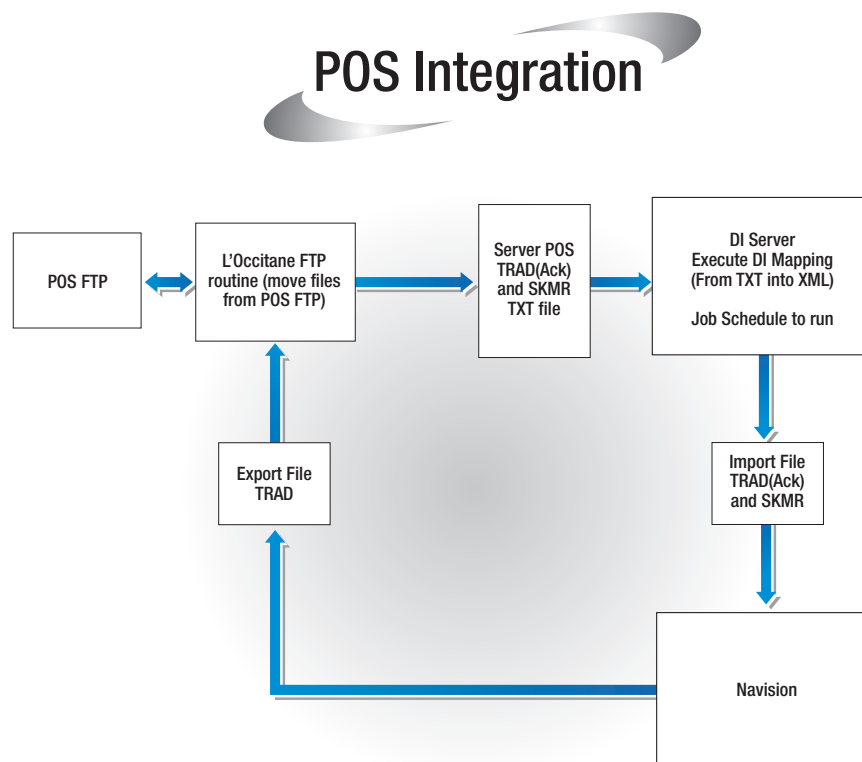
Increased organizational efficiency. With automated supply chain reporting in a growing number of countries, L’Occitane has reduced operational costs and improved sales and marketing efficiency in key high-growth areas.

Freeing up resources. Pervasive Data Integrator allows L’Occitane staff to focus on more important tasks. Repeatable migrations have made operations more effective.

Conclusion and Next Steps

The Poly-Asia-L’Occitane contract was signed in February 2005, and the project went live in July of that year. The system integration and standardization process with the European headquarters, front-end point-of-sale systems, warehouses and numerous Asia-Pacific subsidiaries has increased efficiencies, improved operational costs and allowed the company to improve its sales and marketing focus.

In 2008, Poly-Asia was completing rollout to China, Thailand and Australia sites for L’Occitane. In Australia, major department stores have standardized on EDI formats. Leveraging Pervasive Data Integrator’s established EDI integration capabilities, Poly-Asia anticipates straightforward success in meeting EDI requirements.



Comprehensive Connectivity

Pervasive connectors enable rapid access to heterogeneous data. A comprehensive set of 150+ connectors allows a broad range of seamless connectivity to file systems, databases, message buses, EDI networks, Web-enabled applications, business applications and industry-standard protocols on numerous platforms. Also included is Pervasive's unique capability to process non-relational and semi-structured content buried in most companies.

File

Access Access 97 Access 2000 Access XP Alpha Four ASCII (Delimited) ASCII (Delimited) Join ASCII (Fixed)	Clarion Clipper CLF Webserver DataEase DataFlex DJ Document Schemas DJ Log File Data dBASE II, III III+, IV, V, (IDAPI)	Dialog DIF Enable Excel 95, 97 Excel 2000 Excel XP Folio Flat File Foxbase	FoxPro LDIF Lotus 1-2-3 Lotus Notes Lotus Notes 5 Lotus Notes Structured Text Lotus Works Mac ASCII Delimited	Magic PC MAILERS+4 (dBASE) Microsoft Word (Mail Merge) Paradox v5 (IDAPI) Quattro Pro Windows v5 Rich Text Format (RTF) Unicode (Delimited) Unicode (Fixed)	WordPerfect 6.0 (Mail Merge) Wordstar (Mail Merge) WordPerfect 4.2/5.0 Visual FoxPro Visual dBASE 5.5
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Database

Oracle 7, 8, 9i, 10g, 11g Oracle 7, 8, 9i, 10g, 11g Multimode Oracle Direct Path Oracle SQL Loader Pervasive.SQL 8, 9, 10 Pervasive.SQL 8, 9, 10 Multimode PostgreSQL PostgreSQL (ODBC 3.x) Btrieve 5, 6, 7, 8	CA dB-Fast C-ISAM Cloudscape CWM DB2 7.2, 9.5 UDB DB2 7.2, 9.5 UDB Multimode DB2 Loader DB2 UDB Mass Insert DB2 (ODBC) eXcelon, eXcelon XIS 3 Hitachi Hi-RDB	IDAPI Informix DB Loader Informix (ODBC) Informix Online DS Informix/SE Ingres (ODBC 3.x) Interbase (IDAPI) JDBC MUMPS (ODBC) MySQL NonStop SQL/MX	ODBC 3.5 ODBC 3.5 Mass Insert ODBC 3.5 Multimode RBase 4.5 (ODBC) Red Brick Scalable SQL SQLBase SQL Script SQL Server 6, 7, 2000, 2005 SQL Server 6, 7, 2000, 2005 Mass Insert	SQL Server BCP SQL Server Mass Insert SQL Server (ODBC) Sybase 11, 12 Sybase 11, 12 Mass Insert Sybase 11, 12 Multimode Sybase BCP Sybase (ODBC) Sybase SQL Anywhere Sybase SQL Anywhere 6 Sybase SQL Mass Insert	Sybase SQL 11 Sybase SQL 11 Multimode Teradata (Fastload) Velocis (ODBC 3.x) Watcom SQL v5 Watcom SQL (ODBC)
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Application

AccountMate ACT! for Windows ADABAS (NatQuery) Apache CLF Champion Acct. CYMA Acct. GoldMine	Great Plains DOS Great Plains UNIX/Mac Navision Financials Macola Acct. Market Force Microsoft Dynamics CRM 4 Microsoft Dynamics GP 9, 10	Microsoft IIS ELF NetSuite Oracle Applications Oracle Siebel CRM On Demand PayChex DJF Peachtree Acct.	Personal Librarian Pivotal CRM Platinum Acct. RealWorld Acct. RightNow Sage CRM SalesLogix Sage MAS 90/200	Sales Ally Salesforce SAP BAPI, IDoc, EAA SAS SBT Acct. Solomon Acct. SPLUS	SPSS Statistica SYSTAT USMARC
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Technology

BizTalk XML DataRush Email Email Attachments	Erwin File Folder Queue (FFQ) File Transfer Builder FTP	HTTP/S HTML JMS LDAP	Microsoft MQ Websphere MQ Oracle AQ Oracle BPEL	Progress Sonic ESB, MLLP, FIX SGML SOAP	TCP/IP URL/URI XML XML Schema, DTD, XDR
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Legacy

ACUCOBOL (ODBC 3.x) ACUCOBOL-GT v7 BAF Binary	Binary Line Sequential COBOL 01 COBOL Copybook COBOL Flat File	C-tree Plus C-tree 4.3 Fujiitsu COBOL ISAM	Micro Focus COBOL QSAM Sequential Binary Tape Drive Sequential	VSAM Variable Sequential (MVS) Variable Sequential (Record-V UniKix)	Variable Sequential (SyncSort) Variable Sequential (User Defined)
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B2B

ACORD EDI (EDIFACT) EDI (X12)	FIX HCFA 1500-NSF HIPAA	HL7 HR-XML MIB	NCPDP NSF SWIFT	Text (Delimited - EDI) Text (Delimited - EDIFACT) Text (Delimited - HL7)	TRADACOM UB92-NSF
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About Pervasive Software

Pervasive Software provides agile data integration software that speeds the flow of data between applications and between organizations. Our robust technology addresses SaaS, SOA and traditional integration modes and allows customers to re-use the same software for integration scenarios that span data warehouses, real-time application integration and data exchange with trading partners.

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