

> Efficiency Gains

> ROI

> Scalability



PERVASIVE  
Data Integrator™

# PIPHK gains competitive advantage through Pervasive EDI integration with Microsoft Dynamics NAV

**Poly-Asia e-Technology, Pervasive improve PIPHK's business opportunities in global economic downturn**

***“Our goal is to enhance our competitive edge and link up with our largest buyer through automated EDI processes. We want to focus on reducing human errors while enhancing both the Hong Kong and U.S. offices’ efficiency and reducing labor costs. We like being able to rapidly process orders and save work for users.”***

–Paul Tao

PIPHK Deputy Managing Director

## Executive Summary

Protective Industrial Products Hong Kong (PIPHK), a supplier of industrial safety equipment, required EDI integration with ERP system Microsoft Dynamics NAV. The company wanted to automate its purchase ordering and invoicing processes with its largest partner and customer Protective Industrial Products USA (PIPUSA). Doing so would help both businesses reduce costs and increase revenue recognition in a leaner business climate. PIPUSA requested that EDI be instituted by PIPHK, which turned to business solutions specialist Poly-Asia e-Technology.

Poly-Asia e-Technology implemented PIPHK's Microsoft Dynamics NAV. For the EDI integration, Poly-Asia e-Technology recommended Pervasive® Data Integrator™; the recommendation has brought great value to PIPHK and PIPUSA.

## Challenge

The purchase ordering and invoicing processes between PIPUSA and PIPHK involve PIPUSA generating sales orders to PIPHK, which generates purchase orders to vendors, and then fulfills orders back to PIPUSA. PIPHK also sends a shipping notice and invoice back to PIPUSA. These processes, while functional, were slow and error prone due to manual data input. Users would create Excel and Word invoices and send them through email, an unproductive and mistake-ridden process that slowed revenue recognition. An automated EDI process—one that was fast, reliable and improved business efficiencies—was needed.

## Solution

PIPHK assessed Microsoft BizTalk but selected Pervasive Data Integrator because it offered the flexibility, support and best cost for the EDI schemas

### About PIP

Protective Industrial Products Manufactory Limited (PIPHK) was found in 1972 in Hong Kong as a cotton gloves manufactory. Over the past 37 years, it has transformed from a pure manufacturer of work gloves to a full line Personal Protective Equipment suppliers for industrial workers around the world. PIPHK seeks to “out-muscle” its competitors not only on price and quality with the products they supply, but also demand a down-to-earth but professional manner from its colleagues to manage their customer’s precise needs. PIPHK also has operated its branch in Shanghai since 2002 to strengthen its business focus in China.

### 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, primarily with Microsoft Dynamics Business Solutions 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.

needed to complete its project. The EDI format is x12.40, including formats 810, 820, 850, 855, 856, and 997.

The EDI project was completed in five months, with Pervasive's portion of the work taking from July 2008 to November 2008. Ken Lee, Senior Technical Consultant for Poly-Asia e-Technology, said, “We implemented the project by using Pervasive Data Integrator and

the Microsoft NAV dataport function. We provided full EDI integration for the sales operation.”

This is the process flow now in place:

1. PIPUSA sends purchase order file 850 to PIPHK.
2. PIPHK receives the file and sends back an acknowledgment file 997 to PIPUSA.
3. PIPHK confirms order, and sends purchase acknowledgment 855 to PIPUSA.
4. PIPHK ship the goods, and sends shipment notice file 856 to PIPUSA.
5. PIPHK issues invoice, and sends invoice file 810 to PIPUSA.
6. PIPUSA sends payment file 820 to PIPHK.

PIPHK plans to implement an EDI 820 payment file with PIPUSA once the format is accepted by U.S. banks. This will further meet process improvement goals, facilitating even-better efficiencies and even-faster revenue recognition.

In PIPHK’s assessment of Pervasive Data Integrator, PIPHK Deputy Managing Director Paul Tao points out, “Pervasive Data Integrator had pre-built EDI connectors that helped ensure that Poly-Asia could rapidly and cost-effectively implement the project in the timeframe we wanted. We were also pleased at Poly-Asia’s depth of experience with Microsoft Dynamics and Pervasive’s Microsoft Dynamics connectivity. In our relationship with Poly-Asia, we have found that they offer high value, good service and responsiveness. They have great sales, marketing and delivery, and they meet our Pervasive Data Integrator update requests often on the same day.”

## Benefits

**ROI.** Thanks to the move from manual inputting to automated EDI and faster invoicing, PIPHK has produced more immediate business and improved cost efficiencies and labor allocation. In general, after implementing the EDI project, PIPHK saves about one-third of labor allocation earlier needed for order processing.

**Enhanced competitive edge and increased accuracy.** “Our goal was to enhance our competitive edge and link up with our largest buyer through automated EDI processes, and that’s what we’ve done,” says PIPHK Deputy Managing Director Paul Tao. “We have been able to reduce human error through automation while enhancing both the Hong Kong and U.S. offices’ efficiency and reducing labor costs. We like being able to more rapidly process orders and save work for our employees and customers.”

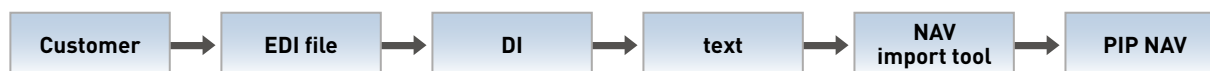
## Conclusion

Using Pervasive Data Integrator for EDI integration with Microsoft Dynamics NAV creates significant value and benefit for both PIPHK and its partner PIPUSA. Errors have been reduced and efficiencies at both organizations have improved. As Paul Tao is pleased to point out, “We’re gaining a competitive advantage. In fact, keeping a compact but professional unit is one of our focuses in managing our business during today’s economic downturn.” In a tough global economy, PIPHK knows it has made a sound decision in working with Poly-Asia e-Technology and Pervasive integration.

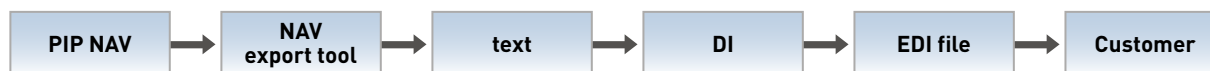
## Next Steps

PIPHK is planning to link up its Shanghai office and a recently introduced Italian office with its software. EDI automation is expected to be used in these locations during the coming future.

### Data flow: From customer to PIPHK



### Data flow: From PIPHK to customer



## 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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