



CASE STUDY

Triumph as it is today celebrates its 20th anniversary in 2010 and has almost 5% of the Motorcycle market share globally. Triumph has multiple production sites based overseas with its Head Office and Research and Development site at Hinckley, in the Midlands. At the heart of Triumph's philosophy is a commitment to developing class leading motorcycles with distinctive looks, sound and performance. The brand itself adheres to an aspirational lifestyle, and includes a range of clothing and accessories.

Challenge Being Addressed

Operational systems are run for ordering component parts and for the sales and distribution of motorcycles, components, clothing, and accessories. All of these systems need to feed financial data into SunSystems Order Fulfilment and Financials. Triumph implemented SunSystems in 2002 using bespoke integration procedures written in VB script. The integration needed to be replaced as -

- It had become cumbersome to maintain and difficult to modify.
- It was not flexible enough to be changed to meet new business requirements.
- An imminent SunSystems upgrade meant that the middleware would need significant enhancements.
- It did not provide for security of auditing data.
- It could not cope with the increasing volumes of data (in excess of 100,000 transactions per week) going through the system, which impacted on the users.
- There was little control or visibility with the processing and printing of Sales Invoices resulting in errors and excessive time to process.

The Approach Taken

Triumph was not looking for a bespoke product - we wanted an integration software product with proven use, from a supplier with a proven track record for support and professional services. We were introduced to Cocoon at the time of embarking on a project to re-write / replace the bespoke integration solution. Our key reasons for working with Cocoon were -

- the testimonials that we obtained from their previous clients.
- their unique integration product - Connections.

Cocoon demonstrated the flexibility of Connections - a single point of integration that works with everything you need it to, as a link between any or all business systems. During implementation, the flexibility -

how it validates and transforms data has proved its worth.

Solution Summary

We held a series of fact finding workshops with Connections specialists from Cocoon, and consultants from Infor, the authors of SunSystems, to work on the intricacies of the Triumph set up. We wanted to eliminate the potential risks of replacing the bespoke integration, by ensuring that Connections would provide a like for like replacement in terms of data transformation, data validation and integration to Sun. The old integration system used Automation Desk and was replaced with the Connections/ SunSystems Connect (SSC) SOAP interface (Web services integration).

Ongoing Services

The whole project has been handled very well. It progressed very quickly from Cocoon, and we have appreciated all the work undertaken by the entire team, from the Project Manager, Consultants and the developers behind the scenes. We can't thank the team enough for their time and effort - at times they went beyond the call of duty.

Summary of Benefits

- The change in processing speed was phenomenal - When we first went live, we processed 40,000 sales invoices in 3-4 days. We can now push 1,000 sales invoices to an overseas office in a couple of hours, rather than 9-10 hours. We no longer have to process invoices into the evening and do not have to worry about overlapping with other processes, which means less impact for users on the system.
- It gives us total visibility and the security we need for auditing purposes.
- Invoice printing couldn't be controlled with VB scripts; invoices could be printed whilst still importing, which slowed the system down. Now Connections sets a flag so Sun won't allow printing if it is at the 'importing' status.
- It now takes just 3 minutes for entire end to end production of sales orders, including all integration and financial postings, instead of several hours.

TRIUMPH

Company:

Triumph

Industry:

Manufacturing

Challenge:

Integration of numerous legacy systems with SunSystems Financials, to enable Sales Invoicing and Financial Management.

Solution:

To 'rip and replace' crucial middleware, using Connections from Cocoon.

Benefits:

The speed of integrating thousands of daily transactions with SunSystems while maintaining control and visibility over the business processes. Our legacy systems are now able to talk to our SunSystems financial systems, generate invoices efficiently, which has ensured our products are delivered on time. Using the web interface, Connections has handled the large volumes beyond all of our expectations.

"It is refreshing in the service sector industry to come across a company that is so customer focused - it is definitely ingrained within the culture of Cocoon. This differentiates them from the other SunSystems resellers - the difference is someone that cares."

Carl Fox Systems Accountant