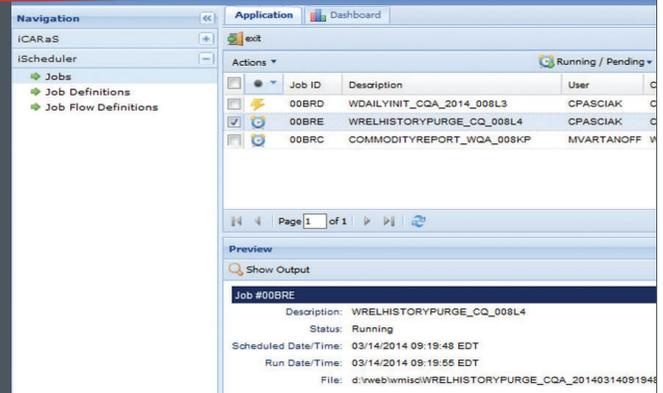


EDI MANAGED SERVICES

- ✓ Reduce the Burden on IT Resources
- ✓ Receive Alerts for Critical Issues
- ✓ Mitigate Risk & Ensure Compliance
- ✓ Provide Excellent Response to Your EDI Customers



Supply Chain Communication

EDI Managed Services lets you focus on critical business activities while Radley manages the day-to-day responsibilities of maintaining an EDI system. Radley's experienced EDI analysts leverage the latest dashboard technology to monitor your applications and manage your business processes, collaborating with your staff when necessary. Personalized to meet your needs, you choose how many, or how few, of your daily EDI activities will be handled by Radley Managed Services.

Method for Monitoring Processes

Radley's trained professionals perform an on-site analysis of your business process and work with you to determine which tasks will be handled by Managed Services. Using our Business Activity Monitor, Radley's team of EDI experts monitors your system utilizing a secure VPN or other agreed upon access. Radley responds to immediate alert notifications so any issues can be proactively addressed. We recommend a two-to-four week trial period to ensure that you are comfortable with the service being provided and that the estimated costs are in-line with your expectations.

Managed services are available for both On Premise and On Demand customers. If you need to provide coverage for EDI functions during vacations or extended absences, Managed Services can be accessed on an as-needed basis.

RADLEY

A CAI SOFTWARE COMPANY

Optimize Your ROI

Take advantage of Radley expertise to ensure optimal use of the available features and functions of your EDI application: Identify inefficient business practices, resolve critical issues quickly and free your personnel to focus on revenue generating tasks.

Communication

Monitor inbound and outbound data to ensure that it is successfully sent and received. Managed Services can take corrective action to address any issues.

Validation

By watching the validation process for inbound and outbound data, Radley takes immediate action to address any issues that need to be resolved within the EDI application. We will work with your Customer Service and IT departments on those issues that need to be resolved within your enterprise or on your internal network.

Automation

Automate and monitor EDI workflow, reduce manual processing and address exceptions as they happen in real time. We make sure everything works smoothly.

Integration

Monitor the hand off and processing of files to and from your enterprise applications and take appropriate corrective action when necessary. You remain in control of any corrective action that needs to take place within your enterprise application.

Updates

Apply patches to keep your Radley application current.

Choose which EDI activities to use EDI Managed Services for based on your unique needs.

Trading Partners

Monitor new trading partners during go-live to ensure a smooth transition and identify on-going changes and issues for existing trading partners.

Reports and Meetings

Radley EDI experts can participate in planning and status meetings related to EDI or provide status reports for projects. To enable you to track and review activity from week to week, we maintain a weekly journal of hours used, along with any significant events.

Rely on Radley's Expertise

With over 40 years' experience implementing EDI for companies around the world, you can depend on Radley's expertise and end-to-end platform of EDI solutions and services. Many EDI companies create custom solutions under the guise of a consulting engagement and continue to charge time and materials for enhancements and support. Radley's unique standard product approach simplifies the implementation process and significantly reduces current and future project costs. Our software is designed to add value to your applications by providing industry-specific functionality as a standard product.

- ✓ Minimize IT/operational costs
- ✓ Ensure EDI efficiency and compliance
- ✓ Resolve critical issues quickly
- ✓ Speed the addition of trading partners
- ✓ Manage partner requirement changes
- ✓ Scale your EDI infrastructure when your business grows
- ✓ Maintain secure, up-to-date EDI communications across your business and with all your partners

Radley, LLC

23077 Greenfield, Suite 440
Southfield, MI 48075

Email: contactus@radley.com

www.radley.com/edi-solutions/managed-services/

Tel: 616.541.6010

Fax: 616.554.9008



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