



Western Dental migrates JD Edwards platform and EDI without a hiccup with ACOM's EZConnect

The Client

Founded in 1903, Western Dental is one of the largest dental providers in the U.S., serving nearly a million patients a year in affiliated clinics throughout Arizona, California, Colorado, Nevada and Texas. A leader in accessible, affordable oral healthcare, the Western Dental team consists of more than 4,000 people.

The Problem

Western Dental wanted to streamline ordering dental supplies and implants for its 400+ offices—and at the same time, migrate JD Edwards from an iSeries with Oracle database to Windows with Microsoft SQL Server.

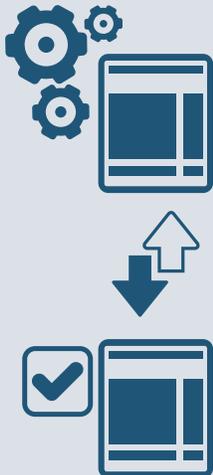
The Solution

ACOM's EZConnect translator mapped the JD Edwards staging tables directly to EDI transactions and supported an extremely smooth migration to the new platform.



The Results

Today, EDI runs smoothly with a major trading partner. Western Dental plans to add more trading partners and EDI transactions and to move JD Edwards to the cloud—all without missing a beat, thanks to EZConnect.



Supporting a fast-growing network of dental offices isn't always easy. For example, to keep its 400+ locations humming along, Western Dental orders a wide range of supplies and equipment, as well as fabricated parts like dentures, crowns, and bridges from 40 major suppliers.

Any mixup in an order can mean inconvenience for the patient, lost revenue for the dentist and hassles to correct the order.

That's why Western Dental wanted a better way to send and confirm orders from its JD Edwards system.

"We wanted to simplify going from an approved person requisitioning something, to matching what we receive, to seamlessly turning out a check to pay our supplier," says Bob Gnewuch, Business Project Manager in charge of maintaining the company's IT.

“The ACOM part of the implementation was quick and straightforward, just a couple of days.”

Why not use EDI?

Bob arrived at Western Dental in 2013 with a challenging mandate: To look at what the business needed from IT, and make that happen. Two major projects included updating the JD Edwards platform, and streamlining the ordering system.

“We didn’t always have current information from our suppliers on pricing, units of measure, or whether something was taxable or not,” says Bob. “So there was a lot of manual processing involved with each order.” From time to time, such a complex process created mistakes and delays.

A couple years earlier, Western Dental had purchased the EZConnect universal translator from ACOM with a view to mapping their JDE staging tables to the appropriate EDI transactions. But due to changes in staff and company ownership, that project lost momentum.

“When I first heard about that, I thought, ‘Really? You guys use EDI?’” recalls Bob. Like many IT pros, he encountered EDI in the 1980s, and no longer considered it cutting edge. But once he dug deeper, he was pleasantly surprised.

“EDI works great once it’s integrated. JD Edwards has a place where it maps to very nicely. So I thought, ‘Why wouldn’t we use this? With ACOM, this is easy.’”

Sure enough, implementing EDI with JDE and ACOM was straightforward. Today Western Dental is using these EDI transactions: 810 for invoices, 850 for orders, 855 for order acknowledgements and 832 for electronic catalogs.

Smooth move to a new platform for JDE

Bob’s team also decided to migrate JDE from an iSeries with Oracle database to a Windows server

with MS SQL Server. That would be more economical and enable users to access JDE through the web. As far as the EDI component, the migration was “very uneventful”—just the way IT managers like it.

“Moving the ACOM environment was very smooth and easy,” says Bob. “I didn’t have to do anything but coordinate: Our guy is on our end, Glen from ACOM is logged in remotely, we’re migrating, and then okay, it’s done.”

“I’ve been impressed with ACOM. Their quotes are reasonable. Development time is minimal. They’re consistently at or under their estimate, and they’re on time. Things test cleanly,” notes Bob. “They’re one of my favorite partners I’ve worked with on this project.”

“I’m a big proponent of ACOM. It’s hard to get this kind of personal support from any other software vendor.”

Going wider and deeper with EZConnect

As for the future, Western Dental plans to expand EDI in both dimensions: deeper by adding more transactions and wider by linking to more of their trading partners. To do so, they’re taking a sensible, step-by-step approach.

“We put together a description of what we want to do and a simple survey to go with that,” says Bob. From the completed surveys, he can rank each trading partner by business volume and interest in EDI. “If it’s straightforward, if they’re already doing EDI with other firms, it’s just a matter of swapping the maps and getting them hooked up.”

If any supplier needs more, ACOM can help. For example, when Bob heard that one of his suppliers was getting unreasonably high quotes to set up EDI, he referred them to ACOM. After hearing about EZConnect, they were quite relieved, telling him, “This is going to be much cheaper. Now we can afford to do this.”

FOR MORE INFORMATION, CONTACT ACOM TODAY:

acomSOLUTIONS

Phone: (800) 699-5758
Email: sales@acom.com
www.acom.com