



GLOBAL INTEGRATION ON DEMAND™

## HD SUPPLY FACILITIES MAINTENANCE TURNS TO HUBSPAN FOR RAPID BUSINESS PROCESS INTEGRATION AND END-TO-END VISIBILITY ACROSS SUPPLY AND DEMAND CHAINS

### BACKGROUND

In August, 2007, when HD Supply and its portfolio of businesses was sold by The Home Depot to a group of private equity investors, HD Supply Facilities Maintenance, an HD Supply business and leading supplier of Maintenance, Repair and Operations (MRO) products, had 6 months to transition all suppliers and customers from existing systems over to new platforms. “Not only did we have to move quickly, but it was critically important that we maintained business continuity with our customers and suppliers,” stated Mark Linder, Director of e-Business, HD Supply Facilities Maintenance. With a sophisticated and globally diverse value chain, maintaining tight business integration with high volume trading partners was mission critical for HD Supply Facilities Maintenance.

Aside from addressing the immediate tactical issues, HD Supply Facilities Maintenance also looked forward to finding an enterprise-based solution that would provide end-to-end visibility of goods flowing through both the supply and demand chains. After a comprehensive evaluation process, the company chose Hubspan to solve the complex business integration challenges it faced.

Key Challenges facing HD Supply Facilities Maintenance:

- Migrating over 225 integrated suppliers and 80 integrated national customers
- Completing transition to new platforms in only six months
- Maintaining business continuity through transition with customers and suppliers
- Connecting rapidly with many suppliers and customers despite differences in systems
- Obtaining full visibility of goods flowing through value chain

### TRANSITIONING THE SUPPLY CHAIN

With the clock ticking, HD Supply Facilities Maintenance needed to move more than 225 integrated suppliers off the company’s previous legacy EDI infrastructure and onto its new sourcing platform. “In addition to the technical integration challenges presented, we also were faced with handling the setup, testing, and production onboarding of our suppliers. We needed a complete integration solution ASAP.” said Deron Young, Senior Manager of Application Development, HD Supply Facilities Maintenance.

Hubspan assessed the challenge and quickly developed a solution that allowed the company to extend its new business processes to key trading partners. “Hubspan engaged, integrated all 234 suppliers, and delivered the overall solution ahead of schedule. Hubspan’s technology and execution were quite impressive.” added Young.



Hubspan’s on-demand integration solution was the perfect fit for HD Supply Facilities Maintenance’s business challenge. Comprised of hosted software, infrastructure, and a full suite of professional services, HD Supply Facilities Maintenance achieved the agility and scalability it needed to enable true business connections with its trading partners.

**“Hubspan is a true business partner; they demonstrated great flexibility to handle our changing business needs without revisiting the contract or SOW. Their simple pricing structure provided complete cost predictability with no surprises.”**

**Deron Young, Senior Manager of Application Development, HD Supply Facilities Maintenance**

### SAYING ‘YES’ TO CUSTOMERS

HD Supply Facilities Maintenance not only sought to improve supply chain operations but also looked to the demand chain for driving competitive advantage. “Enabling full e-Business connectivity with our national customers provides a higher level of customer service. Through Hubspan, our quality of integrations and speed to market sets us apart from others in the MRO space,” stated Mark Linder.

As e-Procurement solutions began to proliferate, HD Supply Facilities Maintenance took a leadership position in the industry by establishing e-Commerce capabilities. As more customers expressed interest in connecting with the company electronically, the lack of standardization between systems caused significant integration challenges. “We quickly realized that differences in business processes created a large integration issue and selected a partner that had the e-Business sophistication to tackle any integration challenge that came our way.” said Linder. “With Hubspan, we engage customers and prospective customers based upon their preferences for conducting e-Business. This provides us a huge advantage in the marketplace.”



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## END-TO-END VISIBILITY

In addition to HD Supply Facilities Maintenance's goal of automating the supply and demand chains, it focused on another important objective — improving visibility of interactions with trading partners. "To be proactive and deliver exceptional service levels, it's just as important for us to know what didn't happen as what did." stated Linder. By utilizing the Hubspan solution, HD Supply Facilities Maintenance has complete visibility across the enterprise of the thousands of daily transactions that occur from the doorsteps of both suppliers and customers. The centralized management portal provides high level observation along with drill-down capability to interrogate specific message exchange. With advanced alerts and monitoring, HD Supply Facilities Maintenance knows when the first hints of trouble arise and can respond immediately to maintain smooth operations.

## PATH TO THE FUTURE

When selecting an integration provider, HD Supply Facilities Maintenance balanced immediate needs with the long term view of being well positioned for emerging changes in technology. It was looking for a solutions provider with vision, broad capability and a defined roadmap that maintained technology advantages as the business environment evolves. Hubspan's on demand solution platform addresses the most significant trends in business integration:

- As some organizations will advance in their technical capability, others will stay relatively unchanged. This widening technology gap requires an integration platform that works just as well with legacy technology as it does with leading edge capability.
- Speed to market is becoming increasingly important in the current business environment, as such, demand for real-time information exchange is on the rise. Companies will need capability to transact in various forms of XML, custom formats, and web services.
- SOA is gaining acceptance and will continue to grow. Many trading partners will demand that B2B communications occur via SOA policies and governance.
- Security remains an important consideration and companies must support higher levels of encryption, financial compliance, and auditing.

## ABOUT HUBSPAN

Hubspan enables true business connections by providing a complete business-to-business integration solution for companies of all sizes. More than 10,000 trading partners across 34 countries benefit from Hubspan's scalable, flexible technology. Hubspan's market-leading solution, delivered as a service, yields increased revenue, improved customer satisfaction and retention, and increased operational efficiency faster and more cost-effectively than in-house development. Hubspan serves some of the largest, global

enterprises as well as organizations with just a few hundred employees — managing even the most complex business processes. For more information, please contact us at [www.hubspan.com](http://www.hubspan.com) or +1 (866) 482-7726.

## Benefits of the Hubspan Solution

HD Supply Facilities Maintenance achieved significant business benefits from their work with Hubspan including:

- **Improved business agility to quickly respond to customers' needs**
- **Improved operational efficiency that results in overall service improvements**
- **Full business continuity maintained throughout divestiture transition with no supply disruptions**
- **Integration 10x faster than in-house capability**
- **Full transactional visibility with suppliers and customers**

## ABOUT HD SUPPLY FACILITIES MAINTENANCE

HD Supply Facilities Maintenance ([www.hdsupplysolutions.com](http://www.hdsupplysolutions.com)) is the leading supplier of maintenance, repair and operations products, and the only national supplier of repair & maintenance, housekeeping & operations and FF & E products to the hospitality industry. HD Supply Facilities Maintenance has a nationwide supply chain with 35 distribution centers, a fleet of more than 600 delivery vehicles and more than 18,000 items in stock.

## ABOUT HD SUPPLY

HD Supply ([www.hdsupply.com](http://www.hdsupply.com)) is a leading wholesale distribution company, providing a broad range of products and services to professional customers in the infrastructure & energy, maintenance, repair & improvement and specialty construction markets. With a diverse portfolio of market-leading businesses, HD Supply is one of the largest diversified wholesale distributors in North America, with approximately 900 locations.

## HUBSPAN

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