

“GXS was very responsive to our needs and we were impressed with GXS Trading Grid’s functionality.”

— MYRON CHADOWITZ, CHIEF OPERATING OFFICER, MONARCH TOWEL COMPANY

Monarch Towel Company

Company Profile

Monarch Towel Company is a robe and towel distributor based in New Jersey. For over 20 years, Monarch Towel Company has offered robes, towels and slippers that combine exacting manufacturing with high-quality materials designed primarily for hotel use.

The Challenge

In addition to distributing robes, towels and slippers, Monarch Towel Company also acts as a logistics warehouse for a Brazilian factory. This Brazilian factory conducts millions in business with Dillard’s department stores annually. Dillard’s approached the factory to begin a stocking program that involved Monarch running and managing the EDI and distribution. Monarch was added as a Dillard’s vendor and needed to be set up extremely quickly because Purchase Orders were being generated and the buyer was impatient. The company had three days to select a solution provider, sign a contract and be up and running accepting EDI 850s.

The Solution

Monarch Towel investigated GXS and several competitors to meet its business needs. The company quickly selected GXS and its GXS Trading GridSM Messaging Service. Trading Grid Messaging Service enables companies throughout the world to exchange business documents in a fast, secure and reliable fashion. This solution enables businesses to exchange documents using both the latest XML standards as well as traditional EDI document standards and can be accessed via the Internet or the GXS private network.

Upon selecting GXS, Monarch Towel signed up, and within 24 hours GXS had created and began running Monarch Towel’s FTP site so it could accept orders from Dillard’s. In just one day, Monarch Towel was able to receive the incoming Purchase Orders, save the business and meet an incredibly tight deadline.

The Benefits

Monarch Towel was impressed with the absolute speed that GXS works to meet its customers’ needs. Monarch Towel received near immediate access to Trading Grid upon signing the contract and was accessing Trading Grid Messaging Service by 10 am. The GXS support team was very responsive and had the FTP mailbox on GXS Trading GridSM fully functional by noon the same day. At the same time, Monarch began testing EDI 850 documents (purchase orders) and by 2 pm they were fully in production to receive Dillard’s Purchase Orders. This efficient and remarkably fast processing is unheard of in this industry.

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About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration, synchronization and collaboration among trading partners. Organizations worldwide, including 75 percent of the Fortune 500, leverage the GXS’s Trading GridSM to extend supply networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. With an unmatched global presence, proven trading partner management and B2B outsourcing services, GXS’s on-demand solutions maximize the benefits of integration for businesses. Based in Gaithersburg, MD, GXS’s extensive global network serves customers throughout the Americas, Europe, the Middle East and Africa and Asia Pacific regions. GXS can be found on the Web at www.gxs.com.