



CASE STUDY:

WABCO Reduces Integration Costs by 60% while Improving Agility



“Babelway was the right choice for WABCO. We are innovators in every field. Babelway helps us innovate in B2B collaboration and differentiate our company in the market, while dramatically reducing our costs.”

WABCO, Peter Bal, Vice President & CIO

EXECUTIVE SUMMARY

Company: WABCO

Global headquarters: Brussels, Belgium and New Jersey, USA

Employees:
11,000 in 34 countries

Revenues: \$2.7 billion

Web Site: www.wabco-auto.com

Volumes: Over 2 million messages per year with over 800 business partners

Solutions:

- B2B Integration: Babelway
- ERP: SAP

Key Benefits:

- Consolidation of integration in one solution: Babelway
- 60% cost reduction in costs related to B2B integration
- Reduction in the lead-time to create a new partner connection by up to 80%
- B2B integration is no longer just an IT matter. WABCO's Business, Sales, and Administration departments also use Babelway to provide better service to customers

THE SITUATION FOR WABCO BEFORE BABELWAY

WABCO is a leading global supplier of electronic braking, stability, suspension and transmission automation systems for heavy duty commercial vehicles such as trucks and buses. The company has more than 11,000 employees in 34 countries and \$2.7 billion in sales.

Excellence in execution is what separates WABCO from its competitors. WABCO creates value for its customers through quality service, cost reduction and maximum operational efficiency.

B2B integration has played a key factor in WABCO's success. For years, WABCO has relied on B2B integration to automate order, delivery and invoicing processes with hundreds of business partners. The turning point came in 2010 when the company decided to restructure its processes for integration. In the face of rising costs, a lack of flexibility, and operational risks, WABCO realized that it needed a new solution to transform its business.

A NEW APPROACH TO B2B INTEGRATION

WABCO's objectives were threefold: to consolidate its integration processes, to do more for less, and to empower its business and employees.

WABCO first centralized its IT systems and infrastructure to support the company's ability to operate globally and scale based on different markets and opportunities. To do so, the company had to consolidate its environment for integration and electronic data interchange into a single platform. Running five different EDI environments was highly costly and inefficient, so WABCO wanted to optimize its processes for integration and lower the operating costs associated. In fact, the company was ready to entirely rethink the organization, tools, and processes related to document transfer by using a cloud-based solution. In addition, WABCO was not looking for a technical tool that could only be used by IT. The company wanted a comprehensive solution that could also be used by its business departments – such as sales and administration – to answer client requests, monitor operations, and create new data mappings.

“We wanted to build strong competencies and ownership around the solution,” said Peter Bal of WABCO. “We needed to understand the solution thoroughly in order to be able to provide support and develop projects ourselves.”

“Financially, Babelway was the best choice for us. The price for both the platform and services is very competitive. The cloud model is unbeatable. We have full control of our integration solution but no infrastructure cost, no license and no need for costly upgrade projects.”

How did WABCO, a leading global supplier of technologies for commercial vehicles, dramatically reduce its operating costs for B2B integration and improve its business practices as a whole? By migrating to Babelway. Babelway’s easy-to-use, intuitive interface enabled the company to take full ownership over its integration projects. WABCO was able to consolidate all integration processes in one place, and directly access and leverage Babelway to address client requests and activate relationships with new business partners. The result? WABCO’s operating costs for integration decreased by 60%, and the company’s lead-time for new partner activation got 80% faster.

INSTALLATION AND MIGRATION WITH BABELWAY

WABCO and Babelway started on migration projects in 2011. Within three months, the Babelway team was able to implement and automate the order processes for 300 of WABCO’s clients in Europe, migrating Microsoft Biztalk into WABCO’s new integration environment. With the successful completion of this first project, WABCO and Babelway continued to migrate additional applications. As WABCO employees became more familiar and comfortable with Babelway, the company became more involved in leading projects on its own using the Babelway platform. The last project with which the Babelway team helped was the migration of WABCO’s integration solution in the U.S. from Axway to Babelway in 2013. Further extension of document exchange, integration and EDI has been performed by WABCO internally.

INVESTMENT AND COST COMPARED TO OTHER ALTERNATIVES

WABCO had used EDI software since the 1990s. Although they worked with hundreds of business partners and built many mappings and connections, their original solutions for integration lacked up to date documentation. Babelway’s migration of three EDI solutions (Microsoft BizTalk, Axway and Sterling Commerce) for WABCO was a major project with high visibility and impact. The decision to migrate all

systems (rather than to add an extra one) was a significant investment for WABCO, but it has paid off in the long run in terms of efficiency and quality. “Financially, Babelway was the best choice for us,” affirmed Peter Bal. “The price for both the platform and services is very competitive. The cloud model is unbeatable. We have full control of our integration solution but no infrastructure costs, no license and no need for costly upgrade projects.”

RESULTS

The WABCO integration project with Babelway has been incredibly successful. Over 800 of WABCO’s business partners are now active on the Babelway platform, each running between 2-7 automated processes. WABCO now has a state-of-the art solution for integration, with a cloud-based infrastructure, easy-to-use system and optimized cost structure. With one single platform worldwide, WABCO is ready to take on new projects such as electronic invoicing, optimization of its accounts payable process and deeper automation of other internal processes.

WABCO'S USE OF BABELWAY TODAY AND IN THE FUTURE

Babelway is the only solution for full connectivity with WABCO’s partners. WABCO will continue to extend its usage as a strategic solution to create value for business partners and improve company efficiency. WABCO has also decided to introduce new projects and use Babelway for its e- invoicing worldwide.

Want to see what Babelway can do for you?

Talk to our experts to schedule a demo.

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