

**opentext™**

SUCCESS STORY

**Nichirin U.K. Limited**

**Industry**

- Automotive
- Manufacturing

**Solution**

- OpenText™ Freeway,  
Professional Version

**Results**



OpenText knowledge of trading partner message formats enables **fast configuration to mandated standards**



**ODETTE compliant** labelling



Helping to meet **JLRQ quality standard**



**Reliable, flexible, easy-to-use** EDI solution

**In Step with the Future**

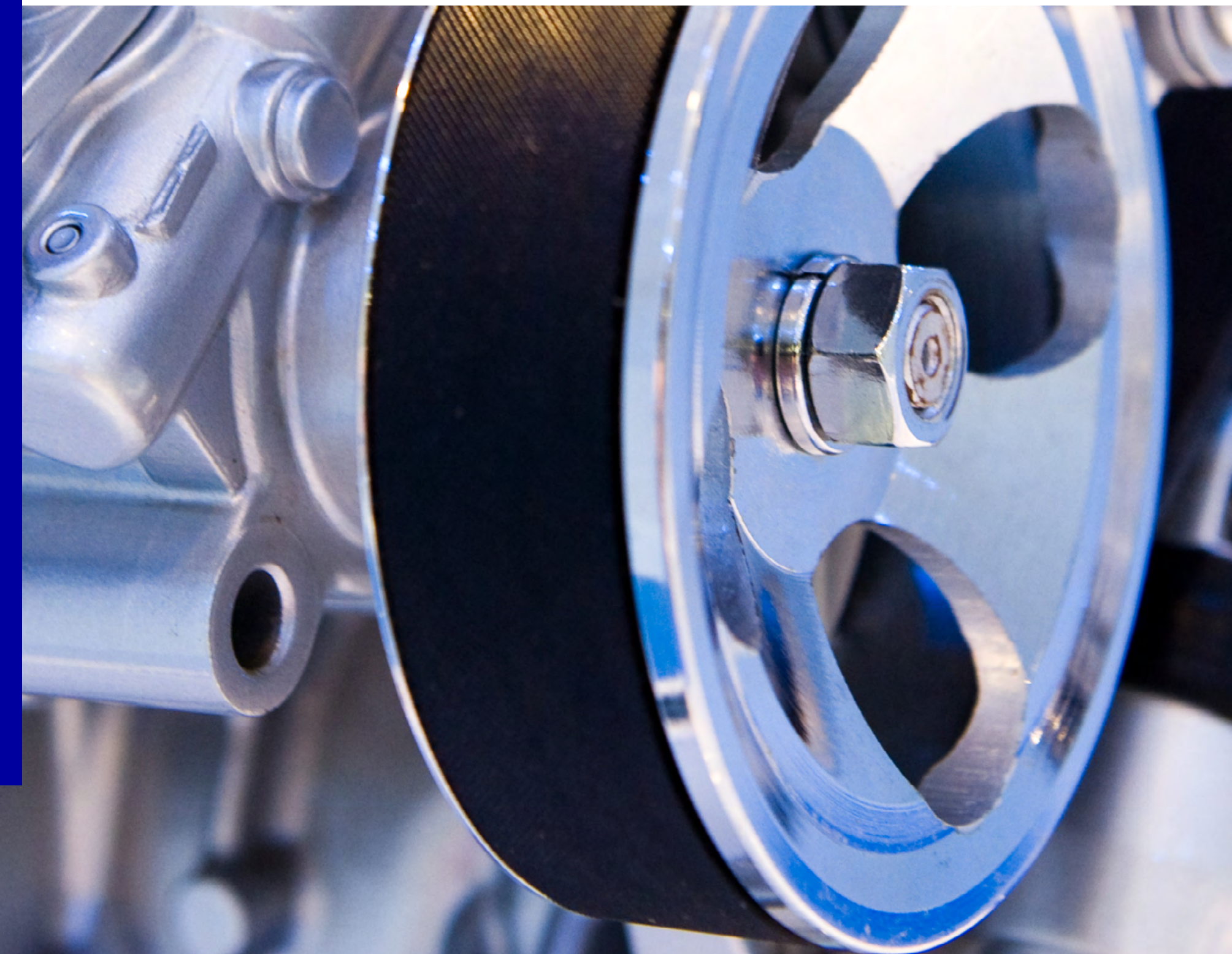
**NICHIRIN**

# Nichirin U.K. relies on OpenText for crucial exchange of EDI messages

**OpenText Freeway Professional provides reliable messaging and labeling**

*“The team at OpenText is very knowledgeable, approachable, and was very helpful during the setup and since in providing support. We also feel assured that due to its global reach and scale, OpenText will be there today, tomorrow and well into the future to support us.”*

**Richard Nuttall**  
Senior Plant Manager  
Nichirin U.K. Limited





Nichirin U.K. relies on OpenText for crucial exchange of EDI messages

**Nichirin U.K. Limited (Nichirin) is a subsidiary of the Japanese Nichirin Group that manufactures and sells automotive hoses to global vehicle manufacturers. From its U.K. base in Manchester, it assembles and supplies automotive hoses in the U.K. and throughout Europe.**

When Nichirin began supplying Jaguar Land Rover in the U.K. the two companies used an existing web-based Electronic Data Interchange (EDI) tool to exchange messages. However, Jaguar Land Rover then mandated the use of the Global Materials Management Operations Guidelines/Logistics Evaluation (Global MMOG/LE), a standard for managing logistics and warehouse operations. Also, in order to continue to be a supplier to Jaguar Land Rover, suppliers had to meet its quality standard, JLRQ, which requires a full EDI solution. As the existing web-based solution did not meet the requirements and the tool provider had no experience of working with Jaguar Land Rover, Nichirin decided to seek an alternative solution.

### **Seeking recommendations for a new solution**

Nichirin approached Jaguar Land Rover to establish which EDI provider they used, and whether the company would offer any recommendations.

Richard Nuttall, Senior Plant Manager at Nichirin U.K. Limited explained, ***“In order for Nichirin to continue to do business with Jaguar Land Rover, we had to ensure we had the right EDI solution in place. Failing to configure the various message types to their specification would result in us being penalized and eventually dropped as a supplier. They recommended that we look at OpenText, who provide their EDI services. Knowing that OpenText already had experience with the message configurations gave us the confidence to pursue dialogue with them.”***

Following evaluation and negotiations, OpenText™ Freeway Professional was implemented. The on-premises solution from OpenText was configured for the various message types required for Nichirin to continue to supply Jaguar Land Rover.

The OpenText solution provides seamless integration to Nichirin’s bespoke back-office platform, eliminating the need for manual re-keying. Standard Freeway integration formats are used, providing a reusable configuration for future trading partners.

***“OpenText consultants, using their experience and knowledge of Jaguar Land Rover, configured the Freeway Professional solution for the inbound messages for order call-offs and delivery forecasts, plus the outbound dispatch advice message. The team at OpenText is very knowledgeable, approachable, and was very helpful during the setup and since in providing support. We also feel assured that due to its global reach and scale, OpenText will be there today, tomorrow and well into the future to support us,”*** said Richard.

### **Using the OpenText™ Business Network**

As Nichirin continues to work towards being awarded the JLRQ quality standard, it is important that any problems that occur with the messages sent via Freeway Professional are captured, so that action can be taken to rectify the problem.

***“We send and receive messages via a single FTPS connection to the OpenText™ Trading Grid™ Messaging Service (TGMS). The advantage of this is that Nichirin only needs to maintain a single connection, reducing the risk of communication errors with our partners. The TGMS network can connect with multiple third-party networks and support other connectivity protocols such as OFTP and AS2,”*** said Richard.

***“You don’t need to be an IT specialist to use it, meaning we can concentrate on what we do best.”***

**Richard Nuttall**  
Senior Plant Manager  
Nichirin U.K. Limited



Using OpenText also provides a complete audit trail of inbound and outbound messages. Reports can easily be prepared, and should further investigation be required, the comprehensive audit trail provides the necessary detail if any transmission error occurs.

### User feedback: ease of use, intuitive interface

Once the set-up was complete, feedback was wholly positive. The solution is stable and reliable and users find it easy to use.

***“The Freeway Professional screens are intuitive and easy to use. Data comes in and users find it easy to run that data into our other systems. Equally, sending the outbound messages is straightforward. Basically, you don’t need to be an IT specialist to use it, meaning we can concentrate on what we do best,”*** said Richard.

The ease of use and reliability of the solution has helped Nichirin to always deliver on time and on quantity to Jaguar Land Rover.

### Meeting new requirements with OpenText: ODETTE labels

Nichirin provides a number of hoses or parts that will be used on multiple vehicle models. Orders are therefore often for a limited number of part numbers, but could be for many thousands of the same part, 15,000 or more. With 15 hoses per pack, and multiple packs per pallet, tracking of parts is a key requirement at Jaguar Land Rover’s warehouses.

When Jaguar Land Rover adopted a labelling standard set out by the The Organisation for Data Exchange by Tele Transmission in Europe (ODETTE), a group that represents the interests of the automotive

industry in Europe, the equivalent of the Automotive Industry Action Group (AIAG) in North America, the company again turned to OpenText for assistance.

***“Our customer mandated ODETTE labels and once again, OpenText used its experience to configure the Freeway Professional solution to provide what we needed. OpenText completed this in a very short timeframe, ensuring we were able to meet the aggressive deadline laid down by Jaguar Land Rover for a new warehouse they had just opened,”*** said Richard.

Without the new labelling, once again the supplier status of Nichirin was at risk. By being able to quickly conform to the new standard set by the customer, Nichirin has showed its commitment to the relationship and continues to be well placed to meet the requirements of JLRQ.

### Confidence for the future

The trading partnership with Jaguar Land Rover is a key relationship for Nichirin. With Freeway Professional, it has been able to protect that relationship and therefore, revenue.

***“We know from the positive experience of working with OpenText that should Jaguar Land Rover require any changes to the messaging or labels, OpenText will quickly make those changes, with little or no disruption,”*** said Richard. ***“Also, should any other customers mandate the use of EDI or ODETTE labels, we will turn to the knowledgeable experts at OpenText once again.”***



### About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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