



Managed Services  
*Managed Better.*<sup>®</sup>

## ***RouteOne - "A recipe for successful data delivery"***

*"The AS/400 was a stand alone box containing a huge amount of information that no one could easily access. The introduction of RouteOne has, with relative ease, opened up the iSeries" ARAMARK*

ARAMARK is a world leader in the provision of food and hospitality services with operations in several countries around the world including the UK.

ARAMARK UK is one of the UK's largest contract caterers providing food services to many clients in Business and Industry throughout the country. They operate in most industry sectors including Education, Healthcare, Hotels and the MOD and pride themselves on delivering a first class service.

ARAMARKS' ERP software is JD Edwards World running on a centrally located iSeries. They have a number of regional offices, each responsible for providing financial information to operational managers, customers, suppliers and the head office in the States. The widely distributed and rapidly expanding workforce plus the large number of business partners led to an increasing demand for timely produced information held on the iSeries. However, retrieving and delivering this information was proving costly and time consuming both for the IT departments and other key management personnel. As one prime example, final monthly figures were not available until 9-10 days after month end, as the data had to be extracted, delivered, revised prior to final extraction and delivery. The nature of ARAMARKS business means timescales are critical, any delay in providing this information is costly from both a financial and human resource aspect.

ARAMARK required a solution that would enable this information to be delivered in a more timely, cost effective manner whilst significantly reducing the workload involved. Eighteen months ago they chose

RouteOne as the product they would use to achieve this.

The initial requirement for RouteOne was to extract the monthly spool file of approximately 5000 pages, split it into around 3000 individual reports and deliver it to the relevant business units. When final adjustments have been made the process is repeated to produce the final figures.

Previously, the 5000 page report was manually split and printed in the relevant regional office, each regional office then either posted the reports to the relevant business unit or alternatively someone from the business unit would drive to the office to collect. It took, on average, 8-9 days to produce, revise and finalise this information.

RouteOne's prime objective to speed up this process.

Following RouteOne's introduction the initial information is now with the end users within four hours. Revisions are made within the day and the final report is produced the following night. The whole operation has been reduced from a labour-intensive, time-consuming 9-10 days to an automated, easy-to-maintain 2-3 days. The steps involved in this process are as follows:

The report is generated overnight as a spool file on the iSeries, a process that takes about two hours.

RouteOne then automatically picks up this report and transfers the file to the server.

The RouteOne client application splits the report based on the specified criteria into approximately 3000 PDF documents that are then emailed to the relevant person(s) which also takes approximately

two hours. The whole process is repeated for the final report.

As well as the considerable time benefits, the secondary benefits include a major reduction in costs through the freeing up of expensive labour resources (all steps now being automated) and a significant reduction in printing and postage costs.

Since this initial, successful implementation RouteOne's role within the IT department has grown to such an extent that the majority of extracts are now executed utilising RouteOne's extensive functionality.

Detailed below are just some examples:

ARAMARK use the TM1 application for business intelligence processing and need to convert volume data from the iSeries into a CSV format easily and quickly. RouteOne achieves this on average five times faster than ODBC.

RouteOne produces the interface file for the NXG bank reconciliation software.

Remittance advices are now produced and sent electronically in an Excel format to certain suppliers.

Key purchasing information is now extracted and emailed. This process originally took up to 9 days to produce as it had to be keyed in manually, it now is available in a matter of hours.

RouteOne also extracts data for interfacing into the Hotel System, VisualOne software systems.



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**ARAMARK presently have around 120 different transfers defined.**