

# **Enabling Business with Technology**



#### DO YOU HAVE THE ANSWERS TO THESE CRITICAL QUESTIONS?

Do you have the technical skills and time to deal with your customers EDI requirements?

Is your current support system meeting your customer demands?

Is EDI an after thought or have you thought how to use EDI strategically?

Who is taking care of EDI customer onboarding? Is the turnaround time and quality of the onboarding meeting your customer needs?

Do you have all the aspects of your EDI solution covered? EDI translation, mapping and JDE functional support?

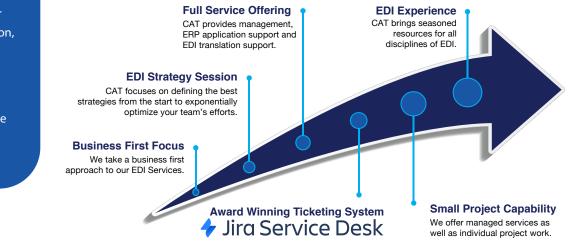
Is your customer service being effected by your inability to provide and support full service EDI onboarding and execution?

## **DO YOU OUTSOURCE EDI SUPPORT?**

Get complete value with CAT's Electronic Data Interchange (EDI) Managed Services, a true turnkey solution. You can completely outsource EDI support to CAT, and our services are based on a monthly subscription with no long-term contract.

Our full-service EDI offering spans the entire process – from EDI onboarding to EDI coordination, to translation and mapping, and JDE functional support. We handle everything for you to free up your valuable time to handle other critical aspects of your business.

#### WHY CAT FOR EDI?

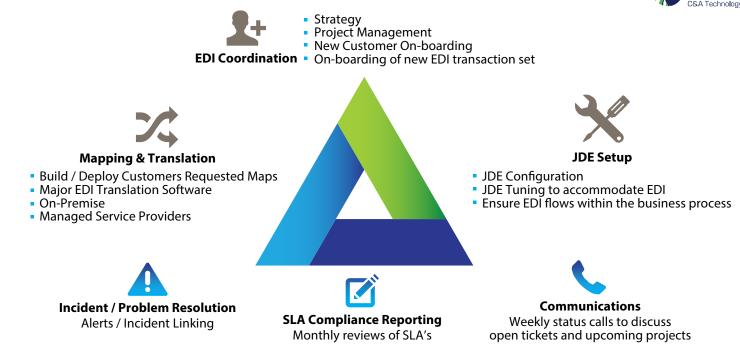


+1 (844) 533-4228

ORACLE

Partner

#### **CAT'S 3 PILLARS OF EDI SUPPORT**



### **CAT EDI SUPPORT LEVELS**

Priority	Description		Frequency						
SEV1	Production Down		4 per month						
SEV2	Cannot Process EDI Transactio	ons	20 per month						
SEV3	Maintenance or New Transact	on	10 per month						
Priority	First Response	Cont	act Frequency	Resolution Target					
РПОПКУ	First Response	Cont	actriequency	Resolution rarget					
SEV1	30 minutes	3	80 minutes	4 hours					
SEV2	1 hour		1 hour	6 hours					
SEV3	24 hours		4 hours						

## **CAT EDI COVERAGE**

	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Sunday																								
Monday																								
Tuesday																								
Wednesday																								
Thursday																								
Friday																								
Saturday																								

COVERAGE TYPE						
Standard						
After Hours						

- Standard Coverage Monday to Friday from 7AM to 7PM Eastern
- After hours Monday to Friday 7PM to 7AM and Weekends
- Two hour response time on after hours requests
- Excludes CAT Holidays

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For more information on CAT's JDE solutions and services, visit: www.catechnology.com We would love to hear from you. info @catechnology.com +1 (844) 533-4228