



Using Orchestrations to Integrate Avalara Tax Software with JD Edwards



As an authority on sustainable supply chain solutions, Rehrig Pacific leverages that expertise to help consumer packaged goods (CPG), dairy, beverage, waste management, agricultural and e-commerce companies manage their end-to-end supply chains. Founded in 1913, Rehrig Pacific is the nation's leading supplier of residential rollout carts. It also produces specialized products based on its in-depth knowledge of the inner workings of waste hauling and recycling management.

Rehrig had been paying a monthly maintenance fee to a partner to provide integration support between JD Edwards and Avalara tax compliance software. The partner was not living up to expectations or supporting the interface as needed leaving calls unanswered and software unsupported.

As a longtime JD Edwards user, the company was already leveraging Orchestrations and JDE Objects to customize various aspects of its enterprise resource planning (ERP) platform. These orchestrations and customizations were handled by GSI, Inc., making them the perfect fit for replacing Rehrig Pacific's current, underperforming implementation partner. After hearing GSI's offering and plan, Rehrig jumped onboard, replacing that partner with GSI and embarking on the 600+ hour project.

"By using Orchestrator to collect, filter, analyze and act on real-time data, Rehrig Pacific has reduced its total number of JDE customizations from 30 to just three. Eliminating these 27 different customizations make software upgrades, maintenance and usage as a whole that much easier."

**Randi Manross,
JD Edwards Support Team Manager**



info@getgsi.com | (855) 474-4377

Case Study: **Rehrig Pacific Company**

COMPANY SNAPSHOT

Company: Rehrig Pacific Company

Location: Los Angeles, CA, USA

Industry: Pallets, Waste, Recycling
Containers and Supply
Chain Solutions

Founded: 1913

Locations: United States, Mexico
and South America

GSI Solution: JD Edwards, Avalara Tax,
Orchestrator

Checking the Boxes

According to Jonathan Farrington-Weddle, Director of Accounting, the manufacturer's previous implementation partner was inflexible, bad about returning phone calls and emails, and had laid out an extremely strict set of requirements. "Even when we tried to brainstorm with them and talk through issues," he recalled, "they needed specific logs on specific dates and said they had to 'get back with us' about it. It was not a collaborative relationship in any manner and definitely not like the one we have with GSI."

In some cases, Rehrig Pacific's IT team needs responses within an hour, and GSI is always standing by and ready to help. "With our first partner, we had to submit a ticket or send an email; we had no real phone number for contacting them," said Farrington-Weddle. "We just had to cross our fingers and hope they would respond sooner than later."

Already successfully working with GSI on other projects, the manufacturer decided to extend that alliance to its Avalara software. "Since we already had such a great relationship with GSI, it was a no-brainer," said Farrington-Weddle. "Our relationship with our previous partner had a bunch of holes and gaps in it, but GSI kept checking the boxes and knocking them out of the park."





“Using Orchestrator to create the relevant tax tables in JDE enables real-time updating and reporting. It also provides transparency into how and why products are taxed a certain way. That’s one huge benefit that we’ve gotten from using Orchestrator”

**Randi Manross,
JD Edwards Support Team**

Addressing Long-Standing Issues

From a functional perspective, Rehrig Pacific now has visibility into how its systems are interacting and the information that’s being pulled out of Avalara and moved into its ERP. “We didn’t have that visibility before,” said Randi Manross, JD Edwards Support Team Manager. “We’ve had a longstanding issue where people want to understand order/project taxation and we’ve never been able to provide that visibility in a user-friendly way.”

Using Orchestrator to create the relevant tax tables in JDE enables real-time updating and reporting. It also provides transparency into how and why products are taxed a certain way. “That’s one huge benefit that we’ve gotten from using Orchestrator,” said Manross, who also likes how just a handful of authorized employees—not just anyone—has access to Avalara and can view all tax records and calculations.

“The table in JDE allows for a lot more access right in our ERP, rather than giving individuals’ access to Avalara,” said Manross. The tax table also helps users quickly pinpoint any errors and identify those issues (versus having to consult with the logs). For example, if the permissions aren’t correct, users immediately know that when they pull up the table and see that it’s not being populated.

If an inaccuracy isn’t caught at that point, there are also error codes to alert users to the problem. Where in the past, Rehrig Pacific would attempt to reach out to its previous implementation partner for help at that point, it now uses Orchestrator to quickly identify what’s causing the failure and fix it. “We just go in and make sure that all of the objects have the correct permissions,” said Manross, “and we’re back up and running.”

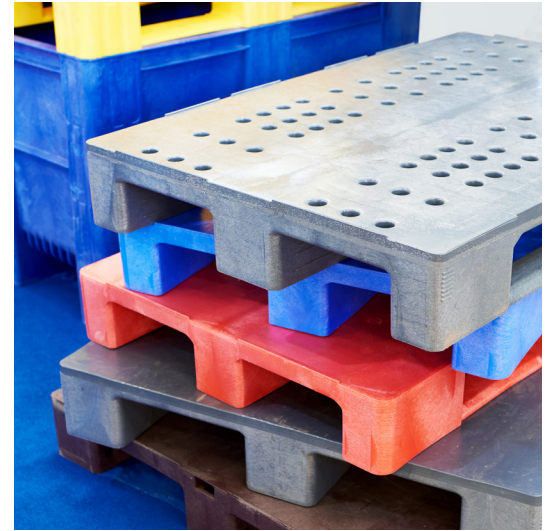
Getting to the Next Level

The manufacturer had a successful go-live in October and is pleased that it no longer has to shell out \$60,000 per year in maintenance fees to its previous partner. By using Orchestrator to collect, filter, analyze and act on real-time data, Rehrig Pacific has reduced its total number of JDE customizations from 30 to just three. Eliminating these 27 different customizations make software upgrades, maintenance and usage as a whole that much easier.

“We have a small JDE support team supporting 1,700 employees, so when the time comes for us to upgrade, we need ways to make that process as efficient as possible,” says Manross. “We’ll continue to work with GSI to find ways to reduce the amount of testing we have to do and the number of errors that we have to find and fix.”

Today, Jonathan and Manross know that their urgent needs will be addressed quickly—so much so that GSI has become part of Rehrig Pacific’s team. “GSI feels very much like an extension of our team,” said Farrington-Weddle. “They’ve learned our business very well, understand what we’re trying to accomplish and know how we do things at a wholesale level.”

The service that GSI provides has significantly lessened the stress of managing tax compliance for a growing manufacturing operation. “Prior to moving to Orchestrator, we were just focused on maintaining the status quo and keeping things from breaking,” said Jonathan. “Now that we’re in competent hands with GSI, we can actually think about the future and how to make further improvements. We now have the right team in place to help take us to that next level.”



For more information:

Contact us today to learn more. You can also email us or call (855) 474-4377.

GSI, Inc.

GSI is a forward-thinking organization that aligns and optimizes your digital footprint with your business goals. We combine our deep business and industry experience with our expert knowledge of enterprise applications, automation, cloud and cybersecurity to deliver secure and flexible systems that allow your business to thrive and not just survive.“

GSI's comprehensive suite of solutions includes: AppCare, a 24/7 managed service that includes EaaS with flexible “on-demand” services and dynamic pricing; GENIUS AI, an Application Intelligence Platform (AIP) for creating application health and user experience monitors; GENISYS, a solution for optimizing system performance; RapidReconciler®, its inventory reconciliation software; GENOME, which automatically Detects, aNalyzes and Automates the process of converting customizations into Orchestrations; and GatewayNow, low-cost, accelerated time-to-value ITSM solution using the industry-leading ServiceNow platform in a fully managed environment.

GSI consulting and managed services are backed by its signature 100 percent guarantee. Founded in 2004, the rapidly growing company is headquartered in Atlanta with worldwide resources. With over 100 employees, GSI consultants average over 15 years of real-world experience and are certified experts in business, industry, and enterprise applications. GSI provides comprehensive 24/7 global support.



Why GSI?

“GSI feels very much like an extension of our team, they've learned our business very well, understand what we're trying to accomplish and know how we do things at a wholesale level”

*Jonathan Farrington-Weddle,
Director of Accounting,
Rehrig Pacific*