



GBS Corporation is headquartered in North Canton, OH, and was founded in 1971. GBS offers information organization solutions to their clients through four different divisions: Document Management, Computer Solutions, Labeling Solutions and Filing Solutions. Additionally, GBS is a leading Value-Added-Reseller (VAR) and provides vertical specific software for the healthcare industry, credit unions, and government industries. Clients of GBS benefit from receiving their hardware, software, project management and customer service solutions from one company, and also gain added value through GBS' system integration services. GBS is 100% employee owned through an Employee Stock Ownership Plan (ESOP) which results in dedicated service and solutions from its employees.

The corporate IT staff of GBS has a heavy workload, but not a large staff. The IT staff had to provide services to all of the business units of the company, including those that worked directly with the manufacturing companies. When clients and trading partners began requesting Electronic Data Interchange (EDI), Dave Noble, the Director of Information Systems (DIS) stated that "We wanted to satisfy our customers, but we didn't have the staff, time, or core competency to take on EDI ourselves."

GBS originally signed with Resource Partners to outsource their EDI. When Innovate E-Commerce purchased Resource Partners, GBS decided to renew their contract with Innovate because of their excellent reputation and their relationship with Innovate's Chief Information Officer, Doug Prom.

By working with Innovate and becoming EDI compliant, GBS sent a message to their clients that they would be responsive to their requirements. Noble commented that "EDI is one of those things that no one watches unless it's not working. With Innovate, there is no ongoing care or feeding with our EDI-it's all smoothly run with no issues. We've been able to reduce help desk calls and improve our efficiency; it's been a positive experience overall."

Innovate E-Commerce strives to provide their clients with excellent customer service, which has not gone unnoticed by GBS. "Our relationship is really positive," Noble stated. "The customer service is excellent; everyone is laid back and very approachable. We have a lot of confidence in Innovate's services, and never hesitate to call them for new projects, or to recommend them to other businesses."