

# Remington®

Remington Solutions LLC was founded in 2001, and is a manufacturer, seller and distributor of footwear solutions for both women and men. Based in California, Remington Solutions takes pride in their American-made products that have received the American Podiatric Medical Association's seal of acceptance, due to their protective and health benefits. Using a special material called Poron, Remington Solutions crafts quality in-soles for women and men's shoes that absorb shock, properly position the foot, prevent bacteria and protect against calluses while also repelling moisture and odor. Remington Solutions sells their products in fine retail stores internationally.

Shelly Venus, a Corporate Account Manager (CAM) for Remington Solutions, recalls the original ordering-input process: "We use to have to manually enter our orders-which would take days. It would literally take three days to enter an order, especially from our bigger clients like Nordstrom. It took a lot of man hours, not to mention the increased chance of human errors, as the font was incredibly small and hard to read."

Remington Solutions knew that becoming compliant with Electronic Data Interchange (EDI) would save their company time and frustration, and began to search for an outsourcing company as internal EDI was not an option. Several companies provided bids, including Innovate E-Commerce. Venus commented that "Price wise, the companies were all fairly comparable, but we needed to weigh our options of who would really help us the most."

After several meetings, Remington Solutions chose Innovate E-Commerce as their outsourcing partner. "Innovate confidently stated that they could take on our needs," Venus said. "We were impressed with how available they made themselves-they walked us through the process of what it was going to take, and then held several touch-base meetings, so we always knew what was taking place."

Since partnering with Innovate, Venus commented: "I don't even want to think of how it was at Remington Solutions before Innovate! Now, it takes no time to enter orders-it's done automatically. It's easy to see our Invoices and have them re-transmitted if necessary. Our distribution department is happy with how simple everything has become. We get great customer support and save lots of staff hours."

For Remington Solutions, the best part of working with Innovate E-Commerce is the customer service. "Anytime I have a problem-even the tiniest problem-I can call Innovate and talk to someone," Venus stated. "You can call Innovate and talk to a human, not a robot. Someone is there to help and find a resolution in minutes. To me, that's worth it!"