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Clopay® selects TIE for fully integrated Electronic Data Interchange (EDI) Outsourcing Solution

Leading Garage Door, Embossed Barrier and Breathable Plastic Film Manufacturer selects TIE's EDI Outsourcing Services for Supply Chain Efficiency

BURLINGTON, Mass. (September 17th, 2008)—TIE Commerce, Inc., a leading provider of Business-to-Business eCommerce software, announced today that Clopay® has selected the company to provide a fully integrated [EDI outsourcing](#) solution to drive supply chain efficiency between the company and their customers and business partners.

Clopay needed a more efficient way of managing their [EDI](#) applications and found day-to-day operations of an in-house EDI program intensive and expensive. Recognizing these needs, the Clopay technical and business teams saw the effort to consolidate [EDI](#) operations as an opportunity to utilize business process integration with all its customers and partners across the supply chain.

TIE worked very closely with [Clopay](#) to provide a fully outsourced, SAS 70 compliant B2B integration solution utilizing datacenter infrastructure provided by SUNGARD Availability Services®. This solution not only supported the integration of the company's internal business processes, but more importantly enabled direct connections between the business processes of Clopay and its trading partners. TIE's user interface provided [Clopay](#) with an easy-to-use system with any-to-any mapping capabilities that ensured flexibility enough for future integration efforts

"TIE Commerce has years of experience in supporting the operation of mission-critical electronic commerce processes in the area of communications and document mapping requirements specified by our customers in the retail and manufacturing industry.", said Carmel Hirth, Director of IT for Clopay. *"We have been able to keep the headcount down in our department while maintaining system integrity to support our business and meet our trading partner requirements. Outsourcing our [managed EDI](#) services to TIE has been one of the best business decisions that Clopay could have made".*

As a result of [Outsourcing it's EDI](#) to TIE Commerce; Clopay has experienced an annual cost savings of over \$80,000 in the first year of service.

TIE's powerful translation capabilities have enabled Clopay to effortlessly transact business and manage more than 17,000 transactions per month without error. The overall costs for data storage and software

execution have been significantly reduced, and the time dedicated to both new trading partner set up and integration formats have been reduced by 75%.

"Clopay understands that technology investments outside the enterprise can deliver strategic value to their business and customers," says Brian Tervo, CEO of TIE Commerce. "Clopay has consolidated its EDI operations with TIE and now is able to focus on improving and optimizing its business processes and customer relationships."

About Clopay®

Building Products Division - With four manufacturing facilities and 49 distribution centers across the U.S. and Canada, Clopay is North America's leading manufacturer of residential garage doors and a leader in the industrial door market. Bringing more than 40 years of leadership to the garage door industry, Clopay is the only garage door manufacturer to hold the Good Housekeeping Seal.

Plastic Products Division – With three locations in the US, three in Germany, and one in Brazil, Clopay is a global leader in specialty films, extrusion coatings, custom-printing and engineered laminations. The company is widely known for its unique technology developments in the areas of microporous breathable, elastomeric, monolithic, and apertured films and composites. Clopay's products are used in the hygienic, healthcare, protective apparel, and industrial markets.

About TIE Commerce, Inc.

TIE Commerce is a leading provider of B2B eCommerce software that bridges the gap between online and traditional business, enabling companies of all sizes to automate the exchange of business information electronically. TIE Commerce delivers [TIE Kinetix™](#), a powerful electronic framework for business collaboration with software solutions for [XML/EDI](#), [Master Data Management](#), [EDI Outsourcing](#) and [Content Syndication](#). With over two decades of experience in electronic commerce, TIE Commerce today remains a key contributor to the development and implementation of global eBusiness standards. TIE Commerce corporate office is in Burlington, Mass. with additional offices in St. Paul, MN, the Netherlands and France. For more information, please visit: www.tiecommerce.com.