

USE CASE



End-to-end B2B/EDI transaction visibility & supplier assurance with **meshIQ TRACK** for a top 10 U.S. retailer.

Overview.

A Top 10 U.S. Retailer with a highly time-sensitive supply chain relied heavily on B2B/EDI transactions across ordering, supplier management, distribution, finance, and store operations. Despite significant investment in B2B integration platforms, the retailer struggled with limited visibility into transactions, delayed detection of failures, and fragmented and insufficient end-to-end monitoring of B2B Integration platform.

These issues created downstream impacts such as missed supplier cutoffs, delayed deliveries, revenue leakage, and extended time to resolve critical incidents.

The retailer deployed **meshIQ TRACK** to create unified, real-time traceability and observability for End-To-End of all mission-critical B2B/EDI transactions in retail, ordering, financial, and technical ecosystems.



The business challenges.

1. Missed store ordering deadlines → missed next-day deliveries.

- Orders missing supplier cutoff windows resulted in delivery delays and potential shelf-stock outages
- Teams were often unaware of delays until it was too late to request fulfillment extensions

2. Lack of automated supplier-facing alerts.

- No automated notifications surfaced exceptions or delays in supplier communications
- Issues were discovered manually, delaying response times and impacting order accuracy

3. Purchase orders failing in upstream systems without timely detection.

- PO failures went unnoticed for days—sometimes an entire week
- Late detection created cascading operational, financial, and compliance impacts

4. No unified visibility into transaction breakdowns.

- Business-critical transactions spanned multiple systems with no consolidated dashboard
- Failures required manual cross-system investigation, slowing issue resolution

5. No single source of truth for E2E financial transactions.

- Financial transaction flows were scattered across multiple platforms
- Compliance and finance teams struggled due to limited B2B Gateway retention windows

6. Fragmented technical logging and monitoring practices.

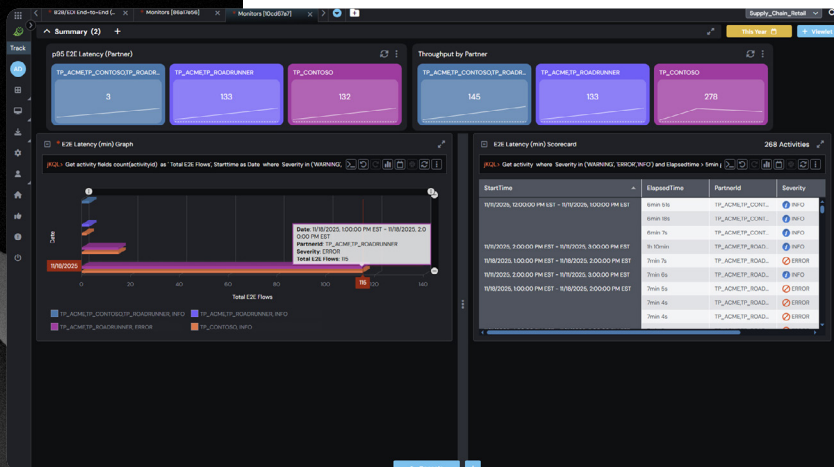
- Logs and monitoring data were dispersed across multiple systems
- Engineering teams lacked consistent visibility and confidence in their observability posture

How meshIQ TRACK solves these problems.

Unified end-to-end transaction tracking.

meshIQ TRACK provides continuous, correlated visibility into every order, PO, supplier file, invoice, and financial transaction across all business and technical platforms.

- Links related B2B/EDI transactions into a single traceable chain
- Detects full and partial failures instantly



Real-time alerts and early exception detection.

TRACK automatically identifies and alerts on:

- Late or delayed store orders
- Supplier communication failures
- PO exceptions
- Pipeline bottlenecks or stalls

This enables teams to intervene before downstream business impact occurs.

Rapid root-cause analysis.

A unified view of each transaction's lifecycle empowers teams to:

- Trace failures instantly
- Pinpoint exactly where breakdowns occur
- Reduce investigation time from days to seconds

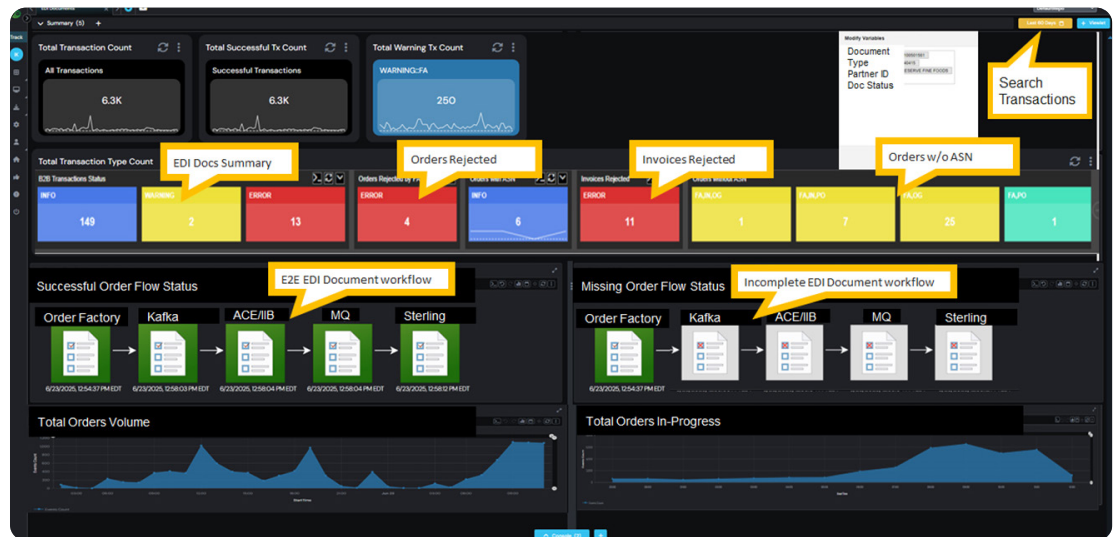
Centralized logging and monitoring.

TRACK standardizes collection of logs, metadata, and technical indicators across the enterprise, eliminating fragmented monitoring and improving operational collaboration.

Single source of truth for financial and compliance data.

TRACK aggregates and retains B2B transaction metadata long-term, enabling:

- Faster audits
- Reliable financial reconciliation
- Simplified compliance reporting
- Full traceability across multi-step EDI workflows



Outcome.

By implementing meshIQ TRACK, the retailer has:

- Significantly improved time-to-detect and time-to-resolve for B2B/EDI-related failures
- Gained proactive visibility into supplier risks and order delays
- Eliminated monitoring silos and replaced them with a unified observability platform
- Strengthened operational resilience across ordering, supplier management, finance, and retail systems



meshIQ TRACK now serves as the retailer's mission-critical platform for ensuring operational continuity, supplier assurance, and high-velocity retail execution.