



GXS Paves the Way With B2B Managed Services

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GXS, a provider of B2B e-commerce products, delivers on-demand services through its GXS Trading Grid. These services cut across supply chain networks, optimizing product launches, automating warehouse receiving, and managing electronic payments, all while providing supply chain visibility.

Even though these capabilities provide great value, it's GXS's outsourcing product, Managed Services, that has enhanced the company's value significantly. This value can be found in three of its offerings: EDI Outsourcing, B2B Consolidation, and Global Community Enablement. All three provide detailed and thorough analysis and business process improvements, including mapping, interfaces, supplier on-boarding, technical assistance, data center operations, and visibility and reporting.

The product grew 25% from 2007 to 2008, assisting companies that need to minimize their costs while optimizing and extending their B2B capabilities. This fast-growing segment for GXS noted key customers in retail, consumer products, financial services, manufacturing, high-tech, automotive, and logistics industries.

GXS continues its momentum with a new feature called TeamBook, a customer collaboration interface for B2B projects and community management. In addition, GXS announced late last year a new methodology for identifying total cost of ownership (TCO) of B2B programs in house versus outsourced options. The methodology captures the side-by-side investment analysis of B2B processing, including building, maintaining, and growing this process internally and externally. The TCO tool gives customers an education as well as a financial business case that validates the B2B process. It also assists in reducing costs across the process.

With companies focused on cost savings and streamlining business processes, GXS is hitting a home run with its B2B Managed Services product. The TCO methodology and TeamBook feature are exactly what customers have been asking for to manage and understand their B2B projects.