

Managed Services

A Lifecycle Approach to Business Community Management

Getting products to customers through a complex, global supply chain is becoming increasingly difficult. At Inovia, our customers continue to get squeezed from three market forces, unable to keep up with their community management. First, customers are demanding more ways to buy, forcing the transition to demand-driven supply chains. Managing suppliers has gotten more complex due to off-shoring sourcing and vendor-direct programs. And third, investment in internal staff and systems continues to be limited.

Without the flexibility to focus on your core business, your business community processes suffer, slowing down supply chains and adding costs upstream and downstream.

With Inovia Managed Services, you get a complete set of services to manage the lifecycle of a business partner community and the shared business processes, including connectivity, on-boarding, remediation, and score-carding. Inovia unique combination of trusted technology and domain expertise lets companies focus on their strengths. As a result, we'll help you speed up partner on-boarding and certification, setup and manage your transaction linkages and translations, and manage remediation programs.

Tired of getting repeatedly burned by inflexible outsourcing deals, with service-levels that don't adapt to your business? Inovia lets you decide, with a variety of managed services packages tailored to your needs. Using our shared software services to host your trading partner community, we can simply manage your data, manage your community, or manage an entire business process through remediation programs.

Unlike consulting-oriented generalists, Inovia's managed services combine a trusted technology platform with deep domain expertise. 100% of our customers manage their partners through a single, multi-tenant platform and have access to the largest shared product catalog on earth. And for twenty years, we've been managing orders, shipments and invoices for our customers—experience that helps you focus on your business and get to market faster while lowering costs.

Features

A Trusted Technology Platform

- A single, multitenant software platform
- 99.995% availability
- The largest product synch database on earth, with over 100 million items
- On-network EDI and XML data translation
- Event-based choreography



KEY BENEFITS

- Reduce or eliminate cost of maintaining in-house operations
- Focus on core competencies by leveraging offsite hosting capabilities
- Connect with 100% of your external business community
- Meet current and future trading partner requirements more easily
- Leverage new functionality more quickly
- Enjoy low total cost of ownership and accelerated ROI
- Scale network capabilities as your business grows

- Hosted web forms
- Wide choices in connectivity
- Cross-geography synchronization
- Tier-4 data center
- Business-role view into the data most relevant to you

Deep Domain Expertise

- 20 years of managing trading communities
- Over 20,000 customers
- Specialists in retail, tech manufacturing and consumer products

A Business-Process Orientation

- Partner certification and on-boarding
- Inbound logistics management
- Vendor deductions management
- Vendor compliance and score-carding
- Remediation and improvement programs

Affordable Monthly Pricing

- All-inclusive flat-fee pricing

About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organizations worldwide, including more than 70 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally. Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at www.gxs.com.



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INOVIS, A GXS COMPANY

11720 AmberPark Drive
Suite 400
Alpharetta, GA 30009, US
+1-877-446-6847 t
+1-404-467-3000 t
+1-404-467-3730 f
www.gxs.com

NORTH AMERICA AND GLOBAL HEADQUARTERS

9711 Washingtonian Blvd.
Gaithersburg, MD 20878, US
+1-800-560-4347 t
+1-301-340-4000 t
+1-301-340-5299 f
www.gxs.com

EUROPE, MIDDLE EAST AND AFRICA

18 Station Road
Sunbury-on-Thames
Middlesex TW16 6SU
United Kingdom
+44 (0)1932 776047 t
+44 (0)1932 776216 f
www.gxs.eu

ASIA PACIFIC

Room 1609-10
16/F China Resources Building
26 Harbour Road, Wanchai
Hong Kong
+852 2884-6088 t
+852 2513-0650 f
www.gxs.asia.com