

# B2B Outsourcing Checklist

Outsourcing a B2B program requires an “apples-to-apples” comparison when evaluating B2B outsourcing vendors. The following checklist is intended to provide metrics by which to evaluate B2B outsourcing offerings, including, but certainly not limited to:

TECHNOLOGY	
<b>Worldwide Infrastructure</b>	
<ul style="list-style-type: none"> <li>Global Network</li> <li>Legacy Protocols—X.400, Bisync</li> <li>Internet Protocols—FTP, SFTP, AS2, RNIF</li> </ul>	
<b>Mapping &amp; Translation</b>	
<ul style="list-style-type: none"> <li>Design &amp; Development</li> <li>Any-to-Any Data Translation</li> <li>24-hour Maintenance &amp; Emergency Map Repair</li> <li>Network-Based Translation</li> </ul>	
<b>World Class Data Centers</b>	
<ul style="list-style-type: none"> <li>Secure Back-up &amp; 2-year Data Archiving</li> <li>Logical &amp; Physical Security</li> <li>High Availability &amp; Disaster Recovery</li> <li>Global Data Centers—US, EMEA, ASPAC</li> </ul>	
<b>Business Flexibility</b>	
<ul style="list-style-type: none"> <li>Ability to Bring Solution In-House</li> </ul>	
SERVICES	
<b>B2B Program Management</b>	
<ul style="list-style-type: none"> <li>Dedicated Project Manager</li> <li>Regular Status Meetings</li> <li>Six Sigma Process Methodology</li> </ul>	
<b>Trading Community Management</b>	
<ul style="list-style-type: none"> <li>Trading Partner Ramping</li> <li>Testing &amp; Implementation</li> <li>Daily Reporting</li> </ul>	
<b>Visibility &amp; Reporting</b>	
<ul style="list-style-type: none"> <li>Event/Non-Event Alerting</li> <li>24x7 Functional Acknowledgment Tracking &amp; Notification</li> <li>Business Process Visibility &amp; Tracking</li> <li>Service Level Management</li> <li>Trading Partner Scorecarding</li> </ul>	
<b>Technical Support</b>	
<ul style="list-style-type: none"> <li>24x7 Helpdesk</li> <li>Change Management</li> <li>Error Alerting &amp; Reporting</li> <li>Data Reprocessing</li> </ul>	
VENDOR	
<b>Customer Base</b>	
<ul style="list-style-type: none"> <li>Recent Wins/Trends</li> <li>Vertical Strength</li> <li>Customer Size</li> </ul>	
<b>B2B Experience</b>	
<b>Industry Analyst Validation</b>	
<b>Company Financial Viability</b>	



To learn more about GXS B2B outsourcing solutions, go to [www.gxs.com/outsourcing](http://www.gxs.com/outsourcing).

## ABOUT GXS

GXS is a leading provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration. Organizations worldwide, including 75 percent of the Fortune 500, leverage GXS' GS1 certified global interoperability and supply chain execution solutions. Active in the global standards arena, GXS offers solutions, powered by the Trading Grid<sup>SM</sup>, that enable customers both large and small, to connect with global partners, synchronize product information and optimize the execution of supply chains. Headquartered in Gaithersburg, MD., GXS provides sales and support to businesses and their partners worldwide. For more information about GXS visit [www.gxs.com](http://www.gxs.com).

## NORTH AMERICA AND GLOBAL HEADQUARTERS

100 Edison Park Drive  
Gaithersburg, MD 20878  
U.S.A.

+1-800-560-4347 t  
+1-301-340-4000 t  
+1-301-340-5299 f

## EUROPE, MIDDLE EAST AND AFRICA

1 Station Road  
Sunbury-on-Thames  
Middlesex TW16 6SU  
United Kingdom

+44 (0)1932 776047 t  
+44 (0)1932 776216 f

## ASIA PACIFIC

25th Floor, Shell Tower  
Times Square  
Causeway Bay  
Hong Kong

+852 2884-6088 t  
+852 2513-0650 f

[www.gxs.com](http://www.gxs.com)