



“We have a very limited number of internal IT resources and more projects than we can handle. I simply couldn’t afford to have my team working on B2B infrastructure problems that should be handled by an integration service provider.”

—JEFF MAURER,

SENIOR IT DIRECTOR AT INFOCUS



# GXS Managed Services Gives InFocus® Global Reach and Broad Range of B2B Capabilities

Flexible B2B Offering Gives One-to-Many Solution for Entire Trading Community

## Corporate Profile

InFocus Corporation is a leading provider of digital projection technology and services, including mobile projectors, meeting room projectors, home entertainment projectors and projection solutions. InFocus’s products are used in business, education, government and home theater markets for training sessions, meetings, sales presentations, group collaboration and more.

## Business Challenge

InFocus communicates daily with hundreds of suppliers and customers around the world. This network includes contract manufacturers in low-cost markets across the globe; technology distributors such as Ingram Micro, TechData and CDW; as well as leading retailers such as Best Buy, Circuit City, Costco, Office Depot and Staples. The retail channel presents unique challenges due to its diverse B2B technical and business process requirements, as well as the penalties enforced by some retailers for deviation from those processes. In addition, InFocus was expanding its channels and geographic markets to include direct-to-customer drop ship delivery and increasing its presence in the European Union.

## The Solution

InFocus selected GXS Managed Services to provide a comprehensive outsourced e-commerce solution—with a single touchpoint between InFocus’s customers and suppliers. Utilizing the GXS Trading Grid® global business process network, GXS Managed Services provides:

- Global B2B capabilities to reliably communicate with trading partners around the world
- Dedicated B2B project manager to lead the InFocus B2B program
- Support from a GXS Managed Services team of over 400 experienced B2B professionals
- 24x7 live customer support in 19 languages
- B2B infrastructure that gives InFocus the scalability to meet future business needs
- Unmatched high availability and disaster recovery capabilities

## The Benefits

GXS is not just a technology vendor for InFocus. InFocus calls GXS a “critical path partner”—an important technology partner that keeps InFocus connected to their customers and trading partners, helping them reduce working capital and enhance business growth. GXS Managed Services has provided immeasurable value to InFocus through improved productivity, enhanced B2B capabilities and more.

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



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