



IN THE NEWS

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## **GXS Survey Finds External Integration Still Lacking Among Businesses**

*95 Percent of Respondents Trade Electronically with Less Than Half of Their Customers*

GXS, a leading provider of business-to-business (B2B) e-commerce solutions, today announced the results of a recent survey conducted in the company's booth at the SAPPHERE® 2008 Orlando conference in which 95 percent of respondents reported they trade electronically with less than half of their customer base. In addition, 61 percent indicated that they trade electronically with less than 10 percent of their suppliers. The findings demonstrate an opportunity for further growth and deployment of external B2B integration initiatives.

GXS recently announced its SAP® Certified Integration status for GXS Trading Grid®, the goal of which is to ease the integration of customers' external business partner transactions with their internal enterprise resource planning (ERP) systems. More than half of the 60 respondents reported that they are planning to upgrade or consolidate their SAP solution-based systems, demonstrating the greater emphasis placed on internal integration projects, despite the additional cost savings, customer satisfaction and supply chain efficiency benefits to be gained through electronic B2B integration.

"The benefits of electronic B2B integration have been demonstrated in countless reports and actual case studies, but yet many companies still have not introduced basic automation among their customers and business partners," said Joe King, senior vice president of Sales at GXS. "GXS works with thousands of companies to help them automate their supply chain, but it is clear from this survey that there are still thousands more who are encumbered by manual processes and lack visibility into their supply chain operations. The effects of this include increased costs, slower order-to-cash cycles, increased carbon footprint and diminished customer service. GXS has the range of solutions and the global presence to address these challenges for companies across the globe."

Key findings from the survey include:

- 73 percent of respondents trade electronically with less than 30 percent of their supplier base;
- 72 percent trade electronically with less than 30 percent of their customer base;
- 55 percent trade electronically with less than 10 percent of their customer base; and
- 37 percent identified 'improving B2B integration capabilities' as a top priority for their supply chain.

GXS Trading Grid is a global B2B e-commerce and integration platform that supports the creation and adoption of on-demand supply chain management solutions for companies of any size. As the world's largest electronic business community, GXS Trading Grid is used by more than 35,000 customers to exchange goods and services, gain visibility into global logistics operations and to synchronise product data. Trading Grid helps customers automate global trading

communities by shielding complexity from rapidly changing standards, eliminating manual and duplicative processes and enabling the highest levels of B2B integration and collaboration.

### **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. Organisations worldwide, including 75 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimise 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.co.uk](http://www.gxs.co.uk).

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