

# GXS B2B Community Management

Enabling Automation of Both Your Data and Your People Networks

In today's rapidly expanding global marketplace, a company's ability to electronically exchange business documents with all of its business partners (e.g., suppliers, customers, logistics providers, banks) in real time, results in higher profits, faster payments, significant cost reductions, and stronger supplier relationships. However, many businesses still receive business-critical information from their partners through fax, phone, or email even though these manual processes are slow, inefficient and error-prone.

Furthermore, most businesses continue to struggle to collaborate effectively with these business partners throughout the entire partner lifecycle. Contact and credential management, new supplier or vendor registration, partner on-boarding, dispute resolution, risk management and many other people-based B2B processes are executed using manual, resource-intensive methods including numerous emails, faxes, and phone calls. Gartner Research<sup>1</sup> estimates that companies typically spend up to \$1,000 per supplier per year in supplier management costs.

To obtain maximum benefit from your B2B program, the goal is to achieve a 100% online community by automating both your data network and your people network. The diagram below illustrates a business' typical journey toward achieving that goal.

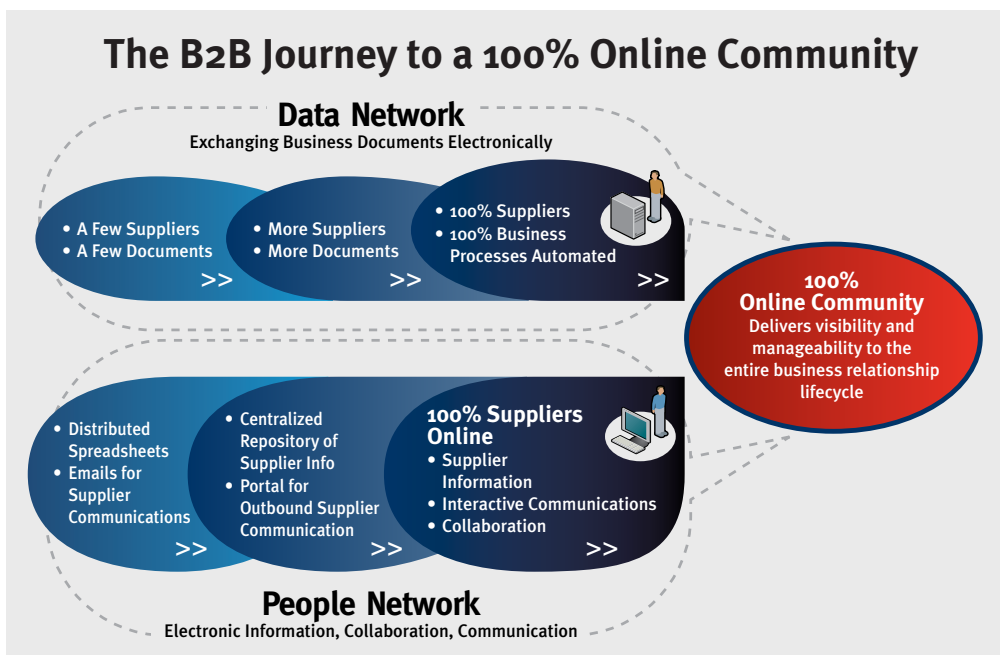


## WHERE ARE YOU ON THE JOURNEY TO 100% DATA NETWORK INTEGRATION?

- Top 20% of your suppliers implemented
- POs and Invoices, but not Ship Notices or Payments
- 100% suppliers & customers; 100% documents

## WHERE ARE YOU ON THE JOURNEY TO 100% PEOPLE NETWORK INTEGRATION?

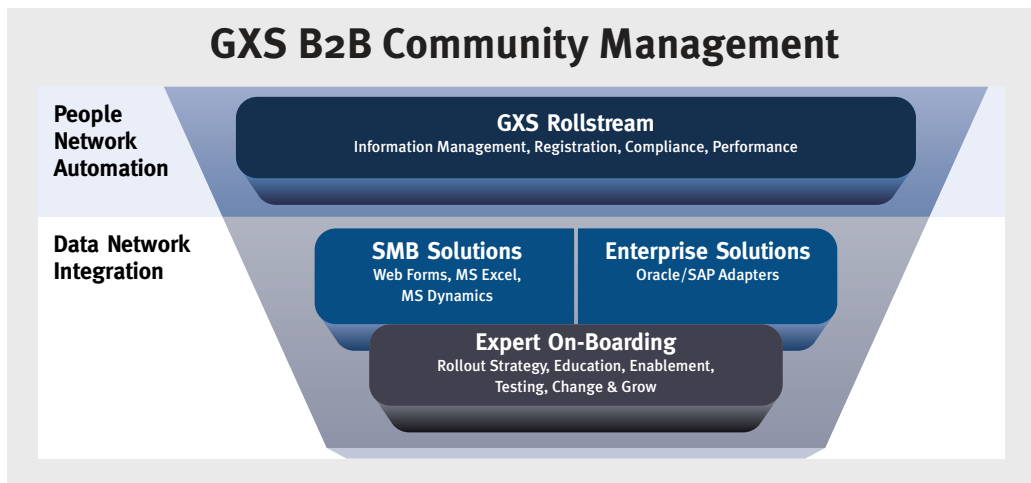
- Partner data saved in spreadsheets
- Email and fax are primary communications vehicles
- Centralized repository for all partner data
- Electronic collaboration with all partners



<sup>1</sup> Source: Gartner Research Note G00180272, "An Economic Dream: Supplier Information Technology's Massive Cost-Saving Opportunity," 14 May 2009

## GXS Helps You on This Journey

The GXS B2B Community Management portfolio is a set of products and services that enable you to achieve your company's goal of a 100% online community for both your data network and your people network.



## 100% Data Integration

GXS's Expert On-Boarding services coupled with the solution suites for both SMBs (small- and medium-size businesses) and large enterprises provide the best-in-class data network integration for your entire community. Businesses anywhere in the world—whether in North America, South America, Europe or Asia—and of any size—from the smallest to the largest—can easily and effectively participate in your B2B e-commerce programs. You can truly reach 100% partner participation in your EDI, data synchronization, AS2, supply chain visibility and VAN migration programs.

### GXS Expert On-Boarding

GXS leverages over 40 years of community implementation expertise to manage your B2B e-commerce program, saving you valuable time and resources. GXS's proven methodology includes five key phases:

- **Plan implementation and rollout strategy**—GXS's implementation specialists work with you to understand business requirements, define goals and objectives, agree on timelines, develop project plans, and determine the right set of on-boarding options for your trading community.
- **Inform and educate**—GXS communicates the program objectives to your entire trading community via a series of communications, including customized educational materials to speed partner adoption such as webinars and a secure, personalized website.
- **Enable**—GXS walks your partners through the on-boarding process in an easy-to-understand, step-by-step process.
- **Implement and test**—Dedicated implementation specialists continue to reach out to the entire partner community to enable and provide document-level standards

### KEY BENEFITS

- Achieve 100% partner participation in B2B integration initiatives
- Build electronic trading communities in less than half the time of doing it internally
- Avoid costly testing infrastructure and technical staffing requirements

compliance as required, while providing you with weekly reporting and performance scorecards.

- **Change and grow**—Once the community is on-boarded, GXS communicates a process for data maintenance to the entire community. GXS also provides ongoing, 24x7 local-language support to trading partners. New and seasonal suppliers to the company can be on-boarded to the program using material created by GXS on your behalf.

#### SMB Solutions

Designed for small- and medium-sized businesses (SMBs), GXS offers a variety of easy-to-use B2B e-commerce services for companies that lack the budget, expertise or resources to implement a sophisticated EDI infrastructure. They can connect using options such as web forms or adapters for Microsoft Excel. These low-cost, B2B integration options for small businesses require no prior EDI or XML experience. Furthermore, there is no desktop software to install and manage.

#### Enterprise Solutions

GXS integration specialists are experts in SAP, Oracle and Microsoft Dynamics ERP applications. We offer expertise in native application protocols and file formats from SAP, Oracle and Microsoft as well as unparalleled depth in industry standard communications and document formats, such as FTP and XML. Your enterprise business partners can leverage our ERP Integration Center of Excellence to simplify and enhance their business process integration and collaboration.

## 100% People Network Automation

GXS Rollstream services deliver a unique gateway to facilitate better, faster and easier B2B collaboration between your company's employees and the individuals within the organizations with which you do business. These services enable you to centralize and warehouse critical information about your customers, suppliers, logistics providers and financial institutions. Data captured can include details related to e-commerce readiness, regulatory compliance, consumer product safety, supplier diversity programs and environmental responsibility surveys. Collaboration tools enable you to use that up-to-date partner information to reduce supply chain risk, enable informed decision-making, and avert business disruption. As a result, you minimize business risk and can be in control rather than in a reactive mode. Services include:

- **Information Management**—GXS enables you to easily collect key business partner credentials in a centralized directory, accessible to all appropriate internal personnel. You can keep the directory up-to-date by empowering your business partners to maintain their own company and contact profiles. You can change approval workflows and send time-sensitive profile update reminders to ensure ongoing data accuracy. Powerful search, tagging, project management and survey tools enable you to easily perform mass communications to segment and monitor your partner base.
- **Registration**—Designed to speed the time to qualify and register new business partners by 40-60%, the registration service enables you to eliminate your reliance on spreadsheets and manual processes for the setup. The service automates the process

#### KEY BENEFITS

- Reduce business partner management costs by as much as \$800/year per business partner
- Register suppliers 60% faster
- Save millions in supplier shipping or pricing disputes
- Increase vendor compliance to key initiatives and reduce brand risk

of collecting, tracking and analyzing business terms, contracts and key partner credentials. Your business partners can complete customized online forms (e.g., Vendor Profile form, W-9, EDI Setup form, Social Compliance form) which are then routed for review and approval among your finance, legal and supplier relations personnel according to configurable workflow rules. Furthermore, alerts, dashboards and status reports provide you the visibility you need to quickly approve new requests, view details about the status of requests and garner valuable insights into response times, request modifications and acceptance or denials of registration requests.

- **Compliance**—GXS helps you systematically reduce your company's business and legal risks that result from non-compliance of your business partners with various regulatory, sustainability and corporate social responsibility programs. Digital compliance profiles for your business partners, including compliance certificates, can be stored in the central, online partner directory. They are accessible by the compliance enforcers in your business. Project management tools enable you to easily roll out compliance initiatives (e.g., send out a 20-question survey to suppliers regarding the greenhouse gas initiative) to all or a subset of your partner community while robust audit tools enable you to measure your partners' compliance with those programs. In the event of non-compliance issues, issue resolution tools enable you to collect issues and compile issues, assign them to those responsible for resolution, and then monitor resolution progress.
- **Performance**—GXS provides an interactive productivity tool that enables you to capture, share, and immediately collaborate on performance-related data. You can capture and rapidly resolve multi-party disputes and discrepancies with full traceability and audit control. The tool enables you to reduce over-payments resulting from unprocessed or poorly negotiated shipping, pricing or claims disputes. You can discuss scorecard performance and identify actions to improve metrics. Create online micro-communities for innovation and continuous improvement. In addition, project management capabilities and reporting features enable you to initiate testing events using standard protocols, track testing activities, and develop remediation plans.

#### ABOUT GXS

GXS is a leading provider of B2B e-commerce solutions and operates the world's largest and most expansive network of integrated business communities. The company's software and services simplify and enhance businesses process integration and collaboration among networks of trading partners. Organizations worldwide, including more than 75 percent of the Fortune 500, use GXS solutions to extend their supply chain networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. Based in Gaithersburg, Maryland, GXS has operations and offices around the world. For more information, see <http://www.gxs.com>, <http://blogs.gxs.com> and <http://twitter.com/gxs>.

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



#### About GXS

GXS is a leading provider of B2B e-commerce solutions and operates the world's largest and most expansive network of integrated business communities. The company's software and services simplify and enhance businesses process integration and collaboration among networks of trading partners. Organizations worldwide, including more than 75 percent of the Fortune 500, use GXS solutions to extend their supply chain networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. Based in Gaithersburg, Maryland, GXS has operations and offices around the world. For more information, see <http://www.gxs.com>, <http://blogs.gxs.com> and <http://twitter.com/gxs>.