

# GXS Data Quality & Compliance

Visibility and Operational Intelligence to Ensure Data Quality

## Accurate Data Powers Business Excellence

Today, more data is being exchanged electronically between trading partners than ever before, and these volumes continue to rise. Business operations have become increasingly reliant on this data because it powers the business critical systems (ERP, TMS, WMS, etc.). Therefore, timeliness, accuracy, completeness, consistency and overall data quality have become incredibly important. So, too, is the need to recognize and rapidly react when inevitable problems occur within B2B e-commerce transactional data.

Failure to ensure data quality and responsiveness can have catastrophic impact to the business, such as:

- Lost sales when items cannot make it to the market on time or when out-of-stocks occur due to data-related issues
- Longer days sales outstanding (DSO) and tied-up working capital when invoice and payment data are incomplete or inaccurate
- The need to carry higher inventory due to problems with supply chain data quality
- Valuable staff resources monitoring for data exceptions, resolving disputes with partners or cleaning up bad data from back-end systems

## B2B Data Quality Challenges

Data representing various steps within the order lifecycle originates from a variety of internal and external sources. A recent AMR Research report<sup>1</sup> found that one-third of all data housed in an ERP system originated outside the organization from three key sources: customers and distributors (43%), suppliers and contract manufacturers (31%) and third party logistics providers and transportation carriers (17%). Unfortunately, the trading partners that conduct the highest volumes of B2B transactions are also the ones causing the greatest number of data quality issues. It is becoming increasingly difficult to ensure data quality due to a number of issues:

- Increased complexity with an increasing number of electronic transactions, partners and SKUs
- Constantly changing compliance guides
- Limited standardization on business processes (e.g., each partner has a different definition of “late”)
- Inflexible back-office systems and limited internal IT resources make it nearly impossible to modify internal systems



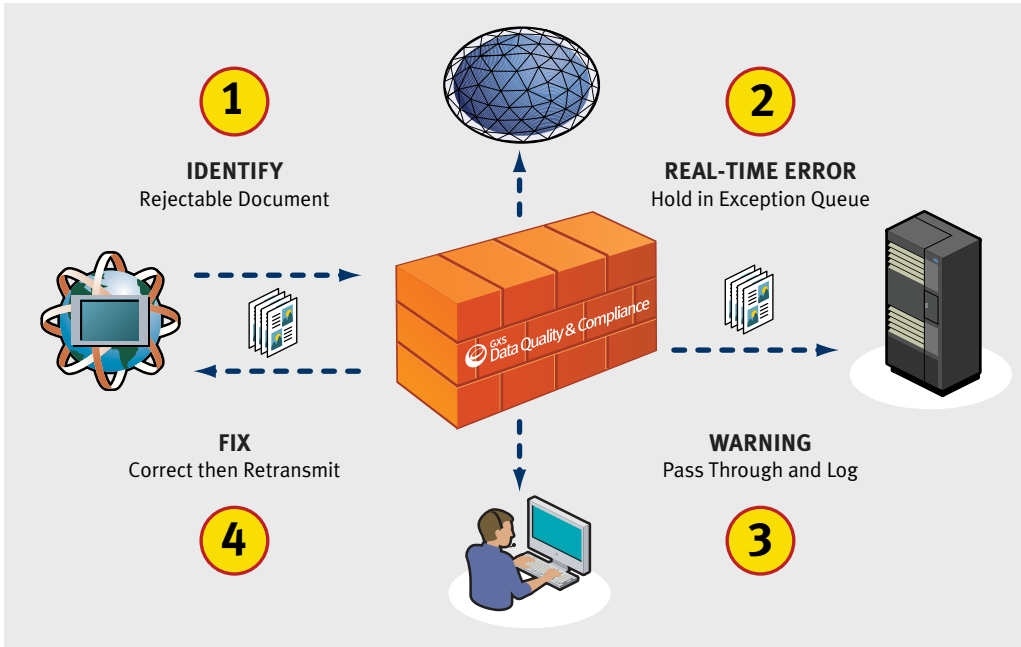
Drive data quality and business process integrity by automatically monitoring in-flight data and identifying errors within individual transactions and across long-running business processes, such as order-to-cash. This rule-driven service uses compliance guide and business rule modeling to capture business impacting exceptions and track key performance indicators (KPIs). The service includes validation, exception management, and analytics and reporting to deliver a heightened level of visibility.

<sup>1</sup> Source: “ERP Projects Create Significant B2B Opportunities”, AMR Research, August 2009

## GXS Data Quality & Compliance Overview

### Protecting Mission Critical Transaction Data

To address these B2B challenges, GXS offers Data Quality & Compliance—a multi-enterprise SaaS solution that is designed to improve the quality and timeliness of B2B transactions. It proactively tracks in-flight transactions and processes against business and compliance rules to detect and prevent errors before they impact your business. It also serves as an ERP firewall for data cleansing and error prevention before back-office integration.



### KEY BENEFITS

- Monitor the flow of all in-flight transactions for data cleansing and error prevention before back-office integration
- Gain accurate and timely data to quickly get replenishment items to market and improve inventory turns
- Reduce out-of-stocks by ensuring that merchandise can quickly flow through distribution centers without getting sidelined
- Realize staff savings across accounts payable and partner management teams with less time spent on researching and reconciling problem transactions

The Data Quality & Compliance service applies both document and business process level rule validation to data which allows for proactive recognition of business-impacting problems. Validation, exception management, analytics and reporting capabilities allow for real-time problems to be effectively resolved and repeat problems to be driven out of the business altogether.

### Validation

#### Monitor Transactions Against Business Rules and Compliance Guidelines

- **Transaction Validation**—Automatically monitor transaction data against business rules. The validation service is a value-added service integrated within the GXS solution stack. It intercepts partner transactions, such as advance shipment notifications (ASNs), and validates them against business rules and other transactions such as purchase orders. The validation engine evaluates inbound and outbound electronic transactions against documented rules and requirements. Errors and issues are flagged with the ability to drill down to root-cause data. All common data formats are supported, such as EDI, XML and RosettaNet.
- **Compliance Guide Modeling**—Capture and map your exact business rules. At the foundation of our products is a flexible, business-rule modeling database which captures and maps a company’s exact trading partner requirements such as compliance guides, routing guides and service level agreements. Unlike other solutions that force

you to choose from a fixed menu of generic rules, the GXS solutions map your exact policies and provide an easy way to make updates and establish exception rules for particular trading partner groups.

- **Data Interceptions**—In-flight data can be suspended for validation. Data that passes validation is immediately released for delivery, while data failing validation can initiate a workflow to enable a user to “kill” the data. This feature can prevent the problems caused by bad data entering the back-office and prevent chargebacks caused by sending bad data to a partner.

### Exception Management

#### Proactive Notification of Errors and Noncompliance

- **Email Alerts**—Notifications trigger email alerts by role and organization. The product provides a suite of exception management capabilities that enable real-time email alerting. This allows your trading partners to view exceptions as they occur. Notifications can be grouped by severity level (e.g., informational, warning, errors). Noncompliance notifications are configurable to go to the right people in a timely manner.
- **Role-Based User Access**—Configurable role-based access enables both internal and external users to view data and take action online. Access to daily worklists enable users to manage their own tasks and track resolution of critical issues. In addition, Data Quality & Compliance can also serve as a community portal by alerting your trading partners and allowing them to login and view exceptions as they occur.
- **Workflow Made Actionable**—Scheduled notifications prevent critical issues. More complex exception management processes are supported by a flexible workflow engine. These include generation of production issues and alerts for exceptions that require the user to take action. Remediation workflows can be created and aligned with your internal processes. When errors occur, the tasks, due dates and escalations to fix the underlying issue can be tracked and enforced.

### Analytics and Reporting

#### Visibility to Partner Performance and Key Metrics

- **Online Reporting and Analytics**—Automated reports provide visibility to partner performance and key metrics. Reports can be customized, shared, subscribed to, exported and drilled into, making it easy to collaborate with partners to resolve issues. In addition, users can create a consolidated view of all transactions and exceptions within a given lifecycle. Graphical views make it easy to comprehend output and recognize trends.
- **Flexible Searching**—Flexible transactional searching allows users to access the right data quickly. Users can drill down directly from dashboard to document level in the same system to minimize searching. Keyword search functionality lets users quickly view all information about an issue and its associated transactions to speed remediation tasks, deduction settlements or audits.
- **Scorecards**—Measure and act on KPIs. A consolidated scorecard that represents key performance indicators (KPIs) for the business is an additional value-added feature.

#### VALUE-ADDED FEATURES

##### Real-Time Visibility

Track in-flight transactions based on a configurable set of rules or criteria to resolve errors before impact to business occurs.

##### ERP Firewall

Reliable infrastructure permits or denies electronic data interchanges between an enterprise's applications and those of its external business partners.

##### Community Portal

Configurable role-based access enables both internal and external users to view data and take action online.

##### Simple Integration

All common data formats are supported, such as EDI, XML, and RosettaNet.

##### Global Reach, Scalable Platform and Services

Provides critical, automated value-added services for validation, visibility and control within your GXS Trading Grid environment and your back-office systems.

Metrics and information displayed on scorecards can be calculated by the Data Quality & Compliance service or fed into the scorecard from an external system (e.g., sales metrics from the finance system). Scorecards can be shared with internal and external users alike. It provides the ability to highlight performance by compliance category, merchant category or process type to ensure the right data is available to the right user.

## GXS Data Quality & Compliance Delivers ROI

Leveraging the Data Quality & Compliance service can render significant benefits, such as:

- Increase visibility by enabling a consolidated view of all transactions within a lifecycle
- Gain control by allowing the right internal and external people to view the data
- Reduce operating costs with “workflow made actionable”
- Improve profitability by managing global regulatory and compliance requirements
- Earn partner trust and satisfaction by ensuring key performance metrics are attained

## 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>.



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