

# GXS Expert<sup>SM</sup> On-Boarding

## Global Community Enablement Solution

In today's rapidly expanding global marketplace, a company's ability to electronically trade with all of its trading partners in real time results in higher profits, faster payments, significant cost reductions, and happier customers and suppliers. Despite this, many businesses still receive business-critical information from their small and medium-sized (SMB) business trading partners through fax, phone or email even though these manual processes are slow, inefficient and error-prone.

Has your business experienced:

- Delayed order processing and longer lead times for fulfillment due to manual processes?
- Incorrect invoices and orders resulting from manual data entry from trading partners?
- Lost information from incomplete fax transmissions, misplaced paperwork and unanswered voicemails?
- Exacerbation of these inefficiencies when communicating with trading partners across geographic regions, time zones and languages?

## Get More Return From Your IT Investments with Expert On-Boarding

To address these inefficiencies, GXS created Expert On-Boarding. Expert On-Boarding offers best-in-class community management through global trading partner ramping, technical support and change management. GXS Expert On-Boarding enables you to quickly and successfully launch nearly any e-commerce program. Expert On-Boarding provides the proven tools and expertise needed to launch your e-commerce initiative quickly and ensure its ongoing success—be it EDI, data synchronization, AS2 or VAN migrations.

Benefits of this service include:

- **Speed**—Build electronic trading communities and implement new e-commerce transactions in less than half the time it takes most companies to implement an internal initiative.
- **Cost Savings**—Avoid costly testing infrastructure and expensive technical staffing resources.
- **One-Stop Source**—Access all the tools, training, best practices and technical support your trading partners need to connect to your supply chain quickly and efficiently.
- **Efficiency**—Free up your in-house resources to devote more time to core business competencies and other pressing IT issues.



### EXPERT ON-BOARDING CAN LAUNCH AND MANAGE YOUR E-COMMERCE INITIATIVES INCLUDING:

- Data synchronization
- AS2/Internet EDI
- VAN migrations
- EDI
- Supply chain visibility

As businesses near 100% trading partner participation, the following business benefits become more apparent:

- Reduced supply-chain costs
- Improved invoice tracking and reduced procurement costs
- Improved productivity by avoiding non-value add (manual) processes
- Simplified and streamlined communications with your trading partners

For more than 40 years, companies have turned to GXS to on-board their trading communities in many industries including retail, automotive and high-tech. Businesses continue to turn to GXS for their community enablement needs for four reasons: 1) GXS's proven methodology for on-boarding success, 2) easy online community enablement, 3) a complete suite of SMB solutions and 4) global capabilities.

## Proven Methodology for Success

Expert On-Boarding employs a proven five-step process that leads to a successful community implementation:

<b>Step 1</b> <b>Rollout Strategy &amp; Planning</b>	GXS Expert On-Boarding implementation specialists work with you to understand your business' requirements, define goals and objectives, agree on timelines and develop project plans. Your dedicated program manager will develop and conduct a customized survey to gain insight on your trading partners' technical capabilities. Our experts will then recommend an appropriate e-commerce strategy for your business.
<b>Step 2</b> <b>Inform &amp; Educate</b>	Once program goals have been determined, GXS leverages its proven community communication methodology to communicate your program objectives to your entire supplier base. GXS develops and distributes a series of communications on your behalf which include customized educational materials to speed supplier adoption; free webinars to address trading partner questions and concerns; a secure, personalized website to streamline supplier outreach, and education and validation of contact information for your trading partners.
<b>Step 3</b> <b>Organize</b>	The actual rollout of your e-commerce program begins when GXS provides your trading community with your specific program requirements and walks each trading partner through the on-boarding process in an easy-to-understand, step-by-step process.
<b>Step 4</b> <b>Enable &amp; Test</b>	Dedicated implementation specialists continue to reach out to your trading community and provide you with weekly reporting and performance scorecards—so you know which suppliers are participating in the program and how many have been implemented. When companies use GXS document testing service through Net Community Manager (discussed later), suppliers may test their documents at this step to ensure correct implementation.
<b>Step 5</b> <b>Change &amp; Growth</b>	Once your community is on-boarded, GXS communicates a process for data maintenance to your entire community. Additionally, GXS provides ongoing, 24x7 local language support to trading partners. During this phase, suppliers that are new to your company can be on-boarded to your program as well.

A leading global retailer turned to GXS Expert On-Boarding to roll-out its data synchronization program to over 11,000 suppliers.

## Easy Online Community Enablement

One of the biggest obstacles for on-boarding all trading partners is their natural reluctance to change existing technology and/or business processes. As part of the Expert On-Boarding solution, GXS Net Community Manager offers an easy way for your e-commerce enabled suppliers to leverage their existing e-commerce investment with you.

Net Community Manager provides a secure program-specific website with your company's logo, tools for registration, a messaging center, mass fax/email communication, posting of program information and standards, program reports and compliance testing of e-commerce/EDI documents. As a result, Net Community Manager makes it easy to on-board your trading community online.

Net Community Manager dramatically reduces the set-up time needed to share information electronically with your supply chain. Companies benefit from fast trading partner implementation, the ability to handle larger communities, easy distribution of guidelines, around-the-clock testing and status reports, easier communication, fewer resources required for implementation and overall more successful programs.

Features and benefits include:

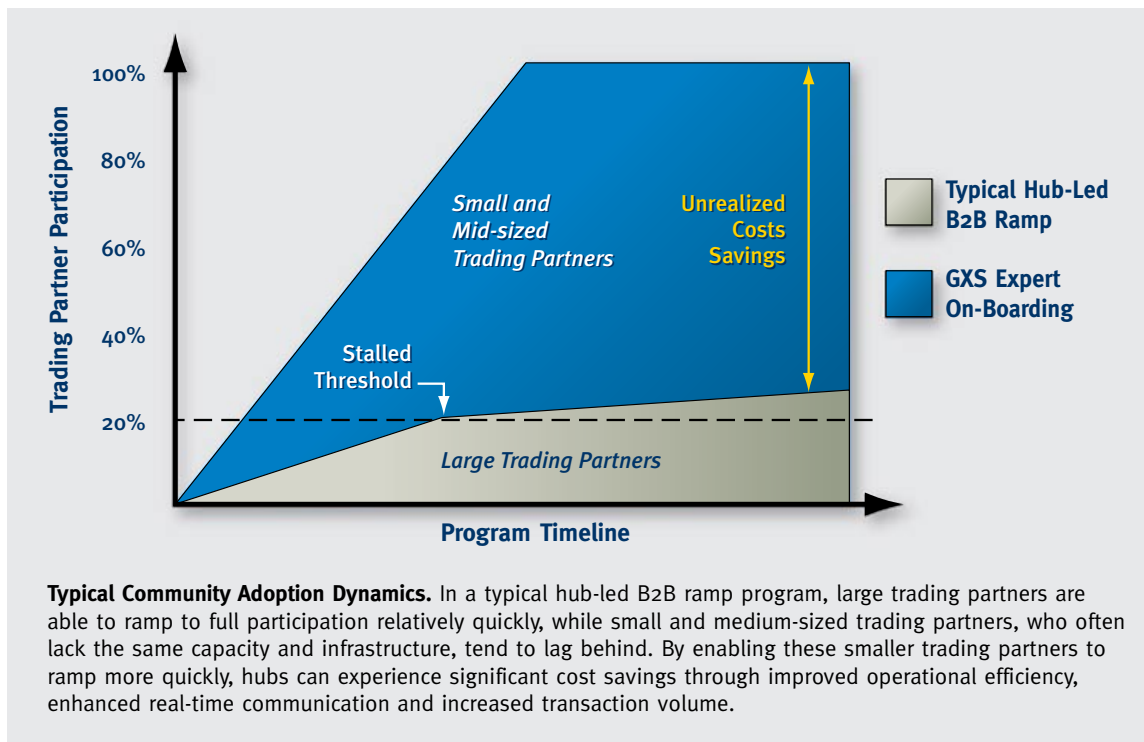
- **Document Testing**—To make it easy for your trading partners to conduct automated document self testing, Net Community Manager has built-in standards-compliant/certified document compliance validation engine(s).
- **Built-in Reporting**—Net Community Manager provides customized, online program status reports for your business with 24x7 accessibility. You can also access an online history of your trading partners' testing activities.
- **Streamlined Communications**—With web-based trading partner registration, Net Community Manager makes it easy to communicate your e-commerce program to all of your suppliers. Through its electronic communications and messaging center, GXS will post your program information, test documents and standards.

## Complete Suite of Small- and Medium-Sized Business Solutions

Many small and medium-sized business trading partners face significant barriers to becoming electronically enabled. We understand that not every trading partner has a huge IT department—if any IT department at all. GXS Expert On-Boarding implementation specialists have the ability to on-board suppliers with nearly any level IT capability—from large suppliers with sophisticated ERP systems to the smallest trading partners with only a fax machine or Internet connection.

GXS offers solutions to on-board even the smallest of your trading community suppliers with Trading Grid<sup>®</sup>—GXS's unique global integration platform that enables and streamlines cross-enterprise business processes for all-sized companies. With extreme flexibility, Trading Grid helps customers automate global trading communities by shielding them from the complexity of rapidly changing standards, eliminating manual and duplicative efforts, and enabling a new level of process integration and business intelligence. Choose from 20 different solution options to connect to the Trading Grid. Specifically, GXS solutions to on-board your small and medium-sized business suppliers include:

GXS implementation professionals moved 5,000 suppliers from paper-based processes to EDI for a major automotive OEM using our full suite of SMB solutions.



- **Intuitive Web Forms**—Enable businesses worldwide to trade electronically with you in a standardized, easy and cost-effective manner using GXS's multi-lingual web forms.
- **Microsoft Excel**—While small businesses may not have dedicated IT resources or comprehensive ERP or CRM systems, most use Microsoft applications for some day-to-day business operations. With GXS's multi-lingual customized Excel forms, your small and medium-sized suppliers can trade electronically with you by leveraging the Microsoft Excel application they already know and use every day.
- **Accounting Package Adapters**—Integrate accounting packages, such as Quickbooks, Peachtree, Simply Accounting and more, with electronic documents.
- **Translators**—Move information from internal systems into EDI or XML and vice versa.
- **Service Bureau and EDI-to-Fax Solutions**—Support global trading partners, with no access to a computer or the Internet, with EDI-to-Fax, Fax-to-PO and service bureau solutions.

## Community Churn

Many large organizations have found that after on-boarding their entire trading community, within a year they encounter the same 20 percent problem—manual processes are required to manage transactions from new suppliers. This situation occurs because large organizations on average have between 20-30 percent annual supplier turnover.

To address this problem, GXS offers a robust suite of solutions to ensure that new trading partners are electronically connected to your supply chain. In fact, many companies come back to GXS several years after their initial Expert On-Boarding implementation to on-board new suppliers, introduce a new e-commerce initiative such as data synchronization, or roll out a new EDI document type.

### QUICK FACT:

GXS Expert On-Boarding professionals have on-boarded suppliers from seven different Asian countries for a major home environment manufacturer based in North America.

## Global Capabilities

Launching and managing trading communities worldwide is complex. To help ensure all trading partners are on-boarded, GXS has dedicated teams across the globe dedicated to on-board your trading community no matter where they are located. With dedicated teams in 20 countries throughout the Americas, Europe and Asia, GXS is able to build your global trading community and ensure the success of your company's e-commerce initiatives.

## Two Packages for Enablement Success

As part of our commitment to provide customers with flexible solutions, GXS provides two On-Boarding packages: Expert On-Boarding and Expert On-Boarding Global. With both service offerings, customers can leverage our Service Level Agreement (SLA), which guarantees that GXS will on-board 100 percent of your trading community or refund you for any portion of the community not implemented within a pre-specified timeframe.

- **Expert On-Boarding Package:** GXS will contact your entire trading community and offer those companies a range of service options including web forms, EDI, data synchronization, AS2 and more. GXS will also program manage your entire enablement effort, determine escalation procedures and provide supplier technical assistance. Customers receive detailed reporting and analytics, frequent status updates, online testing (for EDI programs), and customized community communications including educational materials, step-by-step instructions and informative, program-specific webinars. The Expert On-Boarding Package is designed for single country enablement programs.
- **Expert On-Boarding Global Package:** Expert On-Boarding Global is designed for the unique and complex requirements of multi-country, global enablement programs. In addition to providing all services offered in the Expert On-Boarding Package, customers will also benefit from a dedicated program manager, focused support contact, translated educational materials, and 24 X 7 assistance on a global basis.

## Trust GXS

GXS Expert On-Boarding provides the ideal combination of experienced implementation professionals and robust tools to help enable full participation in your company's supply-chain initiatives. When you select GXS, you choose a partner with over 40 years of experience, a complete suite of SMB solutions, a global presence and multi-lingual customer support—everything you need for success with your local and worldwide supply chain.



Unmatched in the industry, the GXS On-Boarding Service Level Agreement fuels a success rate of 100 percent.

## Expert On-Boarding Packages:

	Expert On-Boarding	Expert On-Boarding Global
GXS provides program management	✓	✓
Pre-rollout survey to trading community	✓	✓
Community outreach (proactive calling)	✓	✓
GXS develops communication plan & content	✓	✓
Secure web site for trading partners to access program guidelines and other information	✓	✓
Reports emailed to the customer on community status	✓	✓
Custom reporting per client's specifications		✓
Technical implementation assistance for trading partners	✓	✓
Testing of trading partner compliance	✓	✓
Client support during normal business hours	✓	✓
Client support available 24 X 7		✓
Focused client support person		✓
Online tutorial of enablement solutions	✓	✓
Weekly status calls between client and GXS	✓	✓
Web-based seminars to educate trading partners	✓	✓
Multi-language communication		✓
Multi-language support		✓

Optional services include post-rollout survey, trading partner list cleansing, pre-rollout pilot program and On-Boarding Service Level Agreement.

## 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<sup>®</sup> 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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### 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  
[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)