

# OpenText™ B2B Managed Services for SAP®

One connection to your entire trading community

The ability to maintain a competitive edge in today's marketplace is often driven by a company's ability to match IT capabilities with business strategy and processes. Many companies have implemented SAP to automate internal business processes in order to achieve business goals. However, in today's global economy, business-to-business (B2B) integration with a global trading community is just as critical to success as internal application integration.

OpenText has a unique combination of experience, resources and technologies to maximize your SAP investment, enhance your B2B execution, and close the gap between business strategy and IT capabilities.

## SAP/B2B Integration Challenges

Due to the demands placed on a company's IT resources during an SAP-related project, enlisting a partner to manage the B2B integration infrastructure for an SAP system can bring significant operational and financial benefits to a company. B2B Managed Services offers companies a way of acquiring the necessary SAP to B2B integration skills on a short-term or project-by-project basis. Skills such as mapping, trading partner on-boarding, and SAP integration can all be acquired through a Managed Services approach. In many cases OpenText functions as an extension to a company's own IT department.

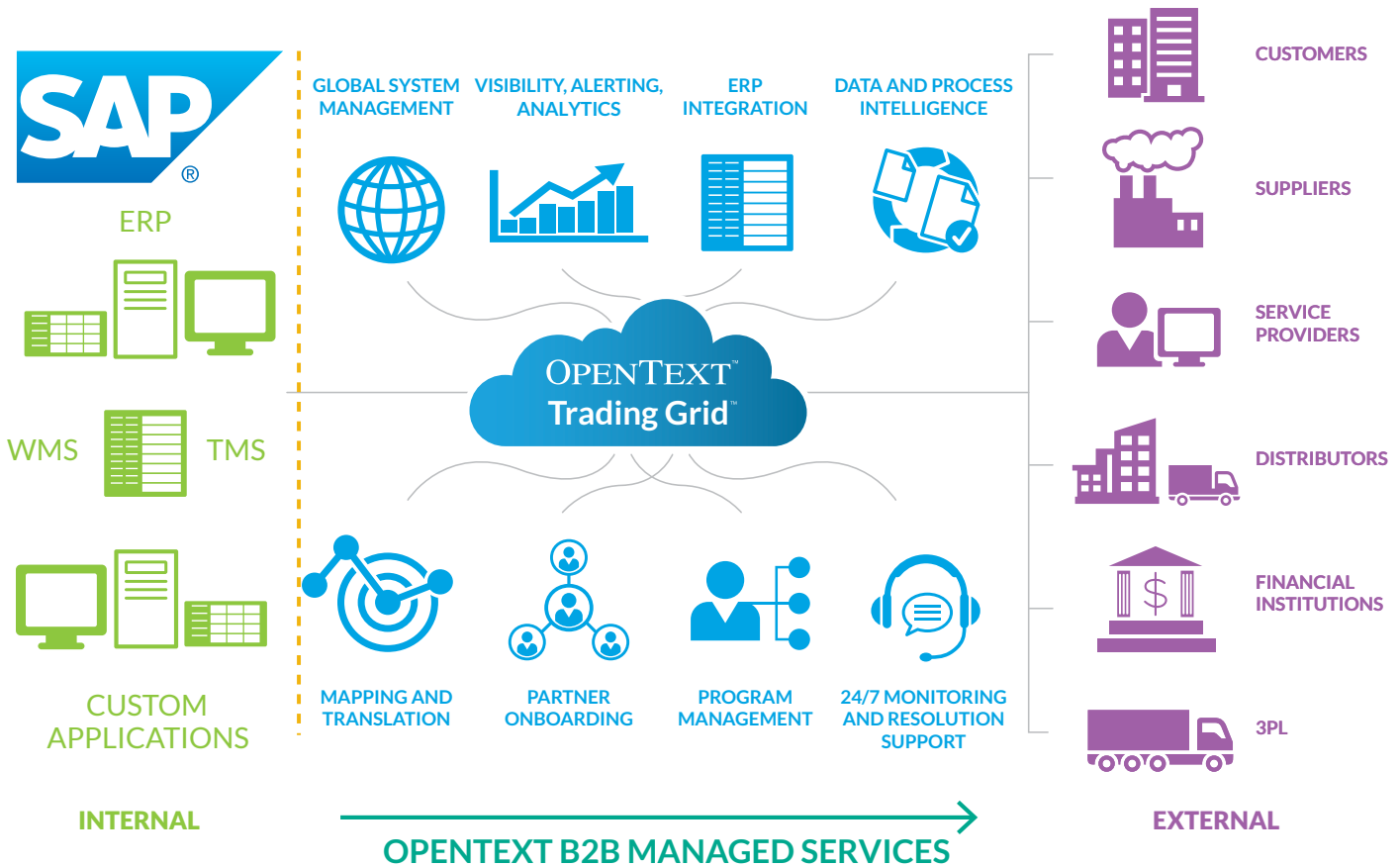
Frequently, our customers tell us that their B2B integration staff is engaged in SAP-related implementation projects. If your internal resources are immersed in ensuring that an important SAP project is launched on time, how will you manage the ongoing requirements of your B2B infrastructure?

## UNMATCHED B2B EXPERIENCE & GLOBAL SUPPORT

- Over 40 years proven B2B experience
- Ranked as leading provider of B2B managed services
- Highly available cloud-based, global infrastructure
- 700+ managed services customers around the world
- 24x7x365 global support
- Direct operations in 20 countries, active customers in 61+ countries
- Pre-existing connections to 600,000+ trading partners
- 16+ billion transactions annually

## KEY BENEFITS

- Focus on your core competency
- Realize over 40% savings in operating costs
- Leverage proven B2B expertise
- Improve responsiveness to new business partner requirements
- Rapidly onboard new business partners around the globe
- Ensure ERP integration projects are on time and on budget



**SAP/B2B Integration Key Drivers**

**SAP Data Is Sourced Both Internally and Externally**

SAP systems use information from a variety of sources such as customers, suppliers, distributors, logistics providers and financial services institutions. External data from advanced shipping notices, commercial invoices, customs declaration forms and bank statements need to be highly available to keep the SAP platform running efficiently.

**Poor Data Quality Compromises the Value of an SAP System**

As SAP systems receive information from a variety of external sources, the likelihood increases that unchecked, inaccurate data could enter an SAP system. Quite often, information from external sources is not clean enough to be processed correctly by the SAP system. Expensive manual efforts are required to cleanse the data. Bad data which does pass through SAP could spread into other business systems corrupting data across the extended enterprise.

A simple mismatch of part numbers or incorrect unit of measure could lead to inaccurate order fulfilment or delayed payments to suppliers.

**Poor B2B Integration Limits Visibility**

A fully integrated SAP and B2B environment needs straight-through processing from various internal and external sources. Business decisions, especially in tough economic times, need to be made in real time. Rapid decision making cannot be achieved if data has to

be re-worked and re-entered into the system. Without data about demand, inventory, logistics and payments flowing real-time into SAP, executives are challenged to gauge the true pulse of how a company is operating. It is very difficult to take any corrective action once the impact of data quality issues has already begun.

**High Availability in B2B Is Critical**

For many companies, ensuring that B2B platforms are available 24/7 is crucial to their operations. B2B platforms ensure that information from outside the organization can be used efficiently by SAP systems. For example, many manufacturers insist that their B2B infrastructure not go down near the end of a quarter so as not to affect the processing of sales-related information. Another example is if a car manufacturer does not receive advanced shipping notice from a supplier that parts are on the way to a factory could result in downstream implications such as shutting down a production line. Many companies need to make business-critical decisions in near real-time; therefore, ensuring that transactions from external business partners get through to an SAP system without delay or interruption is extremely important.

**OpenText B2B Managed Services Helps Keep SAP Projects on Schedule**

OpenText has more than two decades of experience working across many SAP-related B2B integration projects—both single instance and multiple instance—to support global business operations.

Multi-national companies in industries such as high tech, automotive, consumer goods, manufacturing and financial services utilize OpenText B2B Managed Services to maximize their SAP investment. OpenText provides a cloud-based B2B service that integrates with a variety of SAP modules, including Supply Chain Management and Supplier Relationship Management.

OpenText B2B Managed Services can help companies better manage their SAP/B2B integration projects in a number of different ways:

### Document Mapping

Document mapping is one of the most complex tasks to undertake during an SAP to B2B integration project. Mapping experts must understand the relationships between data structures used by external trading partners and the information needed in SAP. For example, a mapping expert may need to extract shipping information from an advanced shipping notice to populate the appropriate SHPMNT01 IDOC document. With the possibility of having to create hundreds of maps, ensuring that maps can be created on schedule is one of the most important aspects of an integration project. Creating these maps internally is not a very efficient use of expensive IT resources. Delegating the mapping process to a third-party vendor would be beneficial for any company undertaking such an integration project.

Some of the more common IDOCs that OpenText has put into production:

MESSAGE TYPE	IDOC TYPE
Motor Carrier Shipment Information	SHPMNT03
Transportation Carrier Shipment Status Message	TRXSTA01
Invoice	INVOIC01
Remittance Advice	PEXR2001, PEXR2002
Lockbox or Bank Statement	FINSTA01
Price C12atalog	PRICAT01
Purchase Order	ORDERS01 to ORDERS04
Stock and Sale Data	PROACT01
Transport and Shipping Notification (Advanced Shipping Notice – ASN)	SH PMNT01 to SH PMNT03; DELVRV01 and DELVRV02

### Status Reporting

OpenText provides business process visibility and exception-based monitoring for businesses and their customers. Visibility is delivered through a simple web-based interface that provides tools, such as related document queries, role-based views and proactive monitoring/alerting capabilities. For example, upon completion of the translation process, OpenText B2B Managed Services automatically generates a STATUS IDOC (Status = 5 or 6) back to the client's SAP environment to indicate whether the IDOC translation failed or succeeded. Exceptions are indicated in the web-based interface and trigger an automated email alert to the OpenText B2B Managed Services Production Control team and to the customer concerned. Additionally, a "time out" capability allows OpenText B2B Managed Services to set negative triggers for non-events. For example, a customer may require a Status 14 (interchange acknowledgement) triggered if a trading partner has not extracted a file within 30 minutes.

OpenText B2B Managed Services can set a timer that triggers the Status 14 as required.

OpenText™ Trading Grid™ has been "Certified for SAP NetWeaver®" so you can be assured of the quality and ongoing compatibility of our services.

OpenText supports two primary methods for integrating its services with an organization's SAP environment: SAP EDI and SAP ALE. The recommended SAP EDI option supports multiple standard file-based transfer protocols (i.e., SFTP, AS2, Web Services, etc.) using XML IDOC or FLAT IDOC formats. The SAP-certified Application Link for ALE option transfers streamed data directly into SAP in FLAT IDOC format. Both options are available to integrate with SAP or SAP PI, depending on specific business needs.

### High Availability

In an integrated SAP B2B environment, it is critical to ensure highly available connections to trading partners. If external connectivity is lost for any reason, the flow of information going into your SAP environment—and any downstream business systems—will be interrupted.

At OpenText, Business Continuity Planning is more than just a document or series of technical instructions to restore services. It is a philosophy for every component of the organization, with the primary goal to ensure continuous delivery of products and services during a service-impacting event and to minimize customer impact.

OpenText data center infrastructure, networks and systems are designed for high availability. In most cases, if a system failure occurs within a data center, a redundant component or server will automatically take over with little or no impact to customers, dramatically reducing the downtime associated with a system outage.

### Data Sovereignty

OpenText has B2B Managed Services customers across the globe and as a result we are highly aware of regional data sovereignty concerns. That's why we have built regional data centers and data zones in the OpenText Cloud designed to help address data residency and sovereignty concerns for our customers.

### Trading Partner Community Management

Most SAP upgrades are not purely technical in nature. Functional upgrades are usually the justification for investment. With new modules or expanded user communities comes the need to connect to a broader range of supply chain partners. Larger companies with global operations can have difficulty with the on-boarding and integration of trading partners across different time zones. In many cases, companies simply do not have the resources to manage the onboarding of trading partners in different geographical regions.

### Program Management

SAP projects require an immense amount of coordination across the extended enterprise. B2B integration managers must ensure that maps are created correctly, trading partners are connected properly and data validation rules are reflected within the B2B system. The project management challenge becomes even more complex for companies looking to introduce further SAP functionality, such as implementing a transport management system.

OpenText B2B Managed Services allows a company to leverage highly experienced project managers to manage the implementation process. OpenText provides a dedicated program manager who undertakes a number of roles to ensure that SAP to B2B integration projects go smoothly. The project manager oversees the day-to-day communication with the community of trading partners and ensures that trading partners can support new transaction types, data quality rules or KPIs to measure performance. Finally, the manager offers support for testing and manages the overall release and deployment of the newly integrated platform with the customer.

### Providing Global Support

Many companies have globalized their operations and have manufacturing plants and trading partners around the world. All users of an SAP B2B integration platform, regardless of where they are located, must have access to a global support infrastructure so that any problems that arise can be resolved as quickly as possible.

OpenText B2B Managed Services provides 24/7 support and multi-lingual support. This helps users across an extended enterprise receive the help they need, in any language or any time zone around the world. With many companies establishing manufacturing operations in low-cost countries, it is becoming increasingly important to be able to support trading partners within these particular regions of the world.

### OpenText B2B Managed Services

OpenText has worked with many companies around the world to manage their SAP and B2B integration projects. Whether it is helping companies integrate to multiple global instances of an SAP platform or providing integration to a newly installed instance of SAP, OpenText has a wealth of experience with managing such projects.

OpenText B2B Managed Services is a comprehensive B2B outsourcing solution that provides companies with the people, processes and technologies necessary to maintain complex B2B e-commerce programs. OpenText B2B Managed Services operates on a fully hosted integration platform and includes mapping, trading partner on-boarding, data quality and connectivity services. With B2B outsourcing from OpenText, companies can build and grow B2B networks without making additional investment in hardware, software or human resources.

OpenText has more than 40 years of experience in B2B e-commerce as well as 20 years of experience supporting full-service B2B outsourcing programs. OpenText B2B Managed Services customers represent a variety of industries including consumer products, financial services, high tech, manufacturing and retail. More than 700 companies around the world currently use OpenText B2B Managed Services. OpenText provides customers with world-class B2B program management including trading community management, mapping development, global supply chain visibility, transaction management, data translation, systems administration and supplier performance reporting.

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