“We needed a more efficient supply chain network. We were spending too much on messaging. The newer members of our community couldn’t connect, delaying our order-to-revenue streams. Even worse, we had uptime and availability issues. Then we found OpenText.”

For many companies, the EDI-based supply chain is a critical messaging infrastructure. And it must be continuously upgraded and optimized for maximum performance in a constantly-shifting business landscape. Communication gaps, slow onboarding and cost overruns can quickly transform the supply chain from an asset into a liability. Companies that don’t leverage state-of-the-art EDI technology run the risk of creating roadblocks to electronic business and creating costly discontinuities between the EDI supply chain and non EDI-compliant members. For these organizations, adding new members to the community becomes an unnecessarily costly and time-consuming challenge – delaying revenue, slowing growth, and impacting profitability.

Overview

OpenText offers a broad portfolio of cloud-based Electronic Data Interchange (EDI) services that optimize the efficiency, reliability, and reach of your supply chain while reducing cost, infrastructure, and overhead. Our secure, fully-redundant global infrastructure links partners and vendors in agile business relationships that drive mutual success.

- Comprehensive portfolio of EDI-based services including OpenText EasyLink EDI VAN, EDI Managed Services, Web EDI, and EDI service bureau
- Combines both supply chain and on-demand services (fax, email, etc.) in a single integrated solution, closing your technology gaps in ways previously unachievable
- Fully-redundant (hyphenated) global network for unparalleled uptime and availability
- Global 24x7 customer service
- Facilitates compliance with today’s privacy, security, and records-keeping mandates
Benefits

Reduced costs and higher profitability

OpenText enables you to create a streamlined, cost-efficient supply chain. You can eliminate infrastructure, reduce staffing, and eliminate maintenance and other recurring IT expenses. Our pricing is consistent and predictable, leveraging economies of scale available only from a large global vendor. You can ramp up our services as fast or slow as you’d like, knowing you’ll pay only for what you use.

Cloud-based EDI Communications

OpenText offers unparalleled communications freedom and agility integrating both supply chain and on-demand messaging. Our in-line translation capabilities can seamlessly support virtually any data format, whether it’s EDI-to-fax, EDI-to-XML, EDI-to-html, or other translation requirements. Convert faxed documents such as orders and invoices into EDI or the format of your choice, and then process the output through our workflow service for a completely automated solution. You’ll strengthen existing relationships and add new members to your community at will.

Privacy, security, and records retentions

OpenText’s carrier-grade network ensures total security and confidentiality so you can comply with the privacy and records-keeping mandates of the 21st century. We’ll turn your supply chain into an automated workflow that can be tracked, audited, and archived with a complete audit trail for every transaction that passes through our network.

EasyLink EDI B2B Management Center

The B2B Management Center (B2BMC) is a web-based VAN provisioning portal that allows you to proactively manage your trading partner relationships. Monitor and track messages with the EasyLink EDI Document Manager, track important information using a customizable dashboard, and submit trouble tickets to customer support.

About OpenText

The OpenText Information Exchange suite of products and services provides market-leading fax, document exchange, messaging, notifications, and EDI solutions for businesses ranging from the smallest office to the largest enterprise. OpenText on-premise and cloud-based solutions can deliver even the largest files quickly, securely and reliably in the format of your choice.

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