

OpenText B2B Managed Services

Day-to-day management of your B2B integration environment to optimize supply chain operations and improve customer service



Speed inventory turns by 35% and increase perfect order rate by 3%



Decrease the cost of B2B by 20-40% and shorten cash conversion by 22%



Improve on-time delivery rate by 48% and improve product introduction by 16%



Reduce unplanned event response time by 89% and shrink days sales outstanding by 30%

Today's supply chains are becoming more global and complex and there is a requirement to collaborate and support customers 24x7x365. However, supply chain leaders struggle to onboard and connect with all their trading partners and keep pace with new trading partner demands. This leads to a lack of visibility across the end-to-end business ecosystem and limits the intelligence and insights that can be gathered to identify underperforming areas.

By its very nature, B2B integration is costly, complex and requires continuous investments in specialized technology and skilled professionals to monitor, manage and maintain a B2B integration environment. These environments typically need to integrate with both legacy and next-generation technologies across the extended ecosystem—from paper and fax to EDI and APIs.

B2B Managed Services can help companies shield their business from the complexities of managing B2B integration environments, allowing them to focus on more meaningful activities relating to their core business. OpenText™ B2B Managed Services delivers a repeatable, proven people-process-technology solution to extend the capabilities of internal business functions and optimize supply chain performance for business growth. B2B Managed Services leverages OpenText™ Trading Grid™, a powerful cloud integration platform to support messaging, integration, workflow, visibility and intelligence across multiple industries.

“The B2B support costs have been cut by 24 percent since moving to OpenText. We used to have a huge B2B team, but we were able to reduce the number of resources that were focused on B2B. Most of our B2B support is now handled by OpenText, which was a huge cost savings for us.”

Matson

“With OpenText, we not only have someone really good and strong on the main core of the business but someone able to bring us the same level of service for different regions.”

BRF

OpenText augments an operations team to manage day-to-day systems management, enterprise integration, partner onboarding and transaction monitoring. B2B Managed Services enables organizations to embrace three strategic imperatives for today's successful enterprise:

- **Connected**—provides a flexible, programmable (configurable) digital backbone that connects people, systems and things
- **Collaborative**—leverages applications and services that let organizations interact with trading partners however they want to work
- **Intelligent**—delivers real-time supply chain insights for business users, enabling them to sense and respond to risk and opportunity without waiting on IT to generate reports

Connected

Gain speed and agility

To obtain speed and agility in today's competitive market you need to be able to trade with global trading partners as quickly as possible. More than 600,000 trading partners are connected to the OpenText™ Business Network. For partners not on the network, OpenText offers more than 20 ways to connect to minimize the impact on partners, from web forms to direct ERP integration, even automated provisioning based on intelligent capture of email and fax.

Empower users with self-service

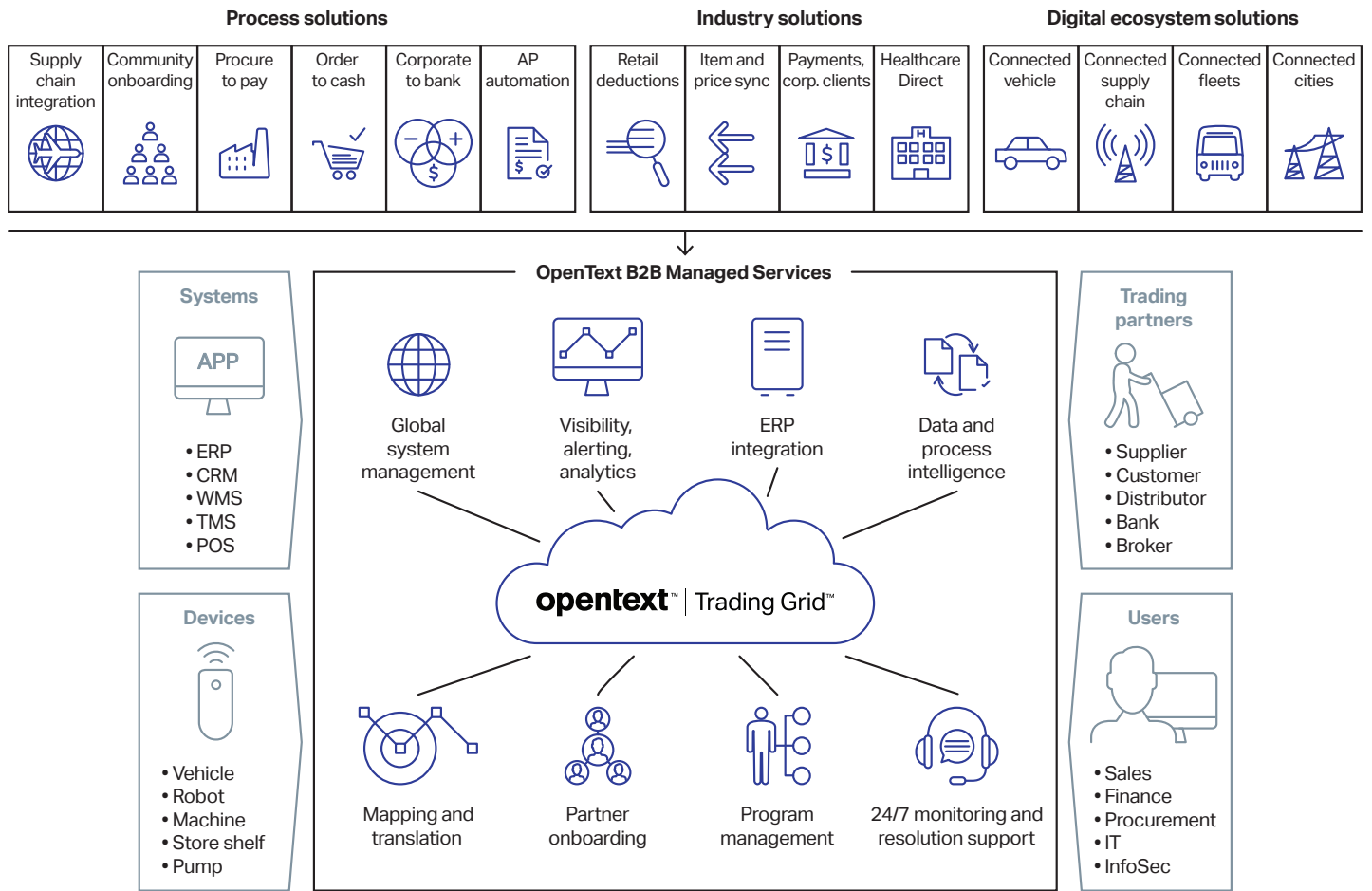
Self-service capabilities include self-serve trading partner setup, mobile apps for remote access to transaction and trading partner information and a LinkedIn-style service for partners to manage their contact information. Trading Partner Graph provides a visual representation of an organization's trading partner community, how they are connected and what transactions are being exchanged.

Configure and extend integration platform with Programmable Grid

To establish an end-to-end connected supply chain, companies need the flexibility to configure and extend an integration platform to meet unique company and evolving market needs. OpenText Business Network offers an API library to expose and consume services and introduces a developer portal to allow IT users to further configure the platform to provide greater flexibility and responsiveness.

Ensure program reliability, security

Trading Grid is backed by more than \$80 million investment each year in its cloud platform to ensure it is reliable, secure, highly-available and complies with regional requirements such as European data sovereignty and the GDPR. It provides several encryption options, including SSL, S/MIME, HTTPS, IPsec, GPG (open source PGP), SFTP, FTP/s and RNIF, as well as user authentication, non-repudiation, physical security, data encryption while at rest in the data center and ongoing security audits. OpenText receives quarterly certification of compliance with AICPA's Statement on Standards for Attestation Engagements (SSAE) No. 16 Type II. OpenText is also a SWIFT Service Bureau and can provide a PCI-certified environment for customers that need this certification. OpenText also complies with ISO 27001 for cloud-based information security management, which covers all aspects of information security management, from infrastructure through to how personnel handle B2B transaction information.



OpenText B2B Managed Services features

Systems management

Performs day-to-day management of B2B infrastructure, including systems-health monitoring, data backup, network management, systems administration, database management and application support.

Partner onboarding

Onboards business partners to ensure full participation in B2B integration programs.

Provides day-to-day project management by experienced B2B specialists, ranging from oversight of all production activities, including status reports and resource orchestration, to help manage change request activity and production incidents.

Map development

Manages all data-mapping and translation tasks, leveraging more than 5,000 pre-built maps for trading with approximately 1,000 companies around the globe in various standards, including X12, EDIFACT, Odette, VDA, and Tradacoms.

Performs change management and issue resolution with business partner communities and process critical production map changes on-demand.

Global support

Delivers global customer support and trading community support around the clock and around the world, including transaction and systems health monitoring, exception management and incident management.

High availability, disaster recovery

Provides high availability guarantees with world-class data centers in the US and Europe to provide local services with global reach and redundancy within and across data centers, including 12-hour disaster recovery and two-year data archiving. Full weekly and incremental daily backups are standard for customers.

High performance data translation

Performs hundreds of millions of on-demand data translations every year. Award-winning mapping and translation engine is used for any-to-any data format translation, supports diverse B2B industry and vertical standards—including ANSI X.12, EDIFACT, Tradacoms, RosettaNet, ebXML, Odette, SWIFT, VICS—and delivers robust data validation capabilities.

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OpenText B2B Managed Services features

ERP integration	Offers unmatched capabilities and expertise in ERP integration, one of the most complex aspects of B2B, with direct integration to SAP® and connectivity to all other popular ERP systems, including Oracle®, Microsoft Dynamics®, Ariba®, Infor™ and Epicor®.
B2B communications	Supports a broad range of industry and vertical standards—including AS2, AS4, OFTP2, SOAP, FTP, FTP/s, SAPI/ALE, MQ Series, HTTP/s, RNIIF and many more, boosting the agility and efficiency of B2B operations by connecting business partners in their preferred communication formats.
Visibility, alerting, analytics	<p>Provides a simple, intuitive user interface to see timely "track and trace" data needed to immediately address exception conditions, as well as the summary-level dashboards needed to identify trading partner performance and transaction volume trends.</p> <p>Sends timely transaction status alerts and allows organizations to monitor in-flight transactions to ensure data quality and compliance.</p>
Community collaboration	Portal for B2B projects and change request management for collaboration with OpenText on critical documents and to manage the dynamic needs of customer and supplier communities.

"With B2B Managed Services, we will increase global visibility across our base of B2B transactions with considerably improved monitoring capabilities. The global footprint of OpenText is very important to us, as we need to ultimately be able to connect to a customer anywhere in the world."

Arcelor Mittal

Collaborative

Automate supply chain processes

Once the digital foundation is in place, OpenText Active Applications can support entire procure-to-pay and order-to-cash processes. Active Applications allows organizations and their trading partners to view and collaborate on the same information via a central data repository. These applications are highly configurable and provide metrics on who is performing and who is not, enabling organizations to identify risk across the supply chain.

Manage by exception to focus on priorities

B2B Managed Services allows organizations to configure business rules and therefore allow a supply chain to be managed by exception, allowing the business to focus on the high priority needs. Managing by exception improves collaboration with trading partners, helping streamline supply chain operations.

Collaborate peer to peer

OpenText™ Core™, integrated with B2B Managed Services, allows companies to move beyond traditional hub-and-spoke-based information sharing. OpenText Core, a secure, cloud-based file sharing application, enables peer-to-peer/spoke-to-spoke collaboration among business users.

Expand process collaboration to new users and use cases

OpenText delivers extended collaboration with its Covisint Identity & Access Management (IAM) platform. Customers can assign individual users a digital identity and unique information access rights to back-end systems, enabling new B2B collaboration that extends beyond information exchange to direct information access. IAM helps companies secure and streamline information sharing with external stakeholders.

Intelligent

Manage risk with a predictive supply chain

B2B Managed Services delivers a powerful supply chain analytics platform—OpenText™ Trading Grid™ Analytics. Trading Grid Analytics offers insights into operational metrics as well as business metrics, such as supplier performance. Offering both a buy-side and a sell-side view in a single platform, organizations can also stay on top of their own fulfillment performance with customers.

“B2B Managed Services is a great fit because we can stay focused on core business and also meet our goals for digital transformation. We have also increased our efficiency and helped drive down costs.”

Solenis

[↗](#) Learn more

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Trading Grid Analytics provides business users with insights such as historic trends, current performance and predictive metrics to identify risk, such as a supplier’s likelihood to ship on time, all without the need to engage the IT department to create reports. Data blending capabilities allow data to be pulled from other third-party applications such as transport management and B2B networks, then ingest the data into Trading Grid Analytics to give a more holistic view of supply chain operations.

Leverage the power of Artificial Intelligence

B2B Managed Services can augment business decisions with a powerful open source-based artificial intelligence and machine learning platform—OpenText™ Magellan™. It allows companies to realize the value of data flowing across their supply chain and supports better decision making and task automation. Magellan goes beyond normal reporting by predicting what will happen across a supply chain, identifying risk and recognizing opportunities to help drive business growth.

Cloud service modules:

- **OpenText™ Active Orders** supports traditional order management and provides full visibility into supply chain transactions for both digital and non-digital suppliers.
- **OpenText™ Active Invoices with Compliance** provides capabilities for automating invoicing and compliance in more than 45 countries and offers data validation, digital signatures, archiving and electronic invoice delivery.
- **OpenText™ Active Intelligence** monitors B2B transactions in real time to ensure they are accurate and comply with a company's business rules.
- **OpenText™ Active Documents** offers end-to-end lifecycle visibility and management of B2B transactions, with customized reporting to allow organizations to spot and manage issues before they affect business.

OpenText Business Network offers an industry-leading, end-to-end, cloud-based solution that enables customers to improve B2B operations and reduce cost. Joining the largest community of more than 600,000 trading partners enables businesses to accelerate time to market, while with global support and reach, OpenText can easily reach all trading partners with minimal impact to their business processes. Advanced collaboration capabilities, such as analytics, self-service, automated partner provisioning and mobile supply chain applications, set the benchmark for how global supply chain leaders manage their digital business ecosystems. Backed by industry leading investment in global and regional network security, availability and throughput, OpenText Business Network is the best choice for creating an intelligent, connected and collaborative digital business ecosystem.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.