

SOLUTION OVERVIEW

# OpenText Enhanced Community Management Service

Rapidly onboard trading partners to support complex supply chain projects, such as global distribution of COVID-19 vaccines



**Accelerate** the onboarding and integration of new trading partners



**Digitize** all shipment-related information flows



**Leverage** the world's largest pre-connected community of 1M trading partners

## Accelerate the onboarding of companies supporting the global manufacture, distribution and storage of COVID-19 vaccines.

The COVID-19 pandemic has been a defining moment for supply chain leaders around the world. COVID-19 has been widely regarded as a black swan event, where supply chain leaders will be forced to rethink and restructure supply chain operations and accelerate the adoption of new digital technologies. When new vaccines emerged, governments around the world worked to distribute them as quickly as possible, providing a supply chain challenge like no other.

OpenText Enhanced Community Management Service helps companies accelerate the onboarding of trading partners around the world. Many companies struggle to restructure supply chains in a timely manner, mainly due to a lack of internal resources to rapidly onboard and connect with new trading partners.

OpenText offers a dedicated, "white glove" service to help seamlessly accelerate onboarding and ensure that all associated business documents, whether related to customers, suppliers or 3PL distributors, are digitized and align with back-end business processes.

OpenText not only provides the resources to onboard new trading partners quickly, but also the assurance that digitized business documents will be exchanged across one of the most modern cloud integration platforms in the world. OpenText™ Trading Grid™ allows organizations to establish a digital backbone to connect with people, systems and things across the extended ecosystem.

## Realtime shipment intelligence

In addition to rapidly onboarding trading partners, OpenText can offer other solutions such as IoT to provide a way to monitor the exact location, temperature and condition of a shipment anywhere in the supply chain. This provides a comprehensive extension to an ecosystem control tower and allows organizations to make more informed business decisions should disruption or delays occur with vaccine-related shipments.

- **Accelerate trading partner onboarding** – Leverage external resources to augment your existing IT team to help connect and exchange electronic business documents with trading partners located anywhere in the world, regardless of document format or communication standard.
- **Digitize all information flows** – Establish a digital backbone that helps remove paper-based documents and seamlessly integrates to back-end systems, such as transport and warehouse management systems.
- **End-to-end shipment visibility** – Use a powerful ecosystem control tower that allows you to monitor all information flows across both the internal and external business environment. This visibility environment can be highly configured to monitor transaction flows across the supply chain or information entering a back-end ERP environment.

Enabled by Trading Grid, the world's largest cloud integration environment, OpenText Enhanced Community Management Service helps companies around the world meet the challenge of ensuring that global supply chains can support the manufacture, distribution and storage of vaccines from multiple manufacturers.

OpenText Enhanced Community Management Service provides a project team ready to start onboarding trading partners in three business days or less. It also:

- Provides Community Onboarding Services—Send us the partner name (supplier, customer, distributor), process to be integrated and partner contact—and we will take it from there.
- Uses OpenText's agile development methodology to work with your partner(s) to quickly expand your supply chain ecosystem by providing outbound call, communication and planning.
- Assists with onboarding options based upon your capabilities, etc., if needed.
- Assists with choosing your carrier of choice for integration to further support your upstream supply chain.
- Works on your behalf to spec and map to whatever format or integration schema needed.
- Provides proactive testing and hypercare, with ongoing 24x7 production support.

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- [OpenText™ Business Network Cloud Enterprise](#)
  - [OpenText Enhanced Community Management Service](#)
  - [OpenText Trading Grid](#)
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## OpenText Business Network Cloud Enterprise

Delivered as a complete service, with full user control

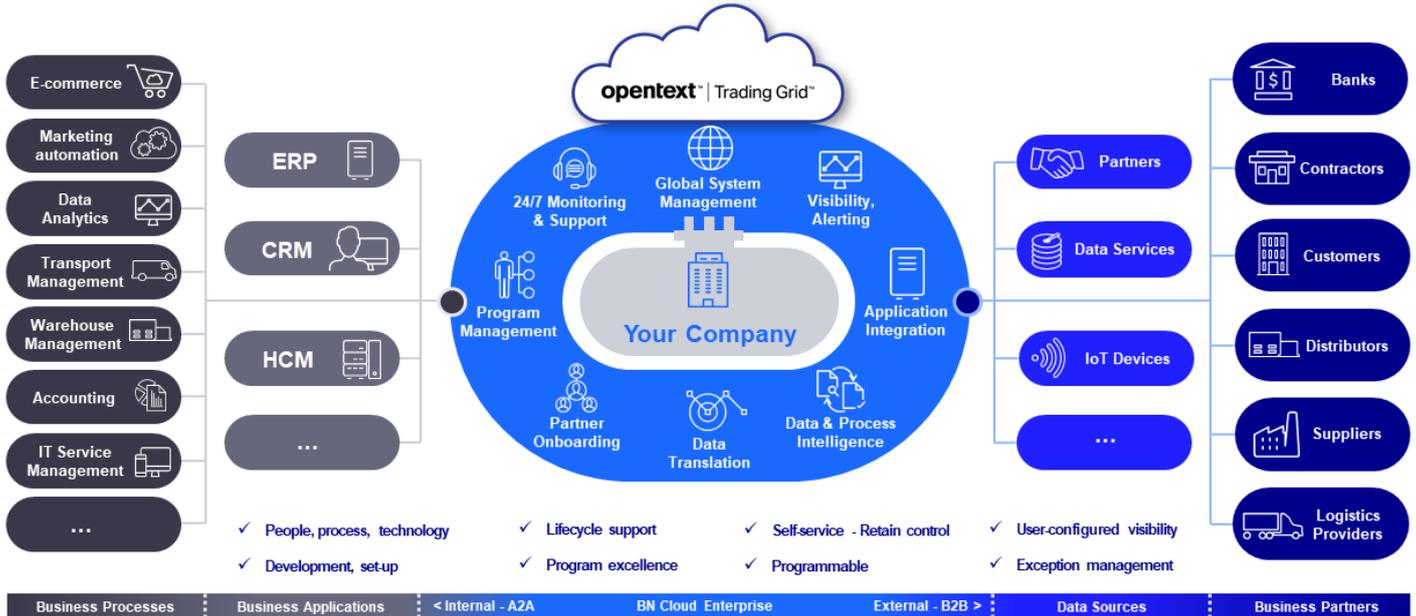


Figure 1 OpenText Business Network Cloud Enterprise

Feature	Description
OpenText Trading Grid	A unified integration platform to integrate people, systems and things across internal or external business environments.
OpenText Business Network Cloud Enterprise	Offers people, process and technologies to manage the day-to-day onboarding, integration and monitoring of trading partners around the world.

- ➔ [OpenText Business Network Cloud Enterprise](#)
- ➔ [OpenText Trading Grid](#)
- ➔ [Connected IoT Supply Chain](#)

### 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](https://www.opentext.com).

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