

OpenText™ Active Intelligence

Insight into Your B2B Data and Processes

Accurate and timely B2B processes are critical for ensuring satisfied customers and maximum efficiency of your B2B business process. Your IT and line-of-business teams need to have information on trading partner performance and documents being exchanged, often in real time, in order to resolve issues promptly and ensure smooth operations.

Examples of some of the information needed include:

- Who are the business partners that most frequently fail to meet our SLAs?
- Are documents being received within the correct time frame, in the proper sequence? Are you missing any documents?
- Do the quantities, price or part numbers in a shipment match the original purchase order exactly? Do the invoices reference the correct order numbers?
- Are any values missing, such as bill of lading, price codes, time zones, currency?
- Is this a new document or a duplicate?

“...it takes my team an average of 6 man-hours to back-out and clean up just one bad file.”

MULTI-BILLION DOLLAR
COMPUTER SERVICES COMPANY



Lack of the answers to these questions can significantly extend your processing times, reduce your efficiency and ultimately impact your customer's satisfaction. In addition, when documents you receive include bad data, they can wreak havoc with your internal systems, requiring days or weeks of attention from your IT personnel to correct.

OpenText Active Intelligence

Overview

OpenText Active Intelligence is a service that monitors your B2B transactions in real time as they flow through our network to ensure that they are accurate and that they comply with your business rules. The service alerts you when your transactions are not accurate or do not comply with your business rules, providing you with the critical visibility you need for efficient and effective B2B operations. Also, it provides you with the B2B intelligence required to proactively address issues before they pollute your ERP system and/or become crises.

Key Features

- **Data quality filter**—Real-time data quality checks are performed on all inbound documents to ensure that each one complies with the standard format rules.
- **Cross-document matching**—Cross-document comparisons ensure that data that is common across documents is accurate and complete—e.g., ensuring that data in the payment status file matches data in the approved payments file.
- **Quarantine for duplicate documents, documents with errors**—In-flight transactions that fail data or business-rules validation can be suspended for special exception handling or automatically rejected. This prevents the negative consequences of allowing bad data to pollute your back-office systems. For example, by preventing duplicate invoices from flowing through, you can avoid duplicate payments, the inevitable follow-up phone calls with your business partners and costly data cleanup activities.
- **Real-time email alerts for document arrival or rejected, missing or late documents**—When exceptions occur, email alerts can be directed in real time to the appropriate personnel for action. Such event-based notification and remediation enables you to concentrate on only those situations that need attention, thus minimizing disruptive workdays and constant crisis management mode.

- **Business rules tailored to your process**—You define the rules to govern the flow of your transactions according to your company's specific needs. You may choose from a set of commonly used rules, or we can configure rules to suit your specific process. For example, if your back-office system must process documents in a specific order, Active Intelligence can ensure the proper sequence prior to delivery.
- **Self-service portal for research, reporting and action**—Instead of constantly directing requests for action or status information to your IT staff, a business user-friendly, self-service portal enables your line-of-business personnel to take action, obtain status and obtain reports themselves online. Nobody needs to search through EDI files for the required data. For example, if Treasury needs a list of unmatched invoices, they can fulfill their own requests for data and reports. Otherwise, IT personnel would have to manually track down the data to service these requests, wasting your company's time and resources. Usage is controlled based on configurable, role-based access.

Benefits

- **Satisfied customers**—Because you are notified about compliance and/or data quality issues in real time, you can resolve them immediately and ensure timely delivery of goods to your customers.
- **Collaborative business partner relationships**—By ensuring accurate, timely exchange of business documents that are in compliance with requirements, you avoid disputes and prevent delays that can impact order delivery and/or payments.
- **Reduced costs**—Automated matching across documents, coupled with automated workflow, real-time alerts, and self-service portal capabilities for IT and business users reduces your administrative costs associated with error-prone manual processing and phone calls. You can eliminate delays while reducing resource requirements.

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