OpenText B2B Managed Services

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

Solution overview

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.

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%
OpenText augments an operations team for 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 realtime 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, organizations need to trade with global trading partners as quickly as possible. More than 800,000 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, and 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.

“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.”

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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 discovery**
Offers a single repository, Global Partner Directory, of all trading partners connected to Trading Grid. Includes extensive search capabilities and self-service connection invitations to accelerate trading partner onboarding and time to value. Enables ethical sourcing strategies where businesses may need to select trading partners based on specific ethical or corporate social responsibility criteria.

**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.

**Data integration**
Manages all data integration and translation tasks, leveraging more than 5,000 pre-built document integrations 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 processes critical production data integration changes on-demand.

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

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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 has a new user interface offering more responsive environments to simplify and improve the overall experience of these applications. 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 manage a supply chain by exception, enabling businesses to focus on high priority needs. This improves collaboration with trading partners, helping streamline supply chain operations.

Collaborate peer-to-peer

OpenText™ Core for Trading Grid™, allows companies to move beyond traditional hub-and-spoke-based information sharing. A secure, cloud-based file sharing application, it enables peer-to-peer/spoke-to-spoke collaboration among business users. OpenText for Core ensures that even the smallest trading partner can exchange electronic business documents with their customers, thus helping to enable a 100% digitized supply chain.

Expand process collaboration to new users and use-cases

OpenText delivers extended collaboration with its 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, for insights into operational metrics as well as business metrics, such as supplier performance. Trading Grid Analytics also provides business users with historic trends, current performance and predictive metrics to identify risk, such as a supplier’s likelihood to ship on time, all without engaging IT 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 it into Trading Grid Analytics for 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™, to realize the value of data flowing across their supply chain and support 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 for accuracy in real-time to ensure they are accurate and comply with a company’s business rules.

• **OpenText™ Lens** monitors data flows between any system or data source, within the enterprise and with external business partners.

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 800,000 trading partners enables businesses to accelerate time to market while, with its 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 a 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.

"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.”

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