

# Have You Considered Everything That Goes into a B2B Transaction?

More than two dozen unique steps are required before your first B2B transaction can be completed. Do you have the in-house capabilities, expertise and resources to implement and manage global B2B transactions?

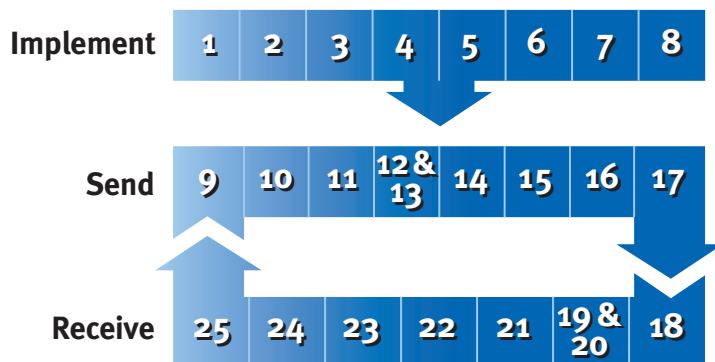
In today's highly competitive global marketplace, your company must be focused on your core competency. And you don't want to be distracted by the on-going effort to manage and maintain your B2B systems.

## We Have the Solution

GXS Managed Services offers global B2B transaction capability. Our experts understand the business processes, global standards, technology and data requirements needed to implement a robust system that adheres to constantly changing global standards while meeting your unique requirements.

GXS is a leading provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration. Organizations worldwide, including 75 percent of the Fortune 500 leverage and more than 40,000 small and medium-sized enterprises leverage GXS' global interoperability and supply chain execution solutions. Active in the global standards arena, GXS offers solutions that enable customers to connect with global trading partners, synchronize product information and optimize the execution of supply chains.

## 25 Steps to a B2B Transaction



**GXS Managed Services provide the global services and solutions to deliver an expertly run, secure and seamless e-commerce environment. GXS Managed Services include:**

- Global trading community management
- B2B transaction management
- Any-to-any document translation
- B2B infrastructure management
- Transaction and process visibility/reporting
- 24/7 technical support in over 20 languages

“A new breed of outsourcing services is emerging—services that combine business and technical expertise in a partnership model with their customers to deliver multiple benefits and costs savings... allowing the CIO to create business value, not just manage a technology stack.”

— AMR RESEARCH

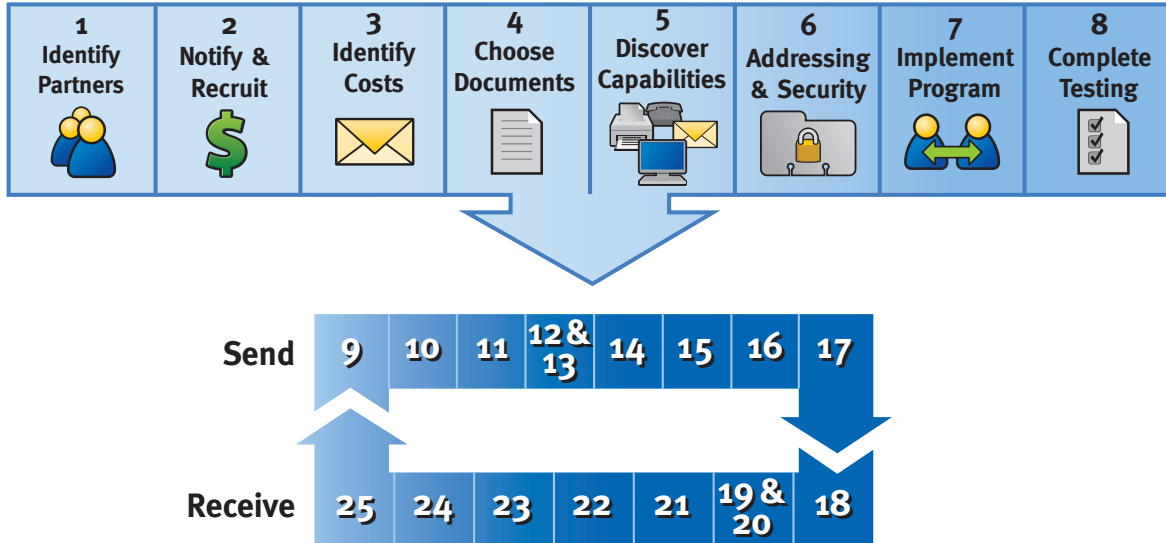
“OUTSOURCING AND THE CIO AS CHANGE AGENT”









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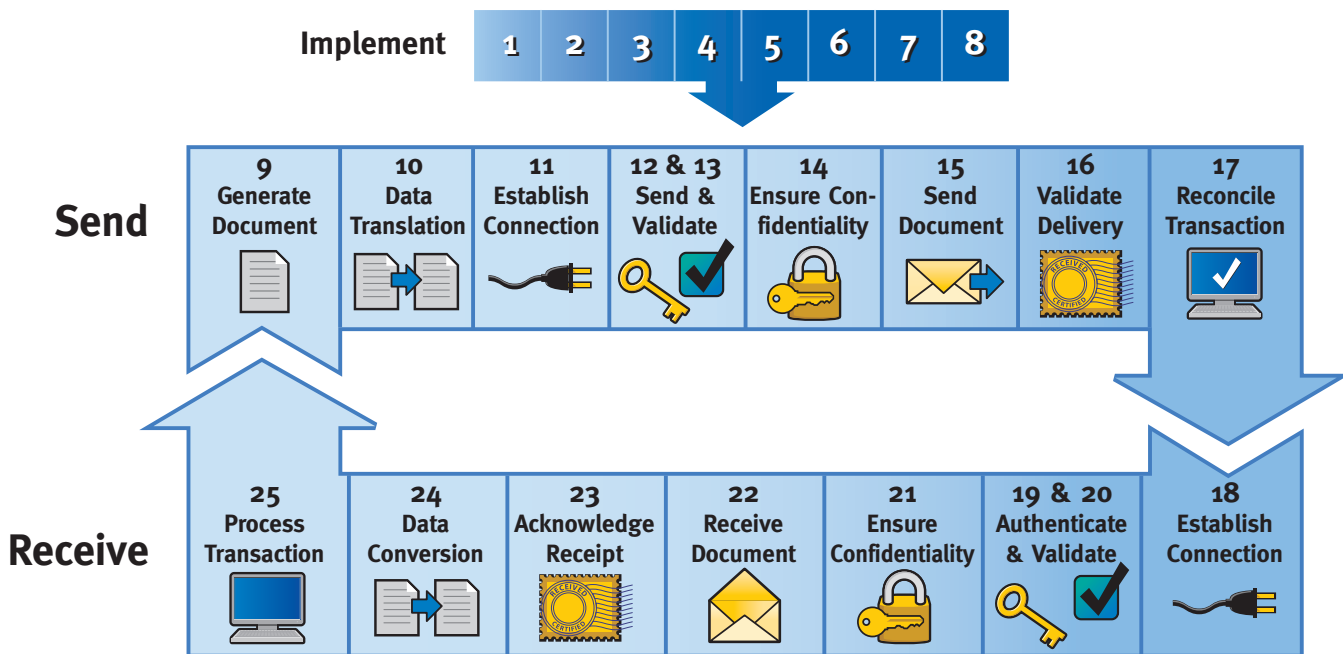
# 25 Steps to a B2B Transaction

## Implement



Implement	
1 	<b>Identify Trading Partners</b> —Develop technical and business relationships to enable B2B transactions.
2 	<b>Notify and Recruit Trading Partners</b> —A critical success factor is high percentage participation by suppliers, customers and other business partners.
3 	<b>Identify and Apportion Costs</b> —Understand expectations within your trading community. Communicate clearly who will pay key costs (software, fees and/or services).
4 	<b>Choose Document Formats and Specs</b> —Various standards exist in different industries. Identify and understand the standards and versions your community uses.
5 	<b>Discover Capabilities</b> —Understand your trading partners' levels of technical sophistication so you can agree on an approach that meets your and their requirements.
6 	<b>Establish Addressing and Security Needs</b> —Match the addressing convention to the transmission method your trading partner prefers. Ensure that the technology is secure.
7 	<b>Implement Trading Program</b> —Set up the trading relationship. Configure the software and business processes to support the switch to electronic documents.
8 	<b>Complete End-to-End Testing</b> —Test connectivity and document compliance with your B2B community. Coordinate all scheduled testing and maintenance windows with trading partners.

# 25 Steps to a B2B Transaction



Send		Receive	
9 	<b>Generate Transaction Document</b> —Initiate a B2B transaction using back-office systems such as enterprise resource planning (ERP), order management, or supply chain management (SCM) systems.	18 	<b>Establish Connection</b> —Connect to your trading partner directly, or via shared services such as VANs or marketplaces. Use any type of network, ranging from the Internet, to T1/E1 lines, to dial-in.
10 	<b>Put Data in Standard Document Format</b> —Convert the transaction document from the back-office system format to the correct community standard such as EDI, XML, CIDX, HIPAA or RosettaNet.	19 & 20 	<b>Send Authentication and Validate Sender</b> —Ensure that the document came from the correct trading partner. Ensure that your trading partner intended to send the document to you.
11 	<b>Establish a Connection</b> —Connect to your trading partner directly, or via shared services such as VANs or marketplaces. Use any type of network, ranging from the Internet, to T1/E1 lines, to dial-in.	21 	<b>Ensure Confidentiality</b> —Use encryption over the public Internet; using AS2, S/FTP or VPNs; or use private network connections with your trading community
12 & 13 	<b>Send Authentication and Validate Recipient</b> —Ensure that your communications are sent to the correct trading partner. Assure your trading partner that the received document is from your company.	22 	<b>Receive Document</b>
14 	<b>Ensure Confidentiality</b> —Use encryption over the public Internet; using AS2, S/FTP or VPNs; or use private network connections with your trading community.	23 	<b>Acknowledge Receipt</b> —Make sure your trading partner knows you received the document. Choose from a variety of electronic mechanisms.
15 	<b>Send Document</b>	24 	<b>Convert Data into Required Format for Processing</b> —Convert the received document into a format your back-office systems can process.
16 	<b>Validate Delivery</b> —Ensure the trading partner has received the document. Choose a mechanism that is compatible with your systems.	25 	<b>Process Transaction</b> —Deliver the document to your back-office system for processing.
17 	<b>Reconcile Transaction with Origination Point</b> —Provide visibility into the transaction’s status. Avoid errors, phone calls and rework.		

## Maintain and Manage a World-Class B2B System

Once implemented, B2B systems require maintenance and management. Maintenance keeps your system “healthy” and up-to-date. Management enables you to extract the highest return on your investment. Do you have the right team and processes to ensure a world-class B2B system?

Technology Administration	Process & Firefighting
Hardware, integration software, and management tools	Experience, training and depth of staffing
<p><b>Hardware &amp; Software</b>—Provide support through an experienced operations team in world-class data centers with multiple power feeds, redundant generator back-up, offsite back-up and data secured on mirrored RAID storage.</p>	<p><b>Trading Partner Administration</b>—Keep up with changes made by trading partners to their IT systems. Ensure that your staff has the skills and experience to quickly react to changes.</p>
<p><b>System and Application Administration</b>—Require your IT support staff to be available 24x7 for optimal performance and availability of your B2B system.</p>	<p><b>Change Management</b>—React to internal IT changes, such as new business processes, networking changes and ERP upgrades.</p>
<p><b>Upgrades</b>—Keep up with upgrades, patches and bug fixes. Avoid impacts to day-to-day business activities by scheduling testing, staging and launch during off-hours.</p>	<p><b>Error Resolution</b>—Recognize, isolate and react in a timely manner to errors that originate with a trading partner.</p>
<p><b>Archiving &amp; Reporting</b>—Ensure that you have a system to archive, search, retrieve and report on individual transactions, or on program trends as a whole. This is particularly important for regulatory compliance such as Sarbanes-Oxley and HIPAA</p>	<p><b>Exception Management</b>—Ensure that you have the technology and processes to observe “normal” ranges or activities, recognize anomalies, and generate appropriate alerts.</p>
<p><b>High Availability</b>—Engineer your B2B program so that you can continue processing in the event of a hardware or software failure.</p>	<p><b>Program Management</b>—Ensure your B2B program continues to meet the changing needs of your organization and your trading community.</p>
<p><b>Disaster Recovery</b>—Recover and begin processing again with no loss of momentum after a catastrophic data center failure. Deploy a backup data center physically separate from the primary center.</p>	<p><b>Order &amp; Process Tracking</b>—Develop visibility across the business processes and the ability to correlate the documents pertinent to the transaction.</p>



About GXS  
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