

# GXS Community Link<sup>SM</sup>

## Global Community Enablement Solution Ensures No Trading Partner Left Behind

In today's rapidly expanding global marketplace, a company's ability to electronically trade with all of its trading partners in real time results in higher profits, faster payments, significant cost reductions, and happier customers and suppliers. Despite this, many businesses still receive business-critical information from their small and medium-sized (SMB) business trading partners through fax, phone or email even though these manual processes are slow, inefficient and error-prone.

Has your business experienced:

- Delayed order processing and longer lead times for fulfillment due to manual processes?
- Incorrect invoices and orders resulting from manual data entry from trading partners?
- Lost information from incomplete fax transmissions, misplaced paperwork and unanswered voicemails?
- Exacerbation of these inefficiencies when communicating with trading partners across geographic regions, time zones and languages?

## Get More Return From Your IT Investments with Community Link

To address these inefficiencies, GXS created Community Link. Community Link offers best-in-class community management through global trading partner ramping, technical support and change management. GXS Community Link enables you to quickly and successfully launch nearly any e-commerce program. Community Link provides the proven tools and expertise needed to launch your e-commerce initiative quickly and ensure its ongoing success—be it EDI, data synchronization, AS2 or VAN migrations.

Benefits of this service include:

- **Speed**—Build electronic trading communities and implement new e-commerce transactions in less than half the time it takes most companies to implement an internal initiative.
- **Cost Savings**—Avoid costly testing infrastructure and expensive technical staffing resources.
- **One-Stop Source**—Access all the tools, training, best practices and technical support your trading partners need to connect to your supply chain quickly and efficiently.
- **Efficiency**—Free up your in-house resources to devote more time to core business competencies and other pressing IT issues.



### COMMUNITY LINK CAN LAUNCH AND MANAGE YOUR E-COMMERCE INITIATIVES INCLUDING:

- Data synchronization
- AS2/Internet EDI
- VAN migrations
- EDI
- Supply chain visibility

As businesses near 100% trading partner participation, the following business benefits become more apparent:

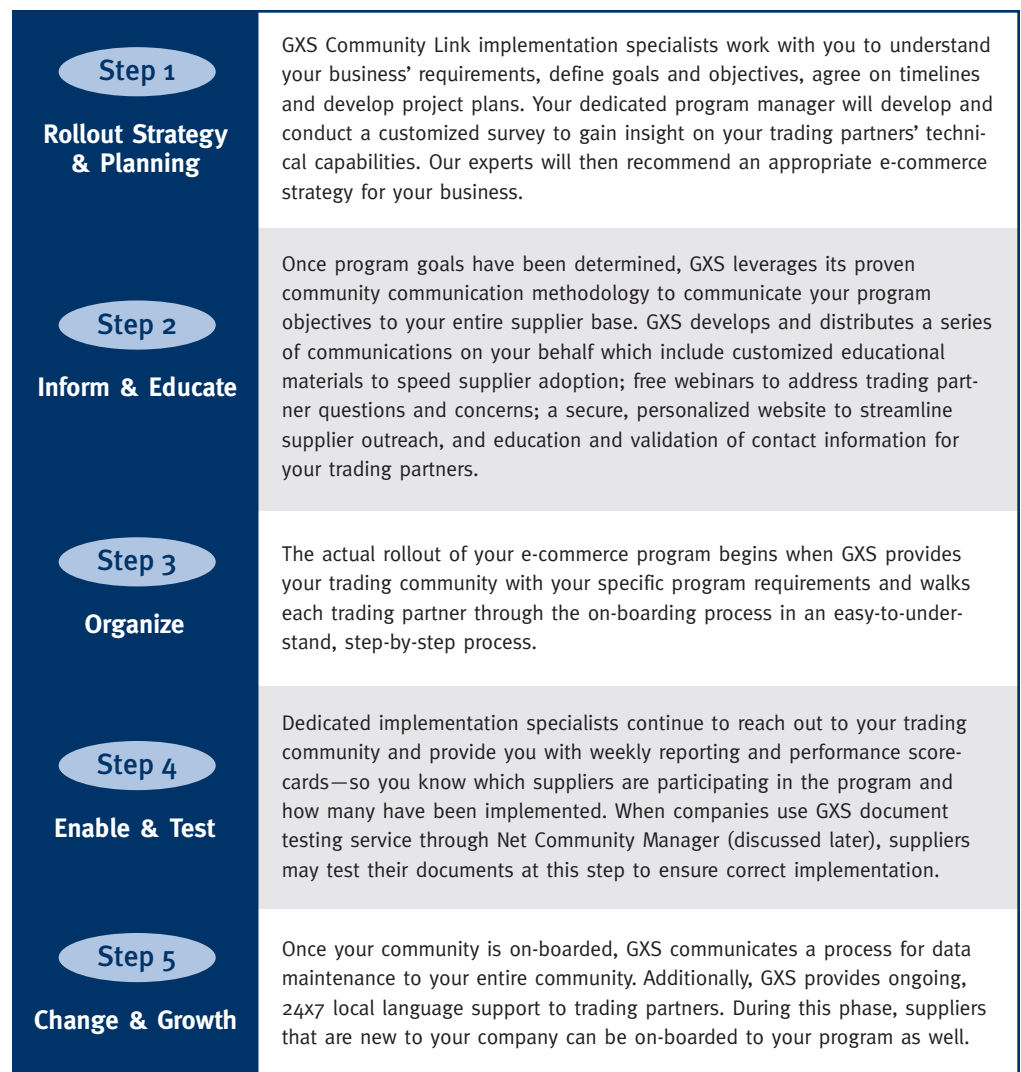
- Reduced supply-chain costs
- Improved invoice tracking and reduced procurement costs
- Improved productivity by avoiding non-value add (manual) processes
- Simplified and streamlined communications with your trading partners

For more than 35 years, companies have turned to GXS to on-board their trading communities in many industries including retail, automotive and high-tech. Businesses continue to turn to GXS for their community enablement needs for four reasons: 1) GXS's proven methodology for on-boarding success, 2) easy online community enablement, 3) a complete suite of SMB solutions and 4) global capabilities.

## Proven Methodology for Success

Community Link employs a proven five-step process that leads to a successful community implementation:

A leading global retailer turned to GXS Community Link to roll-out its data synchronization program to over 11,000 suppliers.



## Easy Online Community Enablement

One of the biggest obstacles for on-boarding all trading partners is their natural reluctance to change existing technology and/or business processes. As part of the Community Link solution, GXS Net Community Manager offers an easy way for your e-commerce enabled suppliers to leverage their existing e-commerce investment with you.

Net Community Manager provides a secure program-specific website with your company's logo, tools for registration, a messaging center, mass fax/email communication, posting of program information and standards, program reports and compliance testing of e-commerce/EDI documents. As a result, Net Community Manager makes it easy to on-board your trading community online.

Net Community Manager dramatically reduces the set-up time needed to share information electronically with your supply chain. Companies benefit from fast trading partner implementation, the ability to handle larger communities, easy distribution of guidelines, around-the-clock testing and status reports, easier communication, fewer resources required for implementation and overall more successful programs.

Features and benefits include:

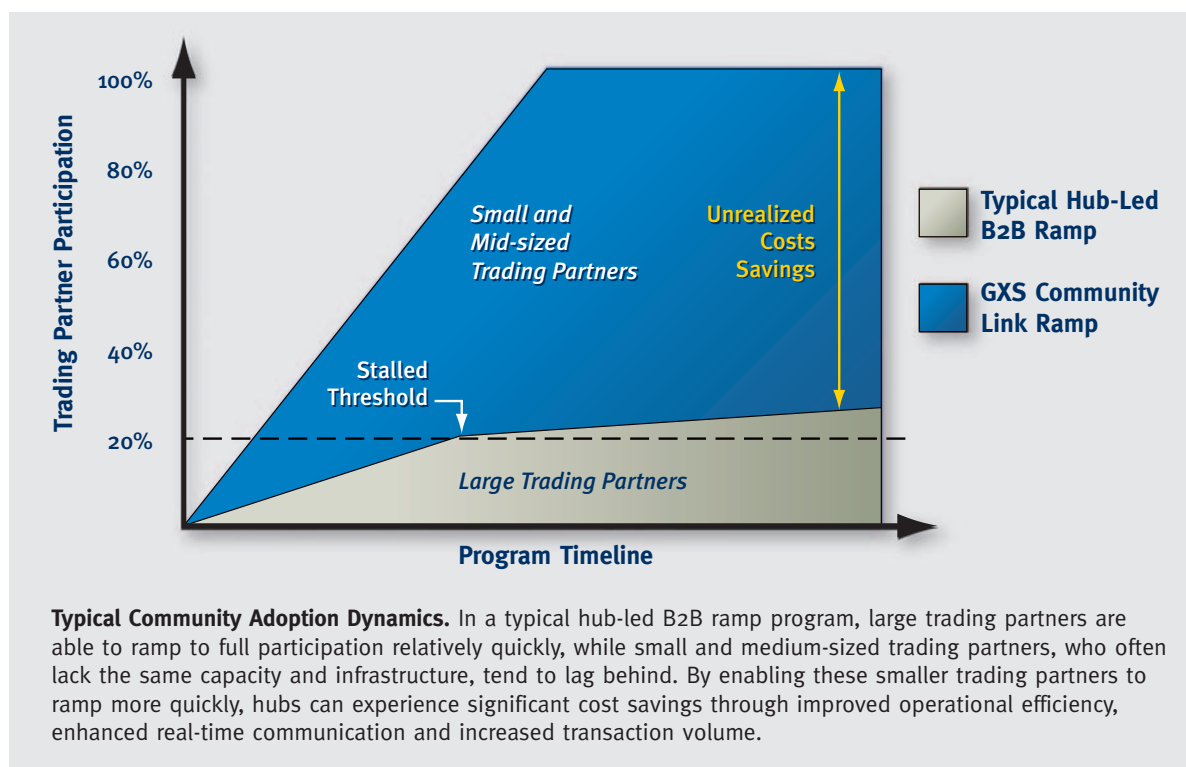
- **Document Testing**—To make it easy for your trading partners to conduct automated document self testing, Net Community Manager has built-in standards-compliant/certified document compliance validation engine(s).
- **Built-in Reporting**—Net Community Manager provides customized, online program status reports for your business with 24x7 accessibility. You can also access an online history of your trading partners' testing activities.
- **Streamlined Communications**—With web-based trading partner registration, Net Community Manager makes it easy to communicate your e-commerce program to all of your suppliers. Through its electronic communications and messaging center, GXS will post your program information, test documents and standards.

## Complete Suite of Small and Medium-Sized Business Solutions

Many small and medium-sized business trading partners face significant barriers to becoming electronically enabled. We understand that not every trading partner has a huge IT department—if any IT department at all. GXS Community Link implementation specialists have the ability to on-board suppliers with nearly any level IT capability—from large suppliers with sophisticated ERP systems to the smallest trading partners with only a fax machine or Internet connection.

GXS offers solutions to on-board even the smallest of your trading community suppliers with Trading Grid<sup>SM</sup>—GXS's unique global integration platform that enables and streamlines cross-enterprise business processes for all-sized companies. With extreme flexibility, Trading Grid helps customers automate global trading communities by shielding them from the complexity of rapidly changing standards, eliminating manual and duplicative efforts, and enabling a new

**GXS implementation professionals moved 5,000 suppliers from paper-based processes to EDI for a major automotive OEM using our full suite of SMB solutions.**



level of process integration and business intelligence—helping to ensure that No Trading Partner is Left Behind. Choose from 20 different solution options to connect to the Trading Grid.

Specifically, GXS solutions to on-board your small and medium-sized business suppliers include:

- **Intuitive Web Forms**—Enable businesses worldwide to trade electronically with you in a standardized, easy and cost-effective manner using GXS’s multi-lingual web forms.
- **Accounting Package Adapters**—Integrate accounting packages, such as Quickbooks, Peachtree, Simply Accounting and more, with electronic documents.
- **Translators**—Move information from internal systems into EDI or XML and vice versa.
- **Service Bureau and EDI-to-Fax Solutions**—Support global trading partners, with no access to a computer or the Internet, with EDI-to-Fax, Fax-to-PO and service bureau solutions.

## Community Churn

Many large organizations have found that after on-boarding their entire trading community, within a year they encounter the same 20 percent problem—manual processes are required to manage transactions from new suppliers. This situation occurs because large organizations on average have between 20-30 percent annual supplier turnover.

To address this problem, GXS offers a robust suite of solutions to ensure that new trading partners are electronically connected to your supply chain. In fact, many companies come back to GXS several years after their initial Community Link implementation to on-board new suppliers, introduce a new e-commerce initiative such as data synchronization, or roll out a new EDI document type.

### QUICK FACT:

GXS Community Link professionals have on-boarded suppliers from seven different Asian countries for a major home environment manufacturer based in North America.



**Unmatched in the industry, the GXS *No Trading Partner Left Behind* Service Level Agreement fuels an on-boarding success rate of 100 percent.**

## Global Capabilities

Launching and managing trading communities worldwide is complex. To help ensure all trading partners are on-boarded, GXS has dedicated teams across the globe dedicated to on-board your trading community no matter where they are located. With dedicated teams in 30 countries throughout the Americas, Europe and Asia, GXS is able to build your global trading community and ensure the success of your company's e-commerce initiatives.

## Two Packages for Enablement Success

As part of our commitment to provide customers with flexible solutions, GXS provides two Community Link packages: Community Link and Community Link Global. With both service offerings, customer can leverage our *No Trading Partner Left Behind* Service Level Agreement (SLA). The *No Trading Partner Left Behind* SLA guarantees that GXS will on-board 100 percent of your trading community or refund you for any portion of the community not implemented within a pre-specified timeframe.

- **Community Link Package:** GXS will contact your entire trading community and offer those companies a range of service options including web forms, EDI, data synchronization, AS2 and more. GXS will also program manage your entire enablement effort, determine escalation procedures and provide supplier technical assistance. Customers receive detailed reporting and analytics, frequent status updates, online testing (for EDI programs), and customized community communications including educational materials, step-by-step instructions and informative, program-specific webinars. The Community Link Package is designed for single country enablement programs.
- **Community Link Global Package:** Community Link Global is designed for the unique and complex requirements of multi-country, global enablement programs. In addition to providing all services offered in the Community Link Package, customers will also benefit from a dedicated program manager, focused support contact, translated educational materials, and 24 X 7 assistance on a global basis.

## Trust GXS

GXS Community Link provides the ideal combination of experienced implementation professionals and robust tools to help enable full participation in your company's supply-chain initiatives. When you select GXS, you choose a partner with over 35 years of experience, a complete suite of SMB solutions, a global presence and multi-lingual customer support—everything you need for success with your local and worldwide supply chain.

## Community Link Packages:

	Community Link	Community Link Global
GXS provides program management	✓	✓
Pre-rollout survey to trading community	✓	✓
Community outreach (proactive calling)	✓	✓
GXS develops communication plan & content	✓	✓
Secure web site for trading partners to access program guidelines and other information	✓	✓
Reports emailed to the customer on community status	✓	✓
Custom reporting per client's specifications		✓
Technical implementation assistance for trading partners	✓	✓
Testing of trading partner compliance	✓	✓
Client support during normal business hours	✓	✓
Client support available 24 X 7		✓
Focused client support person		✓
Online tutorial of enablement solutions	✓	✓
Weekly status calls between client and GXS	✓	✓
Web-based seminars to educate trading partners	✓	✓
Multi-language communication		✓
Multi-language support		✓

Optional services include post-rollout survey, trading partner list cleansing, pre-rollout pilot program and *No Trading Partner Left Behind* Service Level Agreement.

## About GXS

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 GXS' GS1 certified global interoperability and supply chain execution solutions. Active in the global standards arena, GXS offers solutions, powered by the Trading Grid<sup>SM</sup>, that enable customers both large and small, to connect with global partners, synchronize product information and optimize the execution of supply chains.

Headquartered in Gaithersburg, MD., GXS provides sales and support to businesses and their partners worldwide. For more information about GXS visit [www.gxs.com](http://www.gxs.com).



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