

## Service Profile

# Interchange Services<sup>SM</sup>

A GXS Trading Grid<sup>SM</sup> Messaging Service

## The Power of the Internet

Interchange Services is a global, Internet-based transaction management service that enables companies to trade business documents electronically in a secure, fast and reliable fashion. This service from GXS enables businesses to exchange documents using both the latest XML standards as well as traditional EDI document standards. Interchange Services can be accessed via the Internet or the GXS private network, enabling companies to maximize the use of today's latest business-to-business (B2B) Internet commerce transactions.

## Confidence in Your B2B Investments

At the heart of Interchange Services are its capabilities to provide you with event-driven messaging, rapid implementation and expansion of your trading communities. Interchange Services delivers robust capabilities for managing third party interconnects and provides your company with access to over 40,000 trading partners worldwide. GXS can help you achieve 100 percent trading partner participation through the right solutions, at the right price and right now!

Interchange Services features and benefits include the following:

- **All Popular Protocols**—Access available through the Internet, GXS private IP network, or third party Value Added Networks (VANs); communications methods include AS2, Secure FTP, Secure HTTP (web browser access), VPN, FTP Push, OFTP, local dial PPP, dial PPP 800 service, bisync and frame relay.
- **Added Security**—Ensures confidentiality and availability of data by providing integrity at every level including Internet or private network security, application backup protection and trading partner validation.
- **Latest B2B Standards**—Supports XML (e.g. RosettaNet, ebXML, etc.), ANSI X12, EDIFACT, TRADACOMS and binary files.
- **High Performance**—Provides event-driven processing for your critical B2B transactions, status reports that give you an audit trail, and the confidence that your documents are delivered to your trading partners. When you send documents to ICS, they are processed and available to your trading partners for pickup or delivery in seconds.
- **Automated Process Management**—Rules-based services enable you to automate steps in your electronic processes. Examples include:



Interchange Services enables companies to quickly create and manage electronic business communities using the Internet to access over 40,000 trading partners with the speed, reliability and availability you have always counted on.

## KEY BENEFITS

- Avoid costly infrastructure investments and complexity because you can connect to GXS using your preferred communications method and document standard. We will ensure that your documents reach all your trading partners in their preferred format and communication protocol.
- Improved control of your B2B process because you manage by exception, establish rules to automate business processes according to your needs, use dashboards to help you identify performance trends and more.
- A network of over 40,000 trading partners available.
- Full suite of e-commerce software and services available.

- **Exception alerts** to notify you via e-mail or text message upon occurrence of special circumstances such as document arrival or processing errors;
  - **Acknowledgment services** that manage and monitor the performance of your supplier community in responding with acknowledgements within your specified timeframe;
  - **Automated document routing** when you need to copy multiple people or applications on documents you send or receive.
- **24x7 Customer Service**—Web-based service provides self-service trading partner administration and reporting. In addition, the Live Chat feature provides direct access to a knowledgeable Customer Support Agent. All of GXS automated services are backed by a renowned 24X7 Customer Support Operation.
  - **Full Suite of e-Commerce Software and Services**—Offers a wide variety of options to suit your needs to trade with one or multiple partners, operate in a stand-alone mode or integrated with your back-office system, or outsource your entire e-commerce program to GXS.

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## 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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