

Service Profile

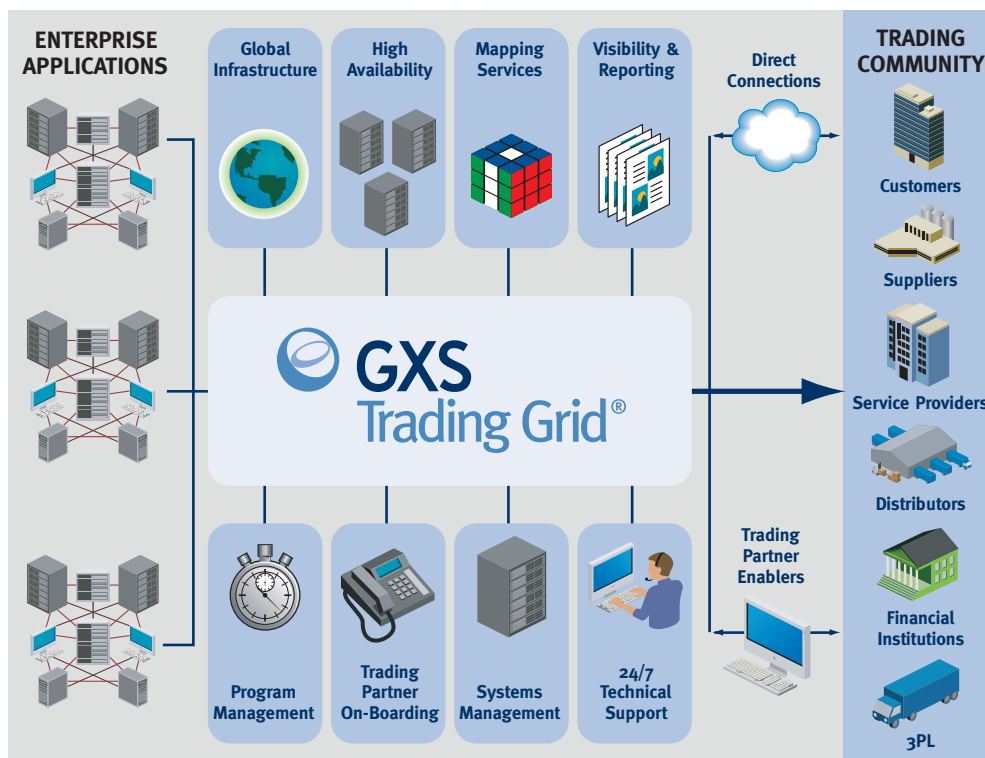
Managed Services

Comprehensive B2B Outsourcing

The ability to maintain a competitive edge in today's marketplace often is driven by a company's ability to match business-to-business (B2B) capabilities with its business strategy and processes. GXS Managed Services give your company an advantage in the marketplace by allowing you to focus on what your company does best, without the resource drain and distractions associated with running an e-commerce infrastructure. GXS can be your strategic B2B partner.

GXS Managed Services Overview

GXS Managed Services provide the technology, the people, and the processes for a comprehensive outsourced B2B solution. This can significantly lower your B2B operating costs and give you one connection to your entire global trading community. GXS Managed Services can connect you with any trading partner, no matter their location, size, or B2B technical capabilities, through a wide variety of trading community enablement tools and services. GXS enables you to rapidly improve your supply chain visibility and positions your company to meet current and future business needs.



GXS Managed Services delivers unique business value in industries where business success is often driven by the effective deployment of e-commerce transactions. Organizations that use GXS Managed Services are empowered to free up internal resources to focus on core business objectives, reduce costs, and fill gaps in internal expertise. More than 100 clients from around the world are currently using GXS Managed Services, including Avago Technologies, Bank of Montreal, BB&T, Eight O'Clock Coffee, Exel Consolidated Services, Miller Brewing Company, National Instruments, Royal Bank of Canada, and Thomson Consumer Electronics.

KEY BENEFITS

- Focus on your core competency
- Over 40% operating cost savings
- Leverage GXS best practices
- Improve responsiveness to new trading partner requirements
- Automate more trading partners
- Nearly two decades of proven B2B expertise

Technology

To deliver a broad array of B2B capabilities and a highly available, resilient infrastructure, all in support of mission-critical B2B processes around the world, GXS Managed Services provide robust B2B technology::

- **Global Infrastructure**—Utilizing the GXS Trading Grid®, its global B2B process network with over 40,000 trading partners currently connected. GXS operates three world-class data centers in the US, Europe, and Asia Pacific to provide local services with global reach and redundancy within and across data centers.
- **High Availability, Disaster Recovery**—Providing unparalleled B2B outsourcing service levels with guaranteed 99.9 percent availability. Twelve-hour disaster recovery and two-year data archiving, including full weekly and incremental daily backups, are standard for Managed Services customers. Shorter recovery cycles are available if needed.
- **High Performance Data Translation**—Support hundreds of millions of on-demand data translations every year. The GXS data translation engine provides translation from any format to any format, and supports all major B2B standards—including EDI (ANSI and EDIFACT), Internet EDI (AS2), RosettaNet, XML, and robust data validation capabilities.
- **B2B Communications**—Supporting a broad range of trading partner connectivity options, including FTP, FTP/s, MQ Series, AS2, HTTP/s, RNIF, and many more.
- **Supply Chain Visibility**—Providing transaction level monitoring, tracking, and reporting via a web-based user interface is standard. Optional visibility services allow you to expand visibility into the forecast-to-settlement process and logistics operations across your supply chain. (See page 3 for more information.)
- **Trading Partner Enablement Tools**—Providing the option to deploy Intelligent Web Forms to automate B2B processes with non-B2B enabled trading partners. A simple but powerful web interface enables you to configure transactions and trading partner access that meet your and your trading partners' requirements. (See page 3 for more information.)

People & Processes

The overall success of your B2B program is driven not only by your B2B technology platform, but also by the people and processes that optimize the technology. It's the people and the processes that reach current and future trading partners, provide the technical support to keep you connected with your trading partners, and streamline your B2B processes. GXS Managed Services provide the people and processes to deliver:

- **Systems Management**—GXS performs all day-to-day management of your B2B infrastructure, including systems-health monitoring, data backup, network management, systems administration, database management, and application support.
- **Project Management**—GXS designates a project manager to oversee the entire implementation project from start to finish and work closely with you to ensure your B2B program success.

SECURITY

The GXS Trading Grid® provides several encryption options: SSL, S/MIME, HTTPS, IPSEC, PGP, Btrade, Prime Factors, SFTP, FTP/s and RNIF. Additional security services include user authentication, non-repudiation, physical security, and ongoing security audits. GXS Managed Services have been certified against the American Institute of Certified Public Accountants Statement of Standards No. 70 (SAS 70).

ERP INTEGRATION CENTER OF EXCELLENCE

GXS operates an ERP Integration Center, staffed with a team of experts who are proficient in SAP and Oracle B2B integration. Using GXS integration tools, GXS can enable critical data—such as orders, logistics, inventory, and payments—to be shared with external business partners. The ERP Center has expertise in the native application protocols and file formats of both SAP and Oracle, as well as unparalleled depth in industry standard communications and document formats, such as FTP and XML.

COMMUNITY LINK

GXS Managed Services leverage the GXS Community Link global trading community enablement services that provide the automated tools for trading partner ramping and proven B2B expertise to make your e-commerce initiative successful. GXS provides community enablement for broad range B2B initiatives, including EDI, data synchronization, AS2, global supply chain visibility, and VAN migrations.

- **Program Implementation**—This includes identifying and notifying trading partners, determining appropriate document formats and specifications, pinpointing trading partner technical capabilities, and setting up and testing trading partner connections via the GXS Trading Grid, B2B exchanges, or other networks. All necessary exception handling, maintenance of production models, and troubleshooting are provided.
- **Mapping Services**—The B2B professionals at the GXS Mapping Center of Excellence manage all data-mapping and translation tasks, perform change management and issue resolution with your community and processes critical production map changes within 24 hours. GXS also follows strict change management procedures and maintains a version control document repository to ensure map quality.
- **Technical support**—GXS provides 24x7 business process, transaction and systems-health monitoring, proactive transmission error reprocessing, and customizable daily error reporting. GXS also provides functional acknowledgement tracking, trading partner scorecarding, trading partner administration (passwords, access levels, etc.), and proactive notification to your trading partners of changes to data formats, transaction sets, and business rules on an ongoing basis.

Benefits of Managed Services

Lower B2B Operating Costs—GXS delivers proven results, averaging over 40 percent customer return on investment (ROI), by taking on the resources and expense of managing your B2B objectives. In fact, a customer survey revealed that GXS Managed Services customers average a 42 percent ROI. GXS Managed Services shield your company from the increasing complexities of B2B program management, such as connecting new trading partners, changing map requirements, or ongoing hardware and software maintenance. Your company is then able to focus its resources on core initiatives.

Enhanced B2B Capabilities—GXS Managed Services provide immediate access to the GXS Trading Grid, a robust, global B2B platform with over 40,000 trading partners already connected. This enables you to connect with more trading partners, no matter their location, size, or B2B technical capabilities, and increase your visibility into your supply chain through actionable supply chain information. In addition, GXS guarantees 99.9 percent systems availability, ensuring your B2B operations run smoothly.

Improve Customer Service and Responsiveness—Are you able to connect with all your customers in their preferred data format, over their preferred communications protocol, in their timeframe? If not, GXS can help you improve your existing service levels and responsiveness to new requirements. GXS Managed Services B2B experts, combined with the broad range of technology options, can get you connected to your customers and get your products to market faster.

Focus on Your Core Competency—GXS Managed Services give you a competitive advantage by enabling your company to focus on what it does best—without the distraction of supporting an e-commerce infrastructure. GXS Managed Services provide technical and support solutions designed to help you quickly and securely meet your business goals.

GXS MAPPING CENTER OF EXCELLENCE

The Mapping Center enables our customers to achieve extraordinary cost, quality, and performance advantages over in-house approaches. Maps are built using a rapid development methodology, based on GXS best practices, which includes defining specifications, physical development, and end-to-end testing.

GXS MANAGED SERVICES OPTIONAL COMPONENTS:

GXS Order Lifecycle Visibility

Order Lifecycle Visibility (OLV) provides your internal users and trading partner community with a single solution for automating the entire forecast-to-settle process, making it easy to quickly answer questions such as “Was my order accepted? Will the order ship on time? What is the status of my invoice?” OLV has three functional modules—Forecast & Order, Ship & Receive, Invoice & Settlement—enabling you to start with one module and add others according to your business requirements.

GXS Logistics Visibility

GXS Logistics Visibility (LV) supports strategic decision making across all critical logistics processes—from order and shipment visibility to booking, tendering, and financial settlement. LV delivers a consistent, reliable, and comprehensive flow of clean and accurate logistics information.

GXS Intelligent Web Forms

A subscription-based entry-level B2B e-commerce service, Intelligent Web Forms is an internet EDI system that enables small to mid-size trading partners to receive, turn-around, create, and manage electronic documents, using only a web browser.

Why GXS Managed Services?

Proven B2B Expertise

No one has more B2B e-commerce outsourcing experience than GXS. GXS has been processing transactions in an outsourced model since 1988 and our expertise in trading partner ramping and implementation derives from the GXS operational team's utilization of B2B best practices across over 140 customer operations in production today.

Supply Chain Visibility

You can quickly and effectively increase supply chain visibility and actionable information through three optional services available to GXS Managed Services customers. GXS Order Lifecycle Visibility enables efficient management of the order-to-settlement process between trading partners through deep B2B process functionality, a centralized data store, and the flexibility to model any business process. GXS Logistics Visibility gives customers and suppliers complete status information on all in-transit shipments, including dynamic estimated time of arrival, order quantity roll-up, and reverse pipeline queries. GXS Intelligent Web Forms, the next-generation global forms solution, is a 100 percent web-based application that allows all companies, no matter what size, to automate manual processes with trading partners worldwide.

Leverage the GXS Trading Grid

GXS Managed Services utilize the power of the GXS Trading Grid. GXS Trading Grid is a unique global integration platform that enables and streamlines cross-enterprise business processes. With extreme flexibility and a services-oriented B2B platform, the Trading Grid helps companies automate global trading communities by shielding them from the complexity of rapidly changing standards, eliminating manual and duplicative efforts, and enabling a new level of process integration and business intelligence.

Uptime and Availability

GXS Managed Services are designed to be secure, reliable, and scalable to meet our customers' growing business needs. Our data centers feature a highly redundant power architecture, which includes uninterruptible power supplies, backed by diesel generators. Data is stored on redundant disk configurations using redundant array of independent disks (RAID). System and content data are backed up regularly and duplicate copies of backups are taken off-site for disaster recovery.

Focused, Proactive Customer Support

GXS Managed Services offer dedicated, proactive customer support to manage and monitor e-commerce transactions across your supply chain. The support team proactively manages transactions all day, every day, utilizes Six Sigma quality standards worldwide, and offers a 24x7 help desk to provide assistance.



About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration, synchronization and collaboration among trading partners. Organizations worldwide, including 75 percent of the Fortune 500, leverage the GXS Trading Grid® to extend supply networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. With an unmatched global presence, proven trading partner management and B2B outsourcing services, GXS's on-demand solutions maximize the benefits of integration for businesses. Based in Gaithersburg, MD, GXS's extensive global network serves customers throughout the Americas, Europe, the Middle East and Africa and Asia Pacific regions. GXS can be found on the Web at www.gxs.com.

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