IBM Sterling B2B Integration Services

IBM helps reduce the total cost of ownership for business-to-business collaboration

Overview

In this solution overview, you will learn:

- How to achieve competitive advantages through B2B collaboration

- How Sterling B2B Integration Services allows improved allocation of internal resources

- What drives increased profitability

Benefits

- Increases business agility and control

- Offers flexible delivery options

- Offers world-class support

- Offers comprehensive security capabilities

- Offers data integrity

- Optional L1 trading partner support

Executive summary

Organizations looking to drive growth and greater efficiency in today's competitive marketplace require a synchronized value chain with customers, partners, and suppliers to deliver on the promise of Smarter Commerce. To achieve this, those organizations turn to B2B collaboration platforms for visibility and control over the processes they share with their business community. Building on the B2B integration and process visibility capabilities of IBM® Sterling B2B Collaboration Network, our B2B managed services reduce the burden on internal resources, minimize your costs, and accelerate your ability to achieve B2B collaboration through the addition of B2B process management and trading partner support.

What is IBM® Sterling B2B Integration Services?

Sterling B2B Integration Services combine the industry leading capabilities of the IBM Sterling B2B Integration software products, value-added network and related trading community development and business process visibility services, with B2B process management and trading partner support services to create B2B and EDI managed services solutions.

B2B collaboration creates real business value

Companies seeking to drive growth and greater efficiency are increasingly adopting B2B collaboration strategies. These strategies have the goal of reducing cost and increasing profitability through real-time, comprehensive visibility and control over the business processes they share with customers, suppliers, banks, and other outside partners.

Aberdeen Group research has identified that electronic connectivity with suppliers and customers creates compelling results, including:

- Administrative savings through lower transaction costs, fewer data errors, and fewer invoice discrepancies
- Improvements in key performance metrics such as reduced out-of-stock conditions at customer/retail locations, increased perfect-order percentages, reduced inventory holding costs and lower safety-stock requirements, faster order-to-cash cycle time, and increased customer satisfaction.[1]

A scarcity of B2B experts means higher costs

Business decision makers who are responsible for developing B2B collaboration in their companies are struggling to do so at a time when, across industries, expertise in B2B collaboration processes and technologies is in short supply.

What's more, they are trying to achieve these unprecedented levels of B2B collaboration while supporting larger numbers of trading partners, more ponderous legacy systems and increasingly complex business processes. As a result, these critical collaboration projects are often simply postponed. Delays and complexity further drive up the total cost of ownership (TCO) for B2B collaboration.

Helping you achieve even better B2B collaboration for less

For organizations looking to grow their B2B collaboration with inadequate resources or resources that would be better focused on differentiated core business processes, the business case for managed services is compelling.

IBM achieves economies of scale within our integration cloud environment by using efficient provisioning, B2B process management, support and reporting tools, as well as our own infrastructure, software, and network services. This environment, operated by our own people, combines to provide a higher level of business benefit at a lower TCO than is typically available from an in-house managed solution. This "better-for-less" dynamic features detailed monthly reports, so you know exactly what the TCO of your B2B operations are.

Designed to alleviate the burden on internal resources, Sterling B2B Integration Services can take responsibility for part or virtually all of your B2B electronic commerce infrastructure and processes, helping enable you to:

- Reduce the TCO of your B2B operations
- Use your internal resources where you need them most
- Increase profitability by reducing the cost and increasing the reliability of B2B operations
- Accelerate B2B collaboration with customers and suppliers to achieve competitive advantage

| B2B Integration | Process Visibility | B2B Process Mgmt | Trading Partner Support |
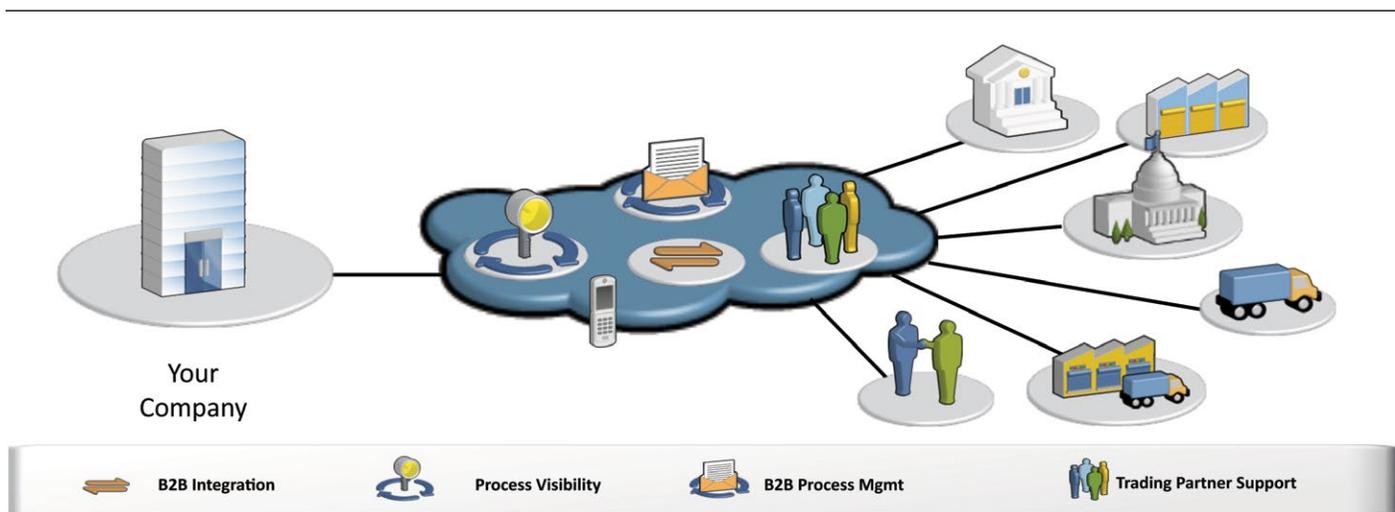
1 *B2B Integration and Collaboration: Strategies for Building a ROI Business Case*, Nari Viswanathan, Aberdeen Group, Inc., June 2011

Your ROI enables you to use internal resources where most needed

IBM provides the resources to manage your B2B integration technology so you can rapidly grow and adapt your B2B community through:

- Integrating business partner transactions with back-end applications by using our experts and SOA-based platform
- Offering flexible delivery options, where you can take as much or as little responsibility as you like, when you like, enabling you to transfer ownership as you wish
- Security-enhanced communication with any partner around the world independent of protocols or gateway
- Improving the agility and control of your supply chain with real-time business process intelligence

Increase profitability by reducing the cost and increasing the reliability of B2B operations

IBM helps drive cost reduction and increased reliability through:

- Reducing order, price, and invoice errors by using our expertise to manage your document delivery process
- Providing the skilled consultants to enhance your e-commerce strategy
- Achieving cost efficiencies with our world class 24x7 support and "dial tone" reliable infrastructure

Accelerate B2B collaboration with customers and suppliers to achieve competitive advantage

IBM helps accelerate B2B collaboration through:

- Improving supplier compliance by using our experts to monitor and manage your community
- Document expertise that reduces order, price and invoice errors, and manages your document delivery process times
- Enabling you to take new products and services to market faster with our B2B expertise

A strong partnership sends a strong message to your customers

Teaming with IBM sends a strong message to your customers that they can rely on the integrity of data you send them and that you're capable of keeping pace with changes and upgrades over time. With IBM expertise on your side, you can better earn customer loyalty as you profit internally through more agility, more control, and more visibility into shared business processes.

Solutions to meet your business needs

IBM® Sterling B2B Integration Services Basic

We'll transition you and your trading partners into the integration cloud platform. We provide ongoing management of the B2B infrastructure which includes:

- Mapping services
- Translation
- Community services
- Visibility services
- Infrastructure and communication management
- Real-time processing services

IBM® Sterling B2B Integration Services Plus

Builds on the capabilities of Sterling Integration Services Basic by providing B2B process management.

Sterling B2B Integration Services Plus helps increase capability and profitability in your B2B operations by providing additional transition services, document process management, premium support, integration services, and optional trading partner support.

Optional services include:

- Supplier portal development
- Level 1 support for your trading community

IBM