

# IBM small partner automation

Automate B2B transaction  
processing across your  
supply chain

**Watson  
Customer  
Engagement**



## Highlights

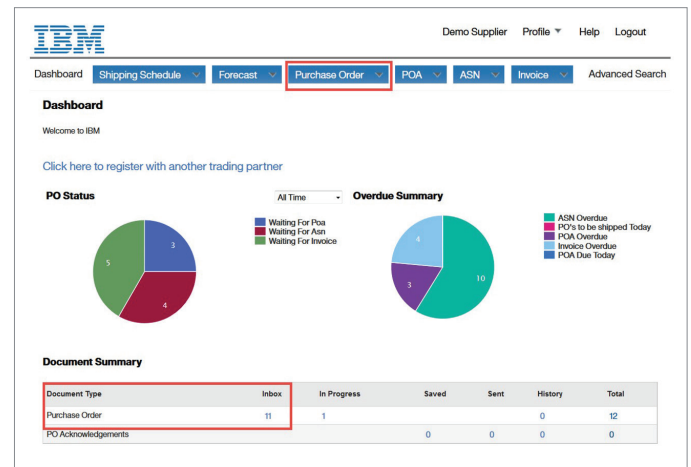
- Reduce costs by enabling electronic data interchange (EDI) exchanges with small partners
- Increase trading partner participation
- Enhance community visibility and reporting
- Achieve faster partner onboarding with automated registration
- Customize forms and best-practice processes
- Enforce business rules at document and process levels

Participation in business-to-business (B2B) programs remains out of reach for many organizations. They may be limited by a lack of technical skills, outdated technology or budgetary restrictions. It can be both expensive and inefficient to deal with organizations that are not participating.

IBM offers small partner automation, which is a configurable, cloud-based solution that allows you and your trading partners to create and exchange business documents electronically over the internet. It helps extend B2B capabilities to your business partners regardless of their size, technical expertise or budget restrictions. IBM® Web Forms and IBM Document Conversion Service together constitute the small partner automation solution for IBM Supply Chain Business Network, which forms the core of IBM Watson® Supply Chain. Supply Chain Business Network helps provide frictionless connectivity and collaboration with partners and suppliers.

IBM Web Forms can be customized to conform to your supply chain processes and documents. From order forecasts and shipping schedules support, to delivery of advance ship notices and invoices, Web Forms provides a timely digital alternative to inefficient paper-based communications. This solution helps you reduce errors and build a highly efficient set of business processes to help keep your supply chain operations costs low.

IBM Document Conversion Service is a fax-to-EDI solution that converts faxes, emails and postal mail into EDI or Extensible Markup Language (XML) format to eliminate paper with a high level of efficiency and accuracy. Document conversion helps detect errors and handles them more efficiently. It can also help lower B2B costs and improve cycle times and supply chain visibility.



This screen capture shows a summary of EDI transactions and their status.

| Features   | Benefits  |
|--|---|
| Faxes and paper-based document conversion into EDI or XML format | <ul style="list-style-type: none"> <li>– Helps reduce costs by eliminating the manual processes of dealing with faxes, emails and postal mail</li> <li>– Detects and handles errors, minimizes human intervention</li> </ul>  |
| Automated partner registration                                   | <ul style="list-style-type: none"> <li>– Automates registration and information gathering</li> <li>– Removes the need to manually contact partners, form partner agreements and collect information</li> </ul>  |
| Business rule enforcement  | <ul style="list-style-type: none"> <li>– At the process level: <ul style="list-style-type: none"> <li>– Helps reduce the error of submitting documents out of sequence</li> <li>– Provides document linking for order updates and document consolidation</li> <li>– Supports partial to complete fulfillment without exceeding the original order information</li> <li>– Helps ensure compliance with established business processes by enforcing document choreography</li> </ul> </li> <li>– At the document level: <ul style="list-style-type: none"> <li>– Populates information entered in related fields</li> <li>– Assists in data and partner compliance</li> </ul> </li> </ul> |
| Consolidated business process                                    | <ul style="list-style-type: none"> <li>– Helps streamline your business processes to control spending and protect margins</li> <li>– Implements one process for all your trading partners, regardless of their size or technical expertise</li> </ul>   |
| Community visibility and reporting                               | <ul style="list-style-type: none"> <li>– Offers a single view into your community of trading partners</li> <li>– Helps manage community contact through announcements and bulk email messages</li> <li>– Identifies unresponsive partners and helps troubleshoot issues</li> <li>– Provides visibility into the performance of your hosted trading community</li> </ul>   |
| Customizable forms and best-practice processes                   | <ul style="list-style-type: none"> <li>– Provides best-practice guidance in establishing processes for supplier enablement</li> <li>– Forms customization with company name, logo, layout and colors</li> </ul>   |
| Partner participation  | <ul style="list-style-type: none"> <li>– Helps minimize the cost and process impact to small suppliers</li> <li>– Helps improve supplier cycle times and cash flow</li> <li>– Frees up resources to focus on running the business</li> </ul>  |
| System security  | <ul style="list-style-type: none"> <li>– Enforces strict password protection policies, unattended timeouts and logout features</li> </ul>   |

## Conclusion

The IBM small partner automation solution enables you to help your small trading partners utilize digitized B2B document exchange to reduce costs and improve supply chain visibility.

## For more information

To discover how Southwire is using IBM small partner automation, read the case study at [ecc.ibm.com/case-study/us-en/ECCF-WHC12350USEN](http://ecc.ibm.com/case-study/us-en/ECCF-WHC12350USEN). To learn more about the IBM small partner automation program, please contact your IBM representative or IBM Business Partner, or visit [ibm.com/us-en/marketplace/web-edi-forms](http://ibm.com/us-en/marketplace/web-edi-forms).

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Produced in the United States of America  
November 2017

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