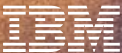


IBM Sterling B2B Integration SaaS

Solution Brief



Meeting demands without disruption

Digital business and globalization continuously disrupt the way we operate in nearly every industry. Customers expect what they want, when and where they want it. You need to meet expectations and seamlessly adapt to the various hurdles and ever-changing needs of a multi-enterprise environment.

Transacting and collaborating with trading partners is harder than it should be because the legacy systems are complex, disconnected and difficult to maintain.

Companies are struggling to control costs and optimize resources while meeting complex trading-partner requirements. And because many of the processes are still not streamlined, you don't have the B2B transaction visibility you need to react quickly enough to changes in your supply chain.

Today's economic challenges demand companies to reduce costs by simplifying and automating B2B transactions while still increasing business momentum.

Highlights



Accelerated connectivity

to reach over 3.1 million businesses through the **IBM Sterling VAN**. Built to support all major standards and protocols allowing you to keep your API and EDI transactions on a single business network.



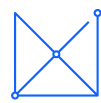
Guaranteed uptime

with a scalable, reliable, secure cloud network architecture. Service level agreements (SLAs) for throughput and issue response time provide confidence of **24x7x365 connectivity** and **99.99% uptime reliability**².



Flexible solution management

by upgrading to the **Premium edition** for proactive, expert-led managed service to optimize your global B2B/EDI operations. Or leveraging AI assisted self-service for greater control.



Modern, smarter B2B

delivered through continuous releases that bring the latest AI, compliance, and self-service enhancements to future-proof your investments and achieve **35% faster revenue recognition**¹.

Solutions

IBM Sterling Data Exchange

3.1M+

pre-existing
business connections

IBM Sterling Data Exchange is a group of offerings built to improve the exchange of data with customers and suppliers, revolving around managed file transfer and B2B integration.

With EDI and API routing, IBM Sterling B2B Integration capabilities are available on hybrid cloud, on-prem, or as a SaaS offering for complete deployment flexibility. These solutions are designed to provide a self-managed, vendor-managed or customer deployment approach that best aligns with your IT skills situation and infrastructure management preferences. Our SaaS capability also includes a value-added business network (VAN) with 3.1M+ pre-existing business connections. These existing connections can greatly shorten onboarding time as you look to add additional customers and suppliers as your business grows.

IBM Sterling B2B Integration SaaS

383%

average ROI¹

\$7.68M

per organization
in total benefits¹

62%

less staff time
onboarding new
partners¹

IBM Sterling B2B Integration SaaS is a modern, secure, reliable multi-tenant cloud solution for EDI/API transactions, seamlessly connecting you to 3.1M+ trading partners. AI-accelerated onboarding and data-driven decision making keeps your business ahead and agile.

IDC found that enterprises who opted for cloud B2B integration through IBM Sterling solutions realized over a three-year period benefits like 383% average ROI and \$7.68 million per organization per year in total benefits. Industries such as retail, distribution, manufacturing, industrial can spend 62% less time staff time onboarding new partners, freeing up the staff to focus on higher value tasks.

Our business network enhances supply chain collaboration by automating B2B transactions with your customers, suppliers, and trading partners. IT and business users can use natural language AI search to visualize the entire lifecycle of a transaction in real-time and in context or drill down to see the granular detail of specific documents. The AI agent helps you to catch anomalies or event failures before they turn into missed shipments or costly chargebacks.

Benefits

Leverage frictionless connectivity, AI acceleration and the cloud to streamline partner connections

Simplify B2B communication of electronic documents and establish strong connections that accommodate your trading partners' requirements. Every partner has a unique and diverse set of business requirements, industry regulations and government mandates they must comply with, as well as varying levels of technical expertise. Sterling B2B integration SaaS enables communication between you and more than 3.1 million pre-connected global trading partners exchanging billions of documents annually.

Always-on availability with industry-leading 99.99% uptime reliability and rapid AI accelerated partner onboarding provides your enterprise with the tools it needs to keep your supply chain connected, regardless of its geographic location or your level of technical skill.

With frictionless connectivity, you can:

- Accelerate partner connections through audit-ready self-service AI configuration agents, ensuring consistent and traceable partner onboarding every time.
- Increase the power of B2B integration with API capabilities.
- Support the most demanding workloads, transaction types and volume variations and new growth areas with a highly-scalable architecture.
- Facilitate automation with smaller, non-EDI trading partners who still use manual communications such as fax or email.
- Support government regulations, such as Peppol and e-Invoicing.
- Meet seasonal demand with global cloud-based services.
- Leverage web services for real-time processing and data enrichment.

Supports the most popular data formats and standards

X12 | Edifact | Tradacoms | JSON | XML | RosettaNet | NAESB | Peppol | AutoDX | flat files | .csv | idoc

and communication protocols

AS2 | AS4 | OFTP 2.0 | IBM Sterling Connect:Direct | SFTP | FTPS | X.400 | SOAP | HTTPS | MQ

The list is not limited to them, for a complete list of supported data format, standards and protocols please contact your sales representative.

Capabilities



Common platform to address EDI and API

An all-in-one platform addresses API, EDI, and hybrid use cases (B2B EDI and API). Data flows through the same platform regardless of use case. Companies benefit from not having to invest in a separate infrastructure for API-based transactions. A single solution approach that leverages existing resources is efficient, effective, and optimizes collaboration with trading partners.



AI powered visibility and issue resolution in a single dashboard regardless of transaction type

With API and EDI unified in one platform, users can view and manage all customer, partner, and supplier transactions in a single view. IBM Sterling B2B Integration SaaS InFlight Agent Add-on intelligently orchestrates multiple specialized agents, to deliver instant visibility and faster issue resolution. These agents empower business users to accelerate root-cause analysis, reduce operational risk, and strengthen the resilience of high-volume B2B transactions. No more switching from system to system to check status or troubleshoot issues for different transaction types. Better visibility enables any user to find the status of a transaction and respond to customer inquiries without involving IT.



Leverage predefined API formats

Users can optionally use their own API formats or use predefined API formats. Sterling B2B API Gateway provides predefined API formats for standard transaction types like purchase orders and shipment notifications. Predefined API formats address most of the document types that are transacted through Sterling B2B Integration SaaS today with more API formats being added. Sterling B2B API Gateway is designed to allow new API formats to be added to meet trading partner API workflow requirements.



Fully managed service or self-service option

IBM Sterling B2B integration SaaS is available as a fully managed service or a self-service option. Leverage IBM's 40+ years of trusted EDI experience to support every customer and trading partner with confidence by upgrading to the Premium edition. For companies interested in managing the day-to-day partner onboarding activities related to their EDI/API workflows, the AI accelerated self-service option gives them the ability to administer and manage their trading partner community and connections without compromising the security and reliability built into the offering.



Flexible usage and purchasing options

Sterling B2B integration SaaS has created a flexible packaging structure which can be tailored to your specific needs. You can start with as few as 1 customer connection and grow from there. We can help you design API and API to EDI hybrid workflows for B2B transactions. Service teams from IBM and business partners will discuss and review your B2B Integration requirements, API options, required services and design a solution to meet your requirements.



With this capability, customers can accelerate growth and simplify operations by utilizing the power and flexibility the Sterling B2B integration SaaS provides. This approach allows you to leverage your existing investment while at the same time address emerging requirements in a single platform solution.

By partnering with an industry leader in both API and EDI solutions, this provides you with the security and peace of mind going forward regardless of the specifics of your solution requirements.

Conclusion

Make faster, more informed decisions

Boost resilience by enabling IT and business users access the right information in real-time to make faster and more informed decisions fueled by the deeper visibility into the B2B transaction lifecycle with your customers, suppliers, and other trading partners.

Business users can ask questions and receive answers using natural language AI advanced search.

With deeper and wider visibility, your enterprise can:

- Optimize your IT staff's productivity by reducing time spent tracking the status of transactions on behalf of business users.
- Empower business users to self-serve the information they need to increase performance and improve customer service.
- Experience real-time visibility of transactions across multiple partners that build trust and transparency.

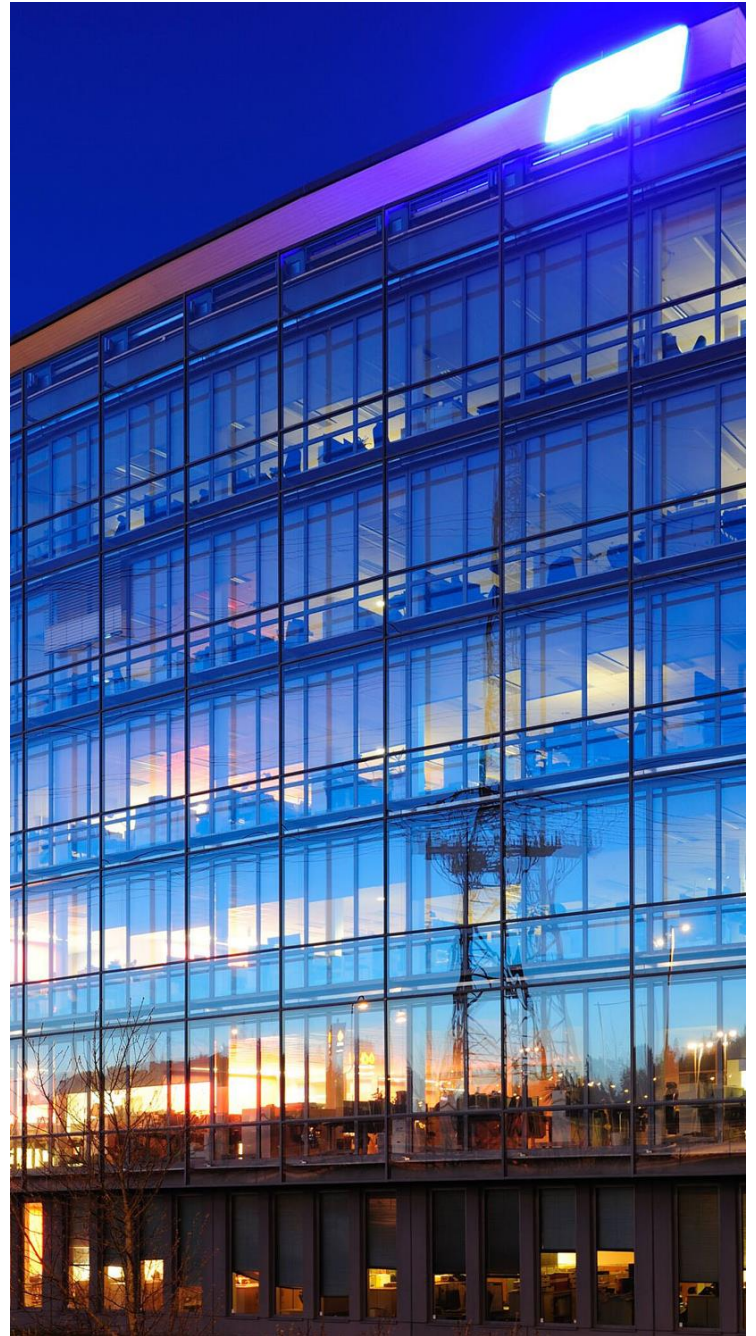


Why IBM?

At IBM, we've been closely monitoring the evolution of supply chains for over a hundred years, since the invention of the bar code. In the modern era of business, with increasing complexity and transaction volume, we see how secure data transfer and agile B2B connections are vital to any company. We are constantly developing new solutions and improving our offerings to meet our customers' ever-changing needs.

With that in mind, we have modernized the IBM Sterling B2B Integration SaaS (formerly Supply Chain Business Network) to meet today's B2B challenges. It leverages the cloud to provide the demand-driven and trusted B2B integration your business needs. Sterling B2B integration SaaS simplifies collaboration by digitizing and automating B2B transactions to increase efficiencies and reduce costs.

In addition to connectivity, visibility and reliability, Sterling B2B integration SaaS helps deliver additional business value while you also take advantage of IBM's long-standing experience in EDI and APIs.



You can benefit from IBM's decades B2B data exchange through our:

- Development and support
- IBM Expert Services
- Managed services

¹ Source ["IDC Business Value of IBM Sterling Data Exchange, September 2023, Simon Ellis, Mathew Marden"](#)

² Source ["IDC MarketScape: Worldwide Multi-Enterprise Supply Chain Commerce Network 2025 Vendor Assessment, Simon Ellis, Reid Paquin"](#)

For more information

To learn more about Sterling B2B integration SaaS, please contact your IBM representative or IBM Business Partner, or

Watch a demo:

https://mediacenter.ibm.com/media/1_ze4wth1d

Free 30 Day Trial:

<https://www.ibm.com/account/reg/us-en/signup?formid=urx-49657>