GXS Managed Services for Transaction Banking

Today's Marketplace

Today, corporate clients can select from any number of financial institutions that offer similar service portfolios, consisting of ACH, wire, lockbox, positive pay, cash concentration and account reconciliation services. But, only best-in-class solutions that drive efficiency and profitable growth can meet the needs of your bank's corporate clients who are operating in a global, highly competitive environment.

Introducing GXS Managed Services for Transaction Banking

GXS Managed Services is a powerful combination of technology, people and process designed to augment and extend the client delivery capabilities of a financial institution's commercial operations. With dedicated resources, we begin every client engagement committed to helping your bank achieve its goals and deliver results.

Among the key deliverables are:

- **Standardised Procedures and Documentation**—Global project coordination means that you can rest assured that the same documentation standards, testing methodologies, security policies and change control procedures are enforced across all aspects of your project.

- **Customised Business Processes**—GXS can customise escalation and support procedures to fit your existing business processes and environment. For example, you can set differing escalation procedures for each client based upon their specific needs.

- **Sales Support**—Technical experts are available to support your sales organisation research and respond to complex questions about file formats, communications and security to help you win new business.

- **Dedicated Help Desk**—GXS will establish a help desk and support team dedicated to you and your client base. GXS will answer the hotline with a personalised greeting that can include your brand name. Specialised technical support experts can be trained in your business processes and unique technical requirements.

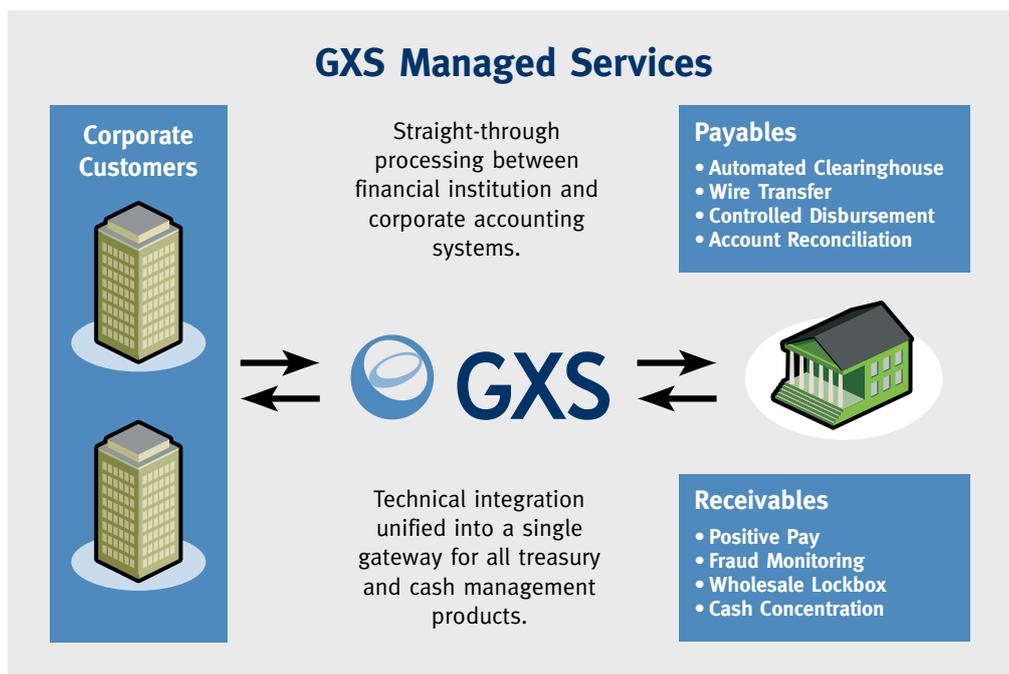## Building a Foundation for Growth with GXS Managed Services

GXS Managed Services for Transaction Banking are designed to comprehensively meet your bank's needs for file and messaging, client implementation and map development. In each area, GXS excels in delivering connectivity, flexibility and security.

- **File and Messaging Services**—The suite of file and messaging services enables your organisation to exchange all of the information associated with payables, receivables and liquidity management services with your corporate clients. These services include:

FINANCIAL INSTITUTIONS USING GXS MANAGED SERVICES FOR TRANSACTION BANKING HAVE ACHIEVED:

- **Flexibility**—Up to 6x increase in connectivity, security and file format options

- **Speed**—Up to 3x improvement in client implementation time frames

- **Performance**—Up to 20x improvement in file throughput

- **Sales**—10-20% increase in new business win rate opportunities

- **Cost**—20-40% reduction in operations compared to in-house IT

GXS Managed Services

Corporate Customers

Straight-through processing between financial institution and corporate accounting systems.

Payables
• Automated Clearinghouse
• Wire Transfer
• Controlled Disbursement
• Account Reconciliation

GXS

Technical integration unified into a single gateway for all treasury and cash management products.

Receivables
• Positive Pay
• Fraud Monitoring
• Wholesale Lockbox
• Cash Concentration

– **Network Protocol Mediation**—GXS supports a wide variety of Internet protocols such as SMTP, FTP/S, HTTP/S, AS2 and AS3; proprietary middleware and application formats such as SAP ALE and IBM MQ Series; and legacy mainframe or dial-up protocols such as SNA, Async and Bisync.

– **File and Message Transmission**—GXS can transmit information to your corporate clients in any file format. GXS gives you the flexibility to exchange information in your clients' preferred file format, network protocols and security standards.

– **File Types**—GXS can process both structured and unstructured data files. Structured data such as payment instructions, account statements, positive pay files or lockbox activity reports can be transmitted in SWIFT, BAI, SAP, Oracle, EDI, XML RosettaNet or other formats. Unstructured documents such as images of cleared checks or health care explanations of benefits can be transmitted as TIFF, GIF, ZIP, TAR or other file formats.

– **Corporate Security Standards**—GXS supports a wide variety of B2B security standards to allow you to comply with your corporate clients' preferred security model. Supported standards include Entrust, PGP, Compress and AUTACK.

• **Map Development Services**—GXS can map client file formats to and from your in-house proprietary banking applications via the Mapping Center of Excellence, which includes over 175 mapping professionals. GXS can quickly and effectively deliver high quality maps to ensure you exceed your client requirements. Advantages of GXS mapping services include:

– **Breadth of Formats**—GXS supports a wide variety of e-commerce formats and protocols. Supported EDI formats include regional standards such as EDIFACT, ANSI X.12, EAIJ and Tradacoms. GXS can map to and from vertical industry specific XML standards such as RosettaNet, VDA, CIDX, PIDX and ebXML. GXS also has extensive experience mapping file formats for popular ERP systems such as SAP, Microsoft and Oracle (including PeopleSoft, Retek and JD Edwards). GXS can map into the file formats of your in-house product applications or to

GXS SUPPORTS THE FOLLOWING:

File Formats
• **ERP formats**—SAP, Oracle, Microsoft
• **EDI**—ANSI X.12, Tradacoms, EDIFACT, EAIJ
• **XML**—RosettaNet, CIDX, PIDX
• **Financial Standards**—SWIFT, BAI, NACHA, ISO20022
• **Proprietary formats**

Network Protocols
• SMTP
• FTP/S
• HTTP/S
• AS2
• AS3
• SNA
• Async
• Bisync
• IBM MQ Series

Security Standards
• Entrust
• PGP
• Compress
• AUTACK

popular banking formats such as SWIFT, BAI, NACHA or other local banking standards.

– **Complex Mapping**—GXS supports a variety of complex mapping scenarios including merging of information from multiple electronic documents into one, splitting of content from one file into multiple documents and reorganising content within one file.

- **Client Implementation Services**—GXS has the skills and resources to help you to on-board your corporate clients regardless of their budget, resources, experience levels, B2B technology preferences or internal skill sets. Implementation of new customers is a core competency at GXS. We conduct approximately 10,000 customer migrations and implementations annually all over the world. Advantages of GXS's approach to new client implementations include:

  – **Local Implementation and Support**—GXS has operations in 20 different countries as well as joint ventures or distributors in another 15 regions. As a result, GXS can help you implement a new customer nearly anywhere in the world. GXS provides technical support in 20 languages, including French, German, Spanish, Italian, Chinese, Korean and Japanese.

Increasing Customer Satisfaction with GXS Managed Services

GXS Managed Services can enable you to differentiate the quality of service provided to your corporate clients to increase customer satisfaction and retention. Learn how you can improve:

- **Flexibility of Delivery**—GXS can increase the level of flexibility you can offer corporate clients for integration. Through GXS you can offer your clients the freedom to use their preferred data network protocols, security standards and file formats.

- **Speed of Delivery**—GXS can help you to accelerate time frames for new customer on-boarding initiatives. With rapid implementation your corporate clients can quickly migrate off more expensive competitor platforms and enable you to accelerate time-to-revenue.

- **Quality of Delivery**—Through best practices and deep expertise, GXS can reduce the number of setup and post-implementation challenges your clients will experience. Fewer trouble tickets will result in greater customer satisfaction and create additional opportunities for your bank to grow customer share of wallet.

- **Performance and Capacity**—GXS' best-in-class technical infrastructure enables you to provide faster throughput and higher capacity than typical in-house systems. As a result, you have the flexibility to meet even the most demanding custom service level agreements from your strategic corporate accounts.

Calculating Return-On-Investment with GXS Managed Services

GXS Managed Services can provide competitive advantages in the marketplace that lead to a number of long term benefits for your organisation. See how you can:

CLIENT IMPLEMENTATION CAPABILITIES

- 10,000 customer migrations and implementations per year

- Operations in 20 countries

- Local client support in 20 different languages

- Robust change control and

- **Increase New Business Win Rate—**Through the additional flexibility to meet client technical integration requirements, GXS can improve the competitiveness of your offering, thereby increasing your win rate for new business opportunities.

- **Shorten Time to Revenue Recognition—**Faster client implementation cycles reduce the time frames before billing and revenue collection can begin.

- **Accelerate New Product Launches—**With on-demand access to a pool of B2B e-commerce experts, GXS can eliminate the resource contention bottlenecks that often delay new product development.

About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organisations worldwide, including more than 70 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimise product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally.

Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at www.gxs.co.uk.

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