

## Service Profile

# GXS Managed Services

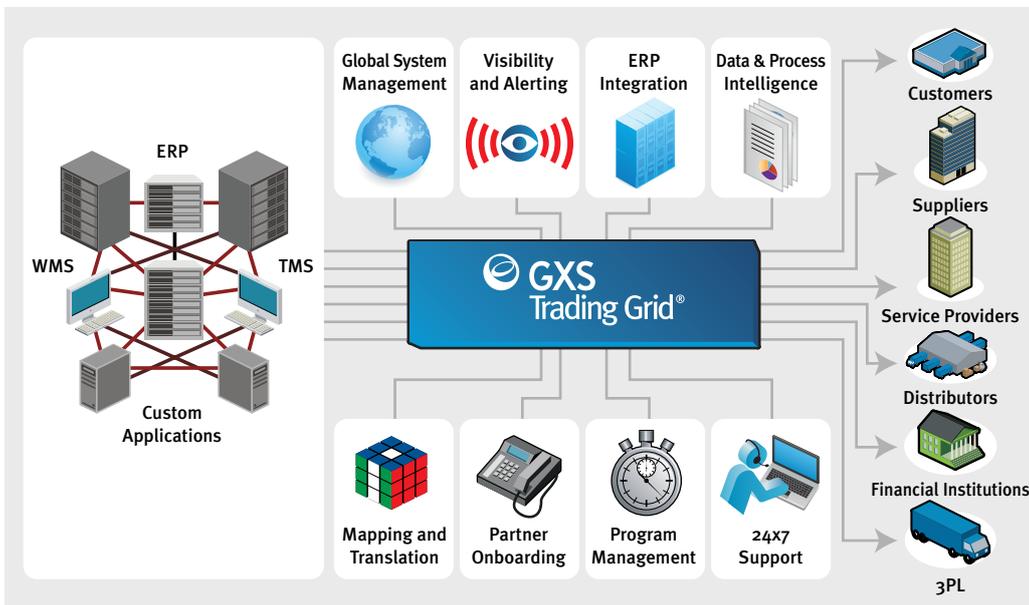
One Connection to Your Entire Trading Community

By its very nature B2B e-commerce is costly, complex, and requires continuous investments in specialised integration technology and skilled B2B professionals to monitor, manage and maintain. Given these challenges, how can you simplify and enhance your B2B operations to rapidly respond to new business opportunities? How can you keep up with dynamic B2B and integration standards? How can you reduce costs without sacrificing valuable capabilities?

## GXS Managed Services Overview

### Automate and Streamline Your B2B Operations

GXS Managed Services provides the most comprehensive technology for automating and streamlining your B2B e-commerce transactions, combined with the best people and processes for managing B2B programs on your behalf. GXS Managed Services empowers your organisation with the capacity and marketplace advantage to focus on what it does best, while alleviating you of the costs, complexities and resource drains associated with running mission-critical B2B operations.



### Technology: Global, Scalable Platform and Services

GXS Managed Services delivers a broad array of value-added, cloud-based B2B services on a highly available global infrastructure all in support of your mission critical B2B processes:

- **Global Infrastructure**—Leverage GXS Trading Grid®, the world's most powerful integration cloud for B2B e-commerce. It enables you to easily extend your business partner relationships and provides immediate connectivity to GXS customers around the globe.
- **High Availability, Disaster Recovery**—Experience unparalleled B2B service levels with availability guarantees as high as 99.95 percent. GXS operates world-class data centres in the US and Europe to provide local services with global reach and redun-



GXS Managed Services leverages GXS Trading Grid, a powerful B2B integration cloud that provides on-demand services for delivering business value in industries where success is often driven by the effective deployment of e-commerce transactions. With GXS Managed Services your organisation is empowered to free up internal resources to focus on core business objectives, reduce costs, and fill gaps in internal expertise. More than 600 clients around the world are currently using GXS Managed Services including Mitsubishi Motors, Electronic Arts, Bank of Montreal, BB&T, MillerCoors, Coca Cola Amatil, National Instruments and Henkel.

### KEY BENEFITS

- Focus on your core competency
- Realise over 40% savings in operating costs
- Leverage GXS proven B2B expertise
- Improve responsiveness to new business partner requirements
- Rapidly onboard new business partners around the globe
- Ensure ERP integration projects are on time and on budget

dancy within and across data centres. Twelve-hour disaster recovery and two-year data archiving, including full weekly and incremental daily backups, are standard for customers.

- **High Performance Data Translation**—Utilise the platform that performs hundreds of millions of on-demand data translations every year. Our award-winning mapping and translation engine is used for any-to-any data format translation, supports diverse B2B industry and vertical standards—including ANSI X.12, EDIFACT, Tradacoms, RosettaNet, ebXML, Odette, SWIFT, VICS—and delivers robust data validation capabilities.
- **ERP Integration**—Gain unmatched capabilities and expertise in ERP integration, one of the most complex aspects of B2B, with direct integration to SAP and connectivity to all other popular ERP systems, including Oracle, Microsoft Dynamics, Ariba, Infor, Epicor. You have the advantage of scaling up integration resources to ensure you meet the budget and timeframe requirements of your ERP project.
- **B2B Communications**—Support for a broad range of industry and vertical standards—including AS2, SOAP, FTP, FTP/s, SAP/ALE, MQ Series, HTTP/s, RNIF and many more—enables you to boost the agility and efficiency of your B2B operations by connecting with new and existing business partners in their preferred communication formats.
- **Visibility & Alerting**—Access a comprehensive suite of software as a service (SaaS) products for true end-to-end visibility into the lifecycle of all your transactions. Services include transaction monitoring, tracking, error alerting, usage reporting, and root cause analysis. In addition, you can receive timely and accurate transaction status alerts and monitor in-flight transactions for ensuring data quality and compliance.
- **Community Collaboration**—Collaborate with GXS on critical documents and manage the dynamic needs of your customer and supplier communities through TeamBook—a collaboration portal for B2B projects and change request management. It also provides visibility into business partner and mapping information as well as simplifying the change management process.

### People & Processes: Global Experience and Expertise

The overall success of your B2B operations is reliant on a highly available global infrastructure. However, just as vital are the processes and the skilled people who can manage the diverse complexities of B2B integration and program requirements. It's this critical combination of technology, processes and people that empowers you to meet your business performance goals, improve customer satisfaction and help you maintain a competitive edge in today's global marketplace.

With GXS Managed Services you gain a partner with over two decades of experience and the global processes and people expertise to provide:

- **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.
- **Partner Onboarding**—GXS provides the ideal combination of experienced implementation professionals and robust tools to rapidly on-board business partners—logistics, suppliers, customers, distributors, banks—on your behalf to ensure full participation in your company's e-commerce programs.

### SECURITY

The GXS Trading Grid® provides several encryption options: SSL, S/MIME, HTTPS, IPsec, GPG (open source PGP), SFTP, FTP/s and RNIF. Additional security services include user authentication, non-repudiation, physical security, and ongoing security audits. GXS receives quarterly certification with the American Institute of Certified Public Accountants Statement of Standards No. 70 (SAS 70). GXS is also a SWIFT Service Bureau and can provide a PCI certified environment for those customers that need this certification.

### INSIGHT INTO YOUR B2B DATA AND PROCESSES

GXS monitors your in-flight B2B transactions in real time to ensure accuracy and compliance with your business rules. GXS alerts you to exceptions, providing you with the B2B intelligence you need for efficient operations and enabling you to proactively address issues and prevent errors before they pollute your ERP systems and/or become crises.

- **Program Management**—Experienced B2B specialists work with you to ensure implementation success. GXS also provides day-to-day project management activities ranging from oversight of all production activities, including status reports and resource orchestration, to help manage change request activity and production incidents.
- **Map Development**—B2B mapping specialists at GXS manage all data-mapping and translation tasks, perform change management and issue resolution with your business partner community and processes critical production map changes on-demand. These services enable you to achieve proven cost, quality, and performance advantages over in-house approaches.
- **Global Support**—GXS delivers comprehensive proactive and reactive management of your B2B program, including global customer support and trading community support around the clock and around the world. 24x7 global support includes transaction and systems health monitoring, exception management and incident management.

## Benefits of Managed Services

**Lower B2B Operating Costs**—GXS delivers proven results, averaging 40 percent cost savings over previous solutions, by taking on the resources and expense of managing either a portion of or all of your B2B operations. In fact, a customer survey revealed that GXS Managed Services customers average a 42 percent ROI.

**Grow Your Business**—GXS Managed Services leverages the power of GXS Trading Grid to provide a solution that is secure, reliable, and scalable to meet your growing business needs. This enables you to tap into a wealth of on-demand cloud-based services to accelerate new product launches, differentiate service offerings and grow top line revenues. Its flexibility to support a wide range of networking, security and document standards provides a strong differentiator when competing for new business or expanding into global markets.

**Keep ERP Projects on Schedule**—If you have a major SAP or Oracle upgrade project underway, you may have a need to rewrite and test a considerable number of maps. GXS can help scale up mapping resources quickly to ensure that you meet budget and timeframe requirements for your ERP project.

**Focus on Core Business Objectives**—GXS Managed Services gives you a competitive advantage by enabling your company to focus on what it does best—without the distraction of supporting an e-commerce infrastructure. It provides technical and support solutions designed to help you securely and quickly scale to meet your growing business needs.

## Why GXS Managed Services?

### Proven B2B Expertise & Global Reach

GXS provides unparalleled B2B e-commerce expertise and global experience with more than 25 years of B2B e-commerce experience, 24x7 global support, direct operations in 20 countries, 14 billion transactions processed annually, 38,000+ maps in production and 600+ managed services customers around the world.

### Dedicated B2B Managed Services Focus

At GXS our business is 100% focused on delivering B2B managed services. Our entire

### TRADING GRID STATUS ALERT SERVICE

Designed to prevent unnecessary delays and improve responsiveness, this service proactively monitors and tracks in-flight transactions and processes against preconfigured rules to deliver timely and accurate status alerts on high-priority transactions that require immediate attention or action.

GXS Managed Services shields 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.

### UNMATCHED B2B EXPERIENCE & GLOBAL SUPPORT

- Over 25 years proven B2B experience
- Ranked as leading provider of B2B managed services
- Highly available cloud-based, global infrastructure
- ERP Integration expertise in SAP, Oracle and all popular ERP systems
- 600+ managed services customers around the world
- 24x7x365 global support
- Direct operations in 20 countries, active customers in 61+ countries
- Pre-existing connections to 550,000+ trading partners
- 14+ billion transactions annually

business is committed to investing in continuous services innovations to ensure your B2B e-commerce success. It's what we do best and allows you to focus on what you do best.

### Unrivaled ERP Integration Competency

Whether you want to consolidate a number of ERP instances, implement a new ERP platform or simply upgrade to a new ERP module, GXS ERP integration experts provide a wealth of experience and proficiency in B2B integration to SAP, Oracle and many other popular ERP systems.

### Global Implementation & Support

GXS Managed Services offers global customer support and trading community support to proactively manage and monitor all B2B processes and business transactions that flow through your production system all day, every day. Our 24x7 monitoring and resolution support ensures your B2B operations are running smoothly around the clock and around the world.

### Commitment to Quality & Reliability

GXS provides non-stop global operations, business activity monitoring, network failover and redundancy, work turnaround and data throughput commitments. Our service reliability spans multiple aspects from a highly available global infrastructure, to data quality assurance, to experienced and knowledgeable B2B integration specialists dedicated to your B2B e-commerce success.



#### About GXS

GXS is a leading B2B integration services provider and operates the world's largest integration cloud, GXS Trading Grid®. Our software and services help more than 400,000 businesses, including two-thirds of the Fortune 500 and 22 of the top 25 supply chains, extend their partner networks, automate receiving processes, manage electronic payments, and improve supply chain visibility. GXS Managed Services, our unique approach to improving B2B integration operations, combines GXS Trading Grid® with our process orchestration services and global team to manage a company's multi-enterprise processes. Based in Gaithersburg, Maryland, GXS has direct operations in 20 countries, employing more than 2,400 professionals. To learn more, see <http://www.gxs.co.uk>, read our blog at <http://www.gxsblogs.com>, follow us on Twitter at <http://twitter.com/gxs> and join us on LinkedIn at <http://www.linkedin.com/company/gxs>. You can also access our public filings with the Securities and Exchange Commission at <http://www.sec.gov/edgar.shtml>.

### EUROPE, MIDDLE EAST AND AFRICA HEADQUARTERS UNITED KINGDOM

GXS Limited  
18 Station Road  
Sunbury-on-Thames  
Middlesex TW16 6SU  
England  
+44 (0)1932 776047 t  
+44 (0)1932 776216 f  
[www.gxs.eu](http://www.gxs.eu)

### NORTH AMERICA AND GLOBAL HEADQUARTERS GXS

9711 Washingtonian Blvd.  
Gaithersburg, MD 20878  
US  
+1-800-503-9190 t  
+1-301-340-4000 t  
+1-301-340-5299 f  
[www.gxs.com](http://www.gxs.com)

### UNITED KINGDOM

18 Station Road  
Sunbury-on-Thames  
Middlesex TW16 6SU  
United Kingdom  
+44 (0)1932 776047 t  
+44 (0)1932 776216 f  
[www.gxs.co.uk](http://www.gxs.co.uk)

### FRANCE

Cachan Porte Sud  
191, av. Aristide Briand  
94230 Cachan  
France  
+33 1 46 73 16 00 t  
+33 1 46 73 16 01 f  
[www.gxs.fr](http://www.gxs.fr)

### GERMANY

Leyboldstrasse 16  
50354 Hürth-Efferen  
Germany  
+49 2233 609 0 t  
+49 2233 609 205 f  
[www.gxs-gmbh.de](http://www.gxs-gmbh.de)

### ASIA HEADQUARTERS HONG KONG

GXS International  
Room 1609-10  
16/F China Resources Building  
26 Harbour Road  
Wanchai, Hong Kong  
+852 2884-6088 t  
+852 2513-0650 f  
[www.gxs.asia.com](http://www.gxs.asia.com)

### JAPAN HEADQUARTERS TOKYO

GXS Co., Ltd.  
3F Akasaka 1-Chome,  
Minato-ku, Tokyo 107-0052  
+81-3-5574-7545 t  
+81-3-5574-7560 f  
[www.gxs.co.jp](http://www.gxs.co.jp)