



Sterling Commerce Corporate Overview

Sterling Commerce, an IBM Company, helps companies optimize and extend their dynamic business networks with their customers, partners and suppliers so they can increase revenues, reduce costs and protect their brand.

Our integration solutions enable our customers to connect people, processes and information for seamless and secure integration with any partner, any system, anywhere.

And, our selling and fulfillment solutions streamline the commerce lifecycle to enhance the way our customers do business, so they can sell and fulfill any offer, across any channel, from any supplier.

At Sterling Commerce, we're dedicated to providing a superior customer experience with comprehensive services for our integration and selling and fulfillment solutions. To complement our software solutions, we offer comprehensive B2B integration services as well as implementation, education and support services. Sterling Commerce solutions are designed to meet your business needs, optimize your investments and are available in deployment options from on premise to as-a-Service.

With our solutions, you can drive best practices around seamless and secure integration of key business operations inside and outside your enterprise, and around the commerce lifecycle, from selling to fulfillment with perfect order execution. Many industry-leading companies leverage our solutions for B2B integration, community development and management, secure file transfers, multi-channel selling, order management, supply chain visibility and logistics management to increase revenues, reduce costs and protect their brand.

Sterling Commerce Integration Solutions

Enabling seamless and secure integration of key business processes, the **IBM Sterling Business Integration Suite** connects people, processes, and information inside and outside an enterprise. We protect your enterprise operations from inevitable changes in business, technology, and legislative environments by providing process visibility and business insight so you have improved business agility and operational efficiency.

Our integration solutions are complemented by comprehensive B2B Integration Services for our customers. These services include our B2B Integration Network (VAN) which enables business process and software integration, including translation services for any data format.

And, we offer community development and management services to help you with our best practices for seamless partner recruiting and onboarding of all your trading partners.

With our integration solutions, our customers are able increase their business agility and securely integrate with any partner, any system, anywhere.

Sterling Commerce Selling and Fulfillment Software

IBM Sterling Selling and Fulfillment Suite enhances the way companies do business by streamlining the commerce lifecycle to drive growth and increase the efficiencies of cross-channel selling and fulfillment processes.

Our Selling and Fulfillment Suite helps our customers sell complex products and services to their

customers and partners, and manage and control complex supply chains throughout the entire commerce lifecycle—from order capture, management, delivery, to returns and settlement. With the IBM Sterling Selling and Fulfillment Suite, our customers can optimize the demand for goods and services and simplify cross-channel selling of bundled and configurable products; manage

partners, suppliers, and channels with distributed order management and fulfillment; and increase visibility into critical inventory information.

With our selling and fulfillment software, our customers extend core systems so they can sell and fulfill any offer, across any channel, from any supplier.

Sterling Commerce Global Services

To complement our solutions, we offer world-class services for customer support, education, and implementations. Our global services also include B2B Integration Services and Application Hosting Services. Sterling Commerce Global Services teams are dedicated to delivering

an enhanced customer experience and knowledge transfer for ongoing operations. For success with your Sterling Commerce solution overall, our service offerings are designed to ensure you receive the maximum return on your investment.

IBM Sterling Business Integration Suite

- Delivers secure connectivity with customers, partners, and suppliers for any data format
- Simplifies communications and onboarding of trading partners to create and manage communities with visibility and reporting
- Provides translation and conversion services that convert fax, and paper-based documents into EDI and XML and other protocols
- Enables flexible business processes and software integration across internal and external systems with integration adapters for ERP systems
- Provides secure and managed connections within and between companies, organizations and banks for the movement of critical high-volume, large files
- Delivers complete B2B services including EDI management, partner recruiting and onboarding, transition services, visibility and reporting

IBM Sterling Selling and Fulfillment Suite

- Simplifies cross-channel selling through every available touch point
- Offers guided selling for complex product and service configurations with pricing and quotes
- Orchestrates complex distributed order management processes across extended supply chains
- Provides visibility with a single view of demand, inventory, and supply across global supply chain networks
- Optimizes planning and execution of inbound and outbound transportation processes including yard control
- Automates warehouse operational processes across multiple warehouses providing a single view of inventory and process execution

Sterling Commerce Global Services

- Maximizes your investment with a full spectrum of implementation services using a Rapid Returns Methodology for successful implementations and knowledge transfer
- Delivers superior technical support whenever and wherever you need it
- Offers comprehensive educational offerings with options for instructor-led classroom sessions, live and recorded webcasts, and online tutorials
- Delivers B2B integration services including community development and management services for all your trading partners
- Manages and delivers full scale application hosting services

Analyst Recognition

Our integration solutions have been recognized by leading analyst firm, Gartner, Inc., where we were positioned as a Leader in the following:

- Magic Quadrant for Integration Service Providers, 2009¹
- Magic Quadrant for Managed File Transfer, 2009¹

Plus, according to an independent report by Forrester Research, Inc. Forrester Research positioned Sterling Commerce integration solutions as a Leader in the following:

- The Forrester Wave™: B2B Service Providers, Q4 2009²

Summary

At Sterling Commerce, we're dedicated to developing innovative solutions for optimizing and extending our customers' dynamic business network, the network of customers, partners and suppliers that our customers engage with to drive revenues and compete effectively in their markets.

With our marketing leading solutions, our customers are able to seamlessly

and securely integrate both internal and external business processes to optimize business performance. And, we enable our customers to deliver the perfect order for any offer, from any supplier with cross channel efficiencies from selling to fulfillment. Our extensive business experience and industry recognition from analysts make it easy to see why you can depend on us. Learn more at www.sterlingcommerce.com

¹ Gartner, Inc. "Magic Quadrant for Integration Service Providers" and "Magic Quadrant for Managed File Transfer," 2009

² Forrester Research "The Forrester Wave: B2B Service Providers, Q4 2009," October, 2009

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