

Accelerate B2B collaboration with customers and suppliers for strong competitive advantage

Sterling Commerce Managed Services: Sterling B2B Community Manager

Benefits

- Ensure supplier compliance by using our experts to monitor and manage your community
- Meet your business commitments, and resolve document issues with your trading partners against an SLA that guarantees documents are delivered on time
- Take new products and services to market faster with our B2B expertise

Related Offerings

- Sterling B2B Integrator
- Sterling B2B Manager
- Sterling B2B Custom
- Sterling B2B Remote
- Sterling Collaboration Network
- Sterling Information Broker

Overview

As part of Sterling Commerce Managed Services, Sterling B2B Community Manager builds on the capabilities of Sterling B2B Manager to provide a dedicated partner help desk, with Level 1 support for your trading community. This means that Sterling Commerce takes responsibility for the everyday activities required to manage the relationships with your trading partners, and enables you to accelerate B2B collaboration with customers and suppliers to gain a sustainable, competitive advantage.

A complex marketplace calls for specific capabilities in B2B collaboration

An increasingly complex global marketplace means managing trading partner relationships that involve multiple time-zones, languages, communication protocols, and document formats. Many companies struggle to find the additional skilled support and technical staff needed to manage these relationships.

Sterling B2B Community Manager makes collaboration easier and more effective

Companies that use Sterling Community Manager are able to manage trading partner relationships effectively, increase

"The top barriers to widespread B2B integration remain the lack of IT resources, infrastructure, and budgets. Too many messaging standards, insufficient internal knowledge about new customer collaboration technologies and services, and cost of the technology solutions are also cited as barriers while launching customer collaboration initiatives."

Nari Viswanathan
Research Director
Aberdeen Group
"B2B Collaboration: Assessing the ROI of Process Integration", July 2006

the level of collaboration, and get new products and services to market faster while increasing customer satisfaction and supplier compliance. The result is a sustainable, competitive advantage.

Sterling B2B Community Manager ensures supplier compliance by using Sterling Commerce experts to help monitor and manage your B2B community. You can also be assured of meeting your business commitments, by using Sterling Commerce to resolve document issues with your trading partners against an SLA that guarantees documents delivered on time.

Sterling B2B Community Manager builds on the capabilities of Sterling B2B Manager to provide:

Capability	Description
Trading Partner Help Desk	<p>Sterling Commerce takes responsibility for ensuring that documents are sent and received against an SLA, by working with your trading partners to resolve document process issues, including:</p> <ul style="list-style-type: none"> • Functional Acknowledgement monitoring and tracking at the trading partner level • Trading Partner direct dial access to assigned Sterling Commerce client service representatives, who can answer the phone as your company • Level 1 telephone, Web and e-mail support for each registered trading partner: <ul style="list-style-type: none"> – Communications – Mapping – Document processing – Problem diagnosis and resolution – Data tracking – Document testing – System setup and maintenance
Supplier Portal Development	<p>An optional service, that provides a branded supplier portal for the customer, enabling supplier to access information that includes:</p> <ul style="list-style-type: none"> • B2B specifications for documents • Protocols required • Information on new initiatives, etc.

About Sterling Commerce

Sterling Commerce helps 80% of the FORTUNE® 500 thrive in a global economy. We provide innovative solutions to process integration challenges between companies and their customers, partners, and suppliers to help them achieve higher levels of performance — and business without borders. With over 30,000 customers worldwide, we have unparalleled experience in the retail, manufacturing, financial services, wholesale distribution, logistics, and communications industries. Sterling Commerce is an AT&T (NYSE:T) company. Learn more at www.sterlingcommerce.com



For all Sterling Commerce offices worldwide, visit www.sterlingcommerce.com

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