



Sterling Commerce helps grow and adapt your B2B community

Sterling Commerce Managed Services: Sterling B2B Integrator

Benefits

- Removes the need for in-house management and support of your B2B integration infrastructure
- SLAs that guarantee document delivery times so you can meet your business commitments
- Seamless integration of business partner transactions
- Enables exchange of data regardless of communication protocols or data formats
- Improves the agility and control of your supply chain with real-time business intelligence
- Trading partner on-board expertise
- Reduces the total cost of ownership of B2B collaboration
- Increased agility and control with our service-oriented architecture (SOA) platform

Related Offerings

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

Electronic trading is crucial to business growth and success

For organizations that seek to drive growth in today's increasingly competitive global market place, the ability to trade electronically is key. Electronic trading facilitates business-to-business (B2B) collaboration, as well as the ability to provide real-time, end-to-end visibility and control over the business processes that organizations share with their customers, suppliers, banks and other outside trading partners.

Business decision-makers responsible for the success of B2B collaboration have found B2B process experts and technologies in painfully short supply.

What's more, businesses in search of administrative savings and vital performance improvements face the difficulties of obtaining the resources needed to keep pace with the growing demand for on-boarding new partners and documents, as well as the management of legacy EDI systems complete with growing numbers of data types, standards, and protocols.

As a result, these critical collaboration projects are often postponed. Delays and complexity further drive up the total cost of ownership (TCO) for B2B collaboration.

Sterling Commerce equips you with high-level B2B collaboration capabilities

In order to respond to this challenge, organizations need a secure, agile and flexible B2B integration platform, combined with real-time business processes visibility to achieve the highest level of B2B collaboration and a skilled, experienced staff to on-board trading partners.

Sterling B2B Integrator is a hosted B2B integration platform, that takes both responsibility for and provides on-demand access to the B2B infrastructure, business process visibility tools and community development resources you need.

Designed to accelerate your ability to achieve B2B collaboration, Sterling B2B Integrator enables you to use your internal resource where you need it most, by helping you to rapidly grow and adapt your B2B community.

"Sterling Commerce Managed Services provides us with the means to improve our service to large retail customers by providing transparency across our business processes, improving order management and guaranteeing document delivery time. They will provide the level of control we would expect of an in-house solution, but at a lower total cost of ownership and with the support of Sterling Commerce's expertise in business process management."

Jonathan Neame
Chief Executive
Shepherd Neame

Capability	Description
Service Level Agreements	Go beyond technology availability to guarantee document delivery times and meet your business needs
Transition Services	Sterling Commerce provides a dedicated Project Manager to manage your transition into the managed services environment
Infrastructure and Communications Management	The people skills, technology and resources to monitor, maintain, and operate your B2B Environment 24/7
Support Services	The geographical coverage, language support, availability and level of expertise to meet your support needs against an agreed SLA
Visibility Services	Provide you with reporting, alerting, and a real-time view into your business processes and associated transaction data
Community Services	Access to the community development peoples' skills, tools and processes developed and managed by Sterling Commerce to reach the goal of 100% electronic trading through: <ul style="list-style-type: none"> • Trading Partner Conversion Programs • Trading Partner Consolidation Programs • Trading Partner Recruitment Programs • Web Forms • Fax conversion services • Managed AS2
Translation Services	<ul style="list-style-type: none"> • Seamlessly integrate business partner transactions with your back-end applications • Support any data type or format with our data translation and custom mapping services, including: <ul style="list-style-type: none"> – Map Development – Map Maintenance – Map Support – MRS Testing – MRS Maintenance
Sterling Information Broker	Communicate securely with anyone, anywhere regardless of protocols or gateway with our dial-tone reliable value added network (VAN)

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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