



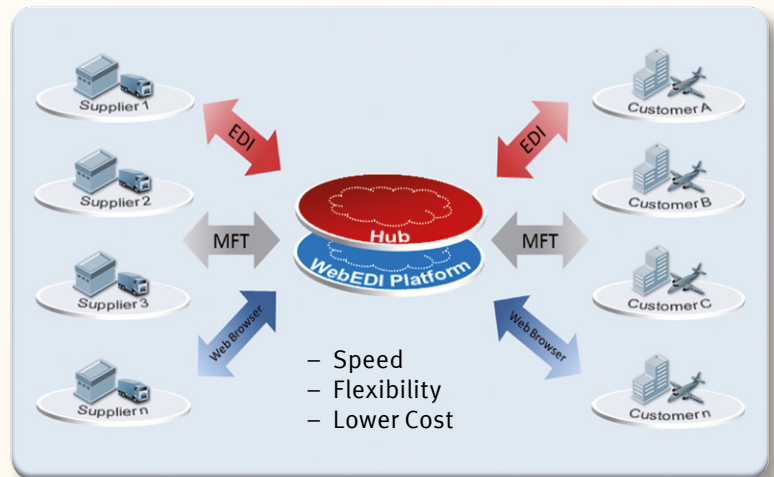
# Trading Partner Services

Easy and fast connecting of business partners over EDI, WebEDI or MFT



# SEEBURGER Onboarding and Community Support

Trading Partner Services (»TPS«) supports larger companies that intend to exchange electronic business data via Electronic Data Interchange (EDI) with a lot of their business partners. Being a larger company you provide the guideline (»EDI or MFT hub«). TPS uses the SEEBURGER Community Management Portal for preparing, starting and keeping upright the electronic data exchange between you and your trading partners. Your trading partners register themselves in the Community Management Portal, agree on the next steps and can inform themselves on the progress of their own onboarding. The data exchange is directly executed over EDI, MFT compatible connections or a WebEDI platform.



Connection to trading partners

## Benefits of Trading Partner Services

- Effort minimization – for the hub there is minimal effort as SEEBURGER connects the trading partners
- Specialists know-how – SEEBURGER has teams of experts, who support »EDI or MFT newbies« with their experience and solutions
- Transparency – with the status reporting the progress can be monitored and escalations be avoided
- Time savings – through integrated tools trading partners can link themselves
- Flexibility – Trading Partner Services can be booked for campaigns or permanently.

## Trading Partner Services consists of these parts:

**Organisational Onboarding** rolls out a campaign synchronizing the master data together with the trading partners. Depending on the requirements a follow-up by phone or e-mail is done as needed. The campaign can be adjusted according to the needs of the hub.

**Fast Onboarding** delivers a campaign for a fast technical EDI-connection and onboarding of trading partners under the guideline of the hub. The default interfaces provide a

high degree of automation. Through SEEBURGER Community Management Portal the trading partners can integrate themselves and test with provided data. Additionally the exchanged messages can get controlled and validated automatically by the portal's validation service.

**Individual Onboarding** is available as an option and connects individual trading partners based on specific requirements and other EDI guidelines. For this SEEBURGER Consulting is in close contact with the trading partners and takes on the validation of documents and, if needed, the adjustment of the interface.

In addition to connecting trading partners SEEBURGER's **Community Support** takes on the monitoring, troubleshooting and the change of existing connections. Hub or trading partner's enquiries for message processing, service coordination, and troubleshooting are covered by SEEBURGER.

The administration of the SEEBURGER Business Integration Suite can remain with the hub or can be delegated to SEEBURGER Remote Services or Cloud Services.



Sequence of connecting trading partners with Onboarding Service

# Easy & fast connecting, validation and reporting

Whether as a hub or as trading partner, companies of all industries link their business partners worldwide via EDI, MFT or WebEDI. They are often overstrained by time and effort this takes or lack of knowledge.

With SEEBURGER Trading Partner Services the hurdles of integrating business partners can be overcome and the advantages of a connection can be fully used.

This is also valid for changes to the communication structure, where a campaign approach makes sense. For instance in Germany ISDN will be discontinued in 2018. Thus these connections will typically be changed to AS2 or OFTPv2.

Project management, organization and operation is taken over by SEEBURGER, an EDI service provider with long year experience.

## EDI connection of your suppliers without an EDI system

For business partners who don't either want or have a connection via EDI, SEEBURGER offers the connection over WebEDI. SEEBURGER's unique market place solutions for various industries and requirements are available both as central service or dedicated customer installation. When a supplier chooses WebEDI the connection is even completed faster, as the suppliers can start immediately the operating process after configuration of the web portal by SEEBURGER. Between the web portal and the ERP system of the hub the

data are automatically exchanged via EDI. The partners then use a convenient web interface for receiving, processing and sending their business documents.

## Community Management Portal

Community Management Portal is a tool set which is used by Trading Partner Services. For hubs which would like to use it on their own, the portal is available as a standardized »Software as a Service« via the SEEBURGER Webshop (<http://shop.cloud.seeburger.de>).

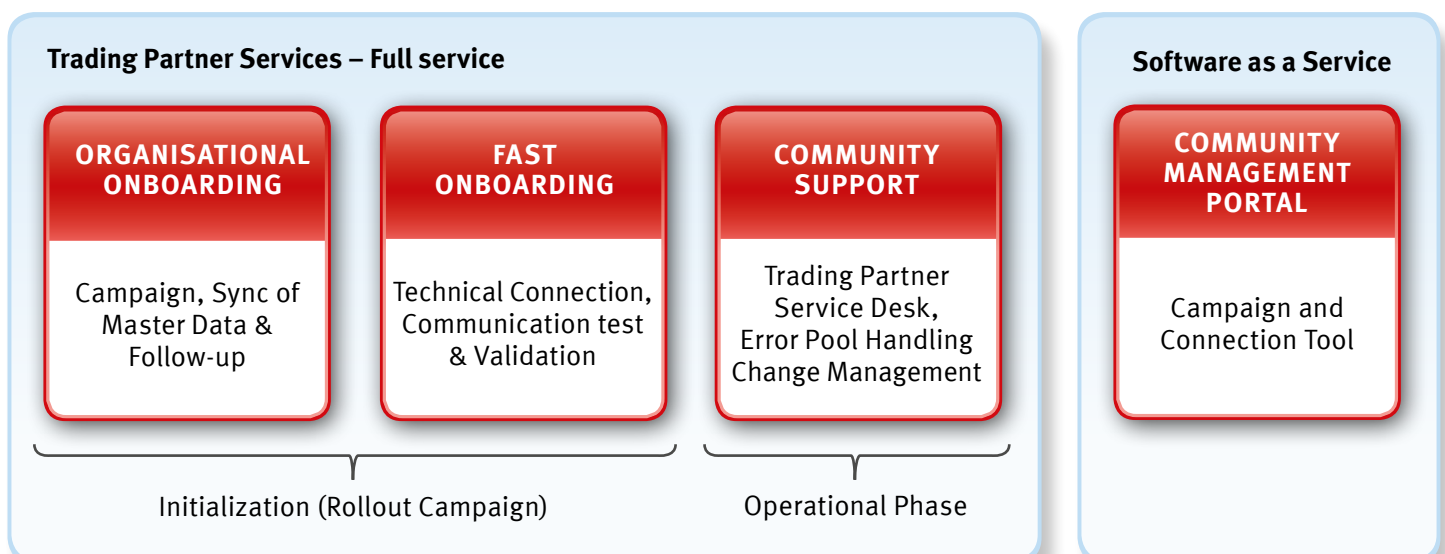
The tool set consists of these components:

1. Community Survey
2. Partner Onboarding
3. Self Service

## About SEEBURGER

With over 10,000 customers SEEBURGER is a reliable and trusted provider of software solutions with an excellent reputation. Through Trading Partner Services a simple integration of business partners is possible.

Customers using the SEEBURGER solutions the first time can use this service portfolio as flexible as longterm SEEBURGER customers.



## Comparison of Service Deliverables

	Organisational Onboarding Campaign, Sync of Master Data & Follow-up	Fast Onboarding Technical Connection, Communication Test & Validation	Community Support Trading Partner Service Desk, Troubleshooting, Change Management	Community Management Portal Campaign and Connection Tool
Full service	•	•	•	
Software as a Service				•
SEEBURGER Service Desk for the hub <sup>1,2,3</sup>	•	•	•	•
<b>SEEBURGER Service Desk for trading partners – Service Times</b> ■ German: Mon–Fri, 09:00–17:00 CET ■ English: Mon–Fri, 09:00–17:00 CET, EST or CST	•	•	•	
Pre-qualifying the trading partners' list to identify interesting business partners <sup>1</sup>	•			
Drawing up of the cover letter and information for the trading partners <sup>1</sup>	•			
Community Management Portal (user management) and data supply <sup>1</sup>	•			
Creation of a trading partners' list <sup>1</sup> (company information, contact, and data volume)	•			
Contact not-registered or non-reacting trading partners by e-mail and/or phone <sup>1</sup>	•	•		
<b>Assistance for trading partners</b> ■ Introduction EDI or MFT ■ Explanation of benefits ■ Hotline for trading partners	•	•	•	
Status reporting	•	•	•	
Go-live process acceptance		•	•	
Technical connection of the trading partners <sup>2</sup>		•	•	
Individual onboarding <sup>1,2</sup>		Option	Option	
<b>Data validation and testing <sup>2</sup></b> ■ Data reception ■ Format control ■ Conversion for EDI data ■ Data transmission		•	•	•
<b>Modification of present connections <sup>3</sup></b> ■ Mapping creation/adjustment for EDI data ■ Adjustment of communication channel			•	
Error handling			•	

1 Community Survey 2 Partner Onboarding 3 Self Service