

January 2007 GXS Managed Services Customer Survey Summary

GXS recently conducted a survey of its Managed Services customers to identify the key business drivers behind B2B outsourcing* and to quantify the return on investment associated with those business drivers. The survey set out to answer three fundamental questions:

1. Why do companies outsource their B2B operations?
2. Once they have outsourced, how do they measure the ongoing value of their B2B outsourcing solution?
3. What is the return on investment (ROI) associated with B2B outsourcing?

According to the survey, the top 5 reasons customers chose to outsource their B2B operations were:

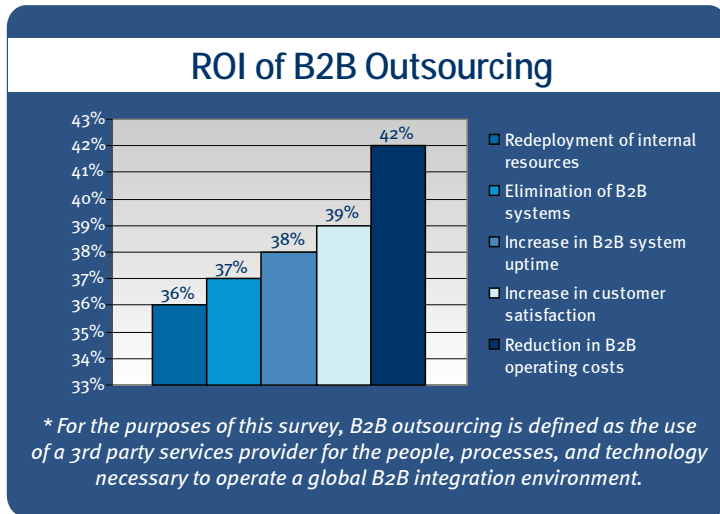
- To reduce B2B costs (chosen by 71% of respondents);
- To gain access to enhanced B2B technology (chosen by 66% of respondents);
- To improve customer service and responsiveness (chosen by 65% of respondents);
- To automate additional trading partners (chosen by 63% of respondents); and
- To increase focus on higher value business objectives (chosen by 49% of respondents).

According to the survey, the top 5 key metrics used to justify the value of B2B outsourcing were:

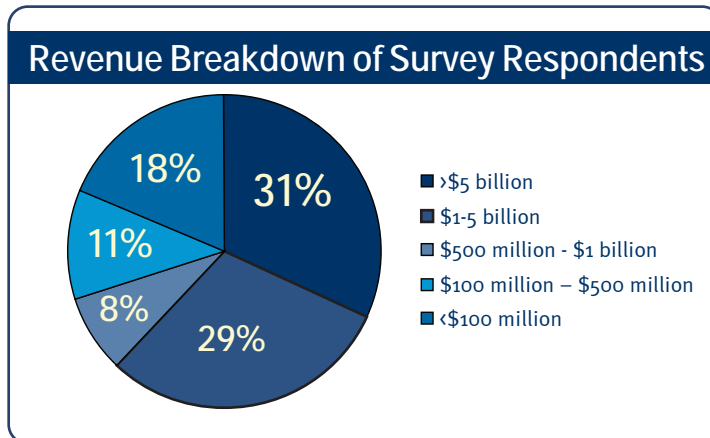
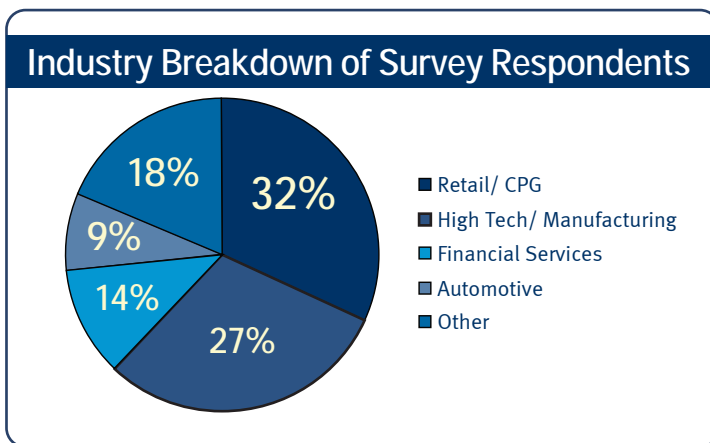
- To reduce B2B operating costs (chosen by 86% of respondents);
- To increase customer satisfaction (chosen by 78% of respondents);
- To improve responsiveness to new trading partner requirements (chosen by 65% of respondents);
- To increase B2B system uptime/availability (chosen by 57% of respondents); and
- To increase the number of trading partners using the system (chosen by 49% of respondents).

In addition, respondents quantified the ROI gained through the use of GXS Managed Services. For example, respondents reported an average 42% reduction in B2B operating costs. Other ROI figures appear below:





Sixty-five of GXS Managed Services customers responded to the survey. The respondents cover a wide range of industries and revenues. Their break-down is as follows:



ABOUT GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration, synchronization and collaboration among trading partners. Organizations worldwide, including 75 percent of the Fortune 500, leverage the GXS Trading Grid[®] to extend supply networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. With an unmatched global presence, proven trading partner management and B2B outsourcing services, GXS's on-demand solutions maximize the benefits of integration for businesses. Based in Gaithersburg, MD, GXS's extensive global network serves customers throughout the Americas, Europe, the Middle East and Africa and Asia Pacific regions. GXS can be found on the Web at www.gxs.com.



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