B2B Outsourcing Checklist

Outsourcing a B2B program requires an "apples-to-apples" comparison when evaluating B2B outsourcing vendors. The following checklist is intended to provide metrics by which to evaluate B2B outsourcing offerings, including, but certainly not limited to:

TECHNOLOGY

Worldwide Infrastructure
- Global Network
- Legacy Protocols—X.400, Bisync
- Internet Protocols—FTP, SFTP, AS2, RNIF

Mapping & Translation
- Design & Development
- Any-to-Any Data Translation
- 24-hour Maintenance & Emergency Map Repair
- Network-Based Translation

World Class Data Centers
- Secure Back-up & 2-year Data Archiving
- Logical & Physical Security
- High Availability & Disaster Recovery
- Global Data Centers—US, EMEA, ASPAC

Business Flexibility
- Ability to Bring Solution In-House
- B2B Managed Services Solutions That Fit Your Needs, Size and Maturity

SERVICES

B2B Program Management
- Dedicated Project Manager
- Regular Status Meetings
- Six Sigma Process Methodology

Trading Community Management
- Trading Partner Ramping
- Testing & Implementation
- Daily Reporting

Visibility & Reporting
- Event/Non-Event Alerting
- 24x7 Functional Acknowledgment Tracking & Notification
- Business Process Visibility & Tracking
- Service Level Management
- Trading Partner Scorecarding

Technical Support
- 24x7 Helpdesk
- Change Management
- Error Alerting & Reporting
- Data Reprocessing

VENDOR

Customer Base
- Recent Wins/Trends
- Vertical Strength
- Customer Size

B2B Experience

Industry Analyst Validation

Company Financial Viability

To learn more about GXS B2B outsourcing solutions, go to www.gxs.com/outsourcing or call 800-931-9464.

ABOUT GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organizations worldwide, including 75 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS's B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally. Based in Gaithersburg, Maryland, GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at www.gxs.com.

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