

CHECKLIST

# B2B integration and priorities for mid-market companies

Important things to consider when choosing a provider

Included

B2B managed services				
People		OpenText	Other provider	Priority
Self-service tools				
<b>Pre-built ERP adapters</b>	Does the vendor offer pre-built ERP adapters for mid-market ERP systems like SAP®, Oracle® NetSuite® and Microsoft® Dynamics 365 as well as flat-file interfaces to enable integration with other non-standard applications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pre-built TP kits for key trading partners</b>	Does the vendor include TP kits providing fully automated connectivity, translation and mapping between the organization's internal format(s) and trading partners' EDI transaction formats?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communications protocol support</b>	Does the vendor support all the most important communications protocols, such as AS2, FTP, SFTP, FTPS and HTTPS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementation and support				
<b>Map design, development and customization</b>	When existing processes require support for a non-standard ERP/line of business application, or a trading partner has no pre-built TP kits, does the vendor offer a comprehensive team to support the customization of maps as well as ongoing map management?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Scalable support options to meet business needs</b>	Does the vendor provide 24x5 business hours support in the organization's region as standard, with options available for 24x7 coverage as needs grow?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Tiered error alerting and reporting options</b>	Does the vendor provide automated alerts of any problems with business transactions, with premium proactive support options available if the business needs it?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Flexible project management options</b>	Does the vendor offer different levels of service for the implementation and onboarding of partners, ranging from a shared pool of project management and program management resources to options that include a fully dedicated project manager if required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B2B managed services				
Process		OpenText	Other provider	Priority
<b>Visibility and reporting</b>				
<b>Realtime visibility and tracking tool</b>	Does the vendor provide a simple, yet powerful web-based user-interface with detailed views of information flows and business insights to reduce problem resolution times and increase business agility?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>World-class global data center infrastructure</b>				
<b>Global B2B network</b>	Does the vendor provide a secure, robust global B2B infrastructure with enterprise-class logical and physical data security, as well as geographical/ regional failover for redundancy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Data center hosting by the vendor with 99.95% uptime</b>	Are the vendor's data centers fully owned and operated by the vendor themselves, rather than being dependent on third-party hosting providers?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Secure back-up and two-year data archiving</b>	Does the vendor provide flexible options for realtime access to data, starting at 90 days online, two years offline and progressing as the organization's needs grow and change?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vendor information		OpenText	Other provider	Priority
<b>Industry presence</b>				
<b>Number of customers</b>	How many customers does the vendor serve?	<b>&gt;35,000</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Size of network</b>	How many connected partners are on the vendor's network?	<b>&gt;1.1 million</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Scale of network by transactions</b>	How many transactions does the network process annually?	<b>&gt;33 billion</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Industry support</b>	Does the vendor support customers across industries including retail, CPG, automotive, high tech, industrial, financial services, healthcare and pharmaceutical?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>External analyst validation</b>	Does the vendor have positive feedback from key industry analysts, such as Gartner, Forrester and IDC?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>