Onboard, expand and manage your partner communities more quickly, more accurately, and with fewer resources

IBM Sterling Community Manager

Benefits
- Accelerate B2B projects resulting in faster time to revenue
- Manage larger, more complex B2B communities with less cost
- Improve customer relations and reduce supply chain costs

Related Products
- IBM® Sterling B2B Integrator

Managing the challenges of your Business Collaboration Network requires a strong B2B commerce strategy. The benefits of B2B commerce in today's ever-changing business environment are well established and widely recognized. B2B has become a critical business lifeline. Despite the recognized benefits and widespread adoption of B2B, however, the challenges of onboarding and managing your B2B community still inhibit many organizations from realizing the full benefits of B2B commerce.

With IBM® Sterling Community Manager, you can onboard, expand and manage your partner communities more quickly, more accurately, and with fewer resources.

Sterling Community Manager is a component of Sterling Integrator, and uses pre-defined programs to automate the onboarding process. A program consists of all of the required information gathering and validation steps for the protocol or message standard which is to be used, e.g. AS2, ANSI X.12, EDIFACT, and more. Campaigns enable whole communities to be onboarded at the same time, and are created by simply linking a chosen program with a particular community.

Throughout the execution of onboarding campaigns, dashboards provide full visibility of status and exceptions, and as Sterling Community Manager automatically creates and maintains the required partner profiles and agreements within Sterling Integrator you can go live with new partners and transactions faster and with less effort than ever before.

Capability	Description

Standardized, out-of-the-box onboarding programs	• Programs include all of the necessary questions and steps to onboard partners to a particular standard or protocol
	• Out-of-the-box programs cover key standards and protocols, including:
	  – AS2 – SSH/SFTP
	  – AS3 – PGP
	  – HTTP/HTTPS – WebDAV
	  – FTP/FTPS – X12
	  – IBM® Sterling Connect:Direct® – EDIFACT

Customizable programs	• Allows you to tailor programs and questionnaires to meet the specific needs of your organization • Ensures even the most complex onboarding requirements can be automated

Capability	Description
Partner self-provisioning	• Enables your partners to respond to programs and questionnaires via the Web • Removes the need for multiple telephone conversations and e-mail exchanges with your partners
Multi-partner campaigns	• Enables you to onboard or manage multiple partners simultaneously • Massively increases the scale of communities that can be onboarded and managed
Internal routing	• Orchestrates and automates complex validation and approval processes across internal teams • Reduces time and effort involved, and engages the appropriate internal teams at the appropriate stage
Single view of multiple partner communities	• Tracks partner onboarding status through system-generated real-time exception management alerts • Dashboard provides a single view into the status of onboarding process activities for multiple partners
Partner profile and agreement management	• Centralized management of each partner's profile and agreements • Partner information is re-usable as you extend partner relationships
Resource creation in Sterling B2B Integrator	• Sterling Community Manager automatically creates and maintains the required partner profiles and agreements within Sterling B2B Integrator

About Sterling Commerce
Sterling Commerce, an IBM® Company, helps organizations worldwide increase business agility in their dynamic business network through innovative solutions for selling and fulfillment and for seamless and secure integration with customers, partners and suppliers. More information can be found at **www.sterlingcommerce.com.**

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