

## Mobile monitoring for B2B as-a-Service

### IBM Sterling InFlight Data Management Mobile

#### Benefits:

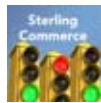
- Assure collaboration with your trading partners while on the go
- Improve employee productivity and responsiveness
- Improve business responsiveness to B2B document processing issues
- Provide real-time access to information from any location

#### Required Solution:

- IBM® Sterling B2B Integration Services
- IBM® Sterling B2B Collaboration Network

*67 percent of US companies say that they predict effectiveness and productivity enhancements as a result of added visibility into their B2B data via a mobile device.*

Source: Results of a 2010 Vanson Bourne OmniBoss survey on strategies for business-to-business (B2B) integration. The survey polled 300 senior IT decision-makers at large organizations across the financial services, manufacturing, distribution, transportation and other commercial sectors in the United States (U.S.)



Users of Sterling B2B Integration Services and Sterling B2B Collaboration Network are exchanging business critical documents with their trading partners all the time. Many of these documents are time sensitive and/or involve service level agreements with customers. When criticality and sensitivity exist, having immediately available information about the progress of the transaction is critical. Business users don't always have access to a computer connected to the Internet, but they often have their wireless mobile device or phone.

IBM® Sterling InFlight Data Management Mobile provides business users with up to the minute visibility into any/all B2B transactions occurring between themselves and their trading community from their wireless mobile device or phone.

#### Determine the status of a specific transaction

When you are counting on a specific purchase order, remittance notice, advanced ship notice or other document to be sent or received on time, you must have real time access to the status of the transaction. With Sterling InFlight Data Management Mobile you have the ability to search for specific events that you wish to monitor. Searches can be done based on trading relationships, document types, document identifiers and other variables. The application can help you

identify that your business transaction processed, was sent, and was received.

#### Monitor and take action on errant transactions

Sterling InFlight Data Management Mobile provides a "traffic light" indicator that shows you the overall status of all of your transactions. So, if you see all green indicators, you're good to go. If you see a yellow or red indicator, you may have a problem that needs attention. To find out if you have a problem, just select status and a list of the business transactions will appear. Then, you can drill down to the individual transaction detail where you can proceed to take action or elect not to. Either way, the information is at your fingertips.

#### Request additional collaboration

If you require someone else to collaborate with you, you may send them a copy of the transaction via e-mail. This will allow you to inform others of the actions you are taking, ask them to approve an action or ask them to take action themselves.

#### Review the actions that your trading partner has taken

Has your customer sent you that "urgent" change order? Has your supplier agreed to deliver to you on time? Has your bank deposited those funds into your payables account? With Sterling InFlight Data Management Mobile, you have the ability to track and monitor a business

transaction from the time a document was sent by you until the time your trading partner receives it. You can also see when a document was not picked up, or could not be delivered. The same applies to incoming transactions.

Whether it be an individual transaction, general system health or overall transaction progress, this solution will help you find what you need from your mobile device.

Sterling InFlight Data Management  
Mobile activity screen



Capability	Description
<b>Activity view by status</b>	<ul style="list-style-type: none"> <li>Identify problems quickly</li> <li>Drill down to the detail of the transaction</li> <li>Mark transactions as reviewed</li> </ul>
<b>Activity view by document type</b>	<ul style="list-style-type: none"> <li>Monitor critical document types and their status</li> <li>Make sure your critical documents are processing</li> <li>Take action on document processing exceptions</li> </ul>
<b>Activity view by trading partner</b>	<ul style="list-style-type: none"> <li>Monitor transactions with a specific trading partner</li> <li>Identify critical customer service issues</li> <li>Make sure your suppliers are responding to your requests</li> <li>Be sure the supply chain is performing</li> </ul>
<b>Transaction search</b>	<ul style="list-style-type: none"> <li>Monitor a specific troublesome transaction</li> <li>Be sure you are performing to specific business needs</li> <li>Make sure your last minute transaction was processed</li> </ul>
<b>Mark and comment on transactions</b>	<ul style="list-style-type: none"> <li>Change the status of transactions to avoid further review</li> <li>Comment on specific documents</li> <li>Let your colleagues know what you have done or what they need to do next</li> </ul>
<b>E-mail actions and results</b>	<ul style="list-style-type: none"> <li>Review transactions on the go</li> <li>E-mail transaction results to a colleague</li> <li>Request assistance from the colleague</li> <li>Inform colleagues of your actions</li> </ul>

Sterling InFlight Data Management Mobile supports the following mobile digital devices: Apple® iPhone® (OS Version 3.1 or later). This solution is available in the US, UK, France and Germany.

#### 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](http://www.sterlingcommerce.com).

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