

Mobile monitoring for Sterling B2B Collaboration Network

IBM Sterling Document Tracking 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 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 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 Document Tracking 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 device or mobile telephone.

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 Document Tracking Mobile you have the ability to search and view transactions based on trading relationships, document types, document identifiers and other variables. The application can help you know that

your business transaction processed, was sent, and was picked up by your trading partner.

Monitor and take action on errant transactions

Sterling Document Tracking Mobile provides a view into your Sterling B2B Collaboration Network mailboxes that shows you the overall status of all of your transactions. Whether the transaction is inbound or outbound, you can know it's status. You can manage your transactions on an exception basis or simply let them process on their own. To find out if you have a problem, just select status and a list of the business transactions will appear. You can then proceed to take action or elect not to. Either way, the information is at your fingertips.

Search for trading partner IDs

If you find that you have a problem with a transaction or don't know the name of a trading partner, you can easily find the information. Sterling Document Tracking Mobile provides the ability to key in a trading partner ID and see the associated trading partner name, so you have the information you need when you need it.

Review actions that your trading partner has taken

Has your trading partner sent you the document that you expected? Has your trading partner picked up the transaction that you sent? With Sterling Document

Tracking Mobile, you have the ability to track and monitor a business transaction from the time it was sent by you until the time your trading partner picked it up. You can also see when a transaction was not picked up, or couldn't be delivered. The same applies to incoming transactions.



Sterling Document Tracking Mobile document screen

Reload a transaction for reprocessing

Have you ever found that a file that you received was not processed? With Sterling Document Tracking Mobile, you can reload a file into your mailbox for reprocessing by your own business.

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.

Capability	Description
Activity view by status	<ul style="list-style-type: none"> Identify problems quickly Drill down to the details of a transaction Mark transactions as reviewed
Reload transactions to the mail slot	<ul style="list-style-type: none"> Select a specific transaction received from a trading partner for reprocessing
Change status	<ul style="list-style-type: none"> Change the status of a transaction Mark a document as picked up if you know it doesn't require processing
Search for specific transactions	<ul style="list-style-type: none"> Search for critical transactions so that you may know their status Search inbound and outbound documents by sender, receiver, document number (for example, PO number, invoice number) or document type
Verify trading partner ID and name	<ul style="list-style-type: none"> Assure yourself that you are sending a transaction to the right trading partner Search for a specific trading partner name by using their ID
Save display settings	<ul style="list-style-type: none"> Save your default display configuration for a consistent view every time you log on

Sterling Document 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.