Sterling Supply Chain Visibility

Getting Started Guide

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Chapter 1. Introduction to Supply Chain Visibility

IBM® Sterling Supply Chain Visibility is an as-a-service application that provides a comprehensive view into the supply chain order-to-cash and procure-to-pay processes.

This application service instantly displays and summarizes actionable supply chain information from all electronic trading partners and communities through a single dashboard. It presents a single web interface that enables users to manage and control the business processes, including documents such as purchase orders (PO), shipping acknowledgements, invoices, and other transactions that occur during these processes. Sterling Supply Chain Visibility also alerts users to events that disrupt information and material flow in the supply chain.

Sterling Supply Chain Visibility can be used by buyer organizations (inbound customers) as well as seller organizations (outbound customers). Buyer organizations can use this application for inbound visibility and to analyze and compare their suppliers' performance. Supplier organizations can use this application for outbound visibility and to analyze and compare their customer service levels. Both buyer and seller organizations can use the application to view and manage alerts that are raised when conditions applicable to them are met in the supply chain.

Sterling Supply Chain Visibility provides the following:

Integrated Platform

Offers an integrated platform across business-to-business (B2B) gateways and the Sterling Supply Chain Visibility Platform to enable various supply chain synchronization solutions. Sterling Supply Chain Visibility provides EDI mapping capabilities, and provides visibility into the purchasing and PO collaboration process at a relativity low customer cost.

Visibility

Provides a set of views to look up the status of an order, shipment, invoice, or payment. This application provides a one-place-visibility to all relevant details of that order, shipment, or invoice.

Inbound and Outbound Supply Monitoring

Alerts are generated when unplanned events occur. Customers can resolve these alerts to remove bottlenecks and streamline the supply chain process.

Key Performance Indicators (KPIs) and Reports

Generate KPIs and reports to analyze and compare supplier performance. Sellers can use these to evaluate their own performance with respect to various customers.

Dashboards

The dashboard provides a comprehensive view of alerts, invoices, shipments, KPI charts, and orders. The configurable dashboard can be used to analyze data and generate recommendations that drive strategy.

A Typical Supply Chain Process

A supply chain must be fully integrated to operate at maximum efficiency. In today's complex multiplatform enterprises, systems that can provide visibility and orchestrate work flows across disparate systems can be a significant force in driving business decisions.

A typical supply chain process is:

1. The buyer places an order and sends a purchase order (PO) to the supplier.
2. The supplier sends an acknowledgement to the buyer within a specified time period.
3. The supplier then sends a commitment, specifying when the shipment will be shipped, and the quantity and the items that will be shipped on that date.
4. The supplier sends an **Advance Ship Notice** (ASN) to the buyer.
5. The supplier sends the shipment.
6. The supplier creates an invoice and sends it to the buyer.

Supply Chain Visibility receives a copy of these transactions and others from carriers, transportation systems, and warehouse systems to provide a single source of visibility into the purchase order life cycle.

Related tasks:

Chapter 2. System Requirements

IBM Sterling Supply Chain Visibility supports the following web browsers:

- Internet Explorer versions 7.0 and 8.0
- Mozilla Firefox version 3.6 and above

Other web browsers such as Google Chrome are not supported by IBM Sterling Supply Chain Visibility.

Note: The IBM Sterling Customer Center login screen also supports Google Chrome 5. However, after logging in you would not be able to work with IBM Sterling Supply Chain Visibility.

Related tasks:

Chapter 5, "Accessing Sterling Supply Chain Visibility," on page 9

Chapter 4, "Registering with Sterling Supply Chain Visibility," on page 7

Chapter 3. Getting Started with Sterling Supply Chain Visibility

The user will receive assistance from IBM in getting started with Sterling Supply Chain Visibility. The following table shows the general sequence of tasks that need to take place. The columns on the right show who performs the task, a designated person from IBM or your company administrator.

Step	Task	IBM	Your company administrator
1	Email Welcome Letter and questionnaire	X	
2	Return completed questionnaire to IBM		X
3	Register through IBM Sterling Customer Center Web site		X
4	Request access to Sterling Supply Chain Visibility		X
5	Grant access to Sterling Supply Chain Visibility and contact you with login information	X	

Chapter 4. Registering with Sterling Supply Chain Visibility

About this task

Here are the steps that have to be performed to get access to Sterling Supply Chain Visibility and other services.

Procedure

1. IBM sends a Welcome letter and questionnaire.
2. User will return the completed questionnaire, containing information necessary to set up the account, to IBM.
3. User registers in the Sterling Customer Center Web site as follows:
   a. Using the following URL provided in the Welcome Letter, access the Sterling Customer Center login screen http://customer.sterlingcommerce.com. This URL is also provided in the Welcome letter.
   b. Using the login credentials provided in the email from the IBM Customer support team, log into Sterling Customer Center. The first time user logs in, they can access Sterling Customer Center the front page. If the user logs in again, they may have to click the Customer Center from the upper right corner of the screen to access the page.

      Note: Buttons for English and localized languages are displayed above the Customer Center Login panel. If the user selects one of these localized languages, The Display Language will be set to that language and any screens and services that have been localized will be displayed in that Display Language.

      The default is English. If the user selects another language, they can return to English by either clicking the English button on the login screen or, within Sterling Customer Center, edit the Display Settings from the user Account page.

      More information is available in the Sterling Customer Center online help.
   c. From the Sterling Customer Center front page, select **Edit Profile** from the upper right corner of the screen.
   d. From the **View User Details**Screen, click **Help** from the upper right corner to access information to help user register for the Sterling Supply Chain Visibility service.
4. User requests access to Sterling Supply Chain Visibility service, using the online help for assistance. user may also need access to IBM Sterling B2B Collaboration Network Inflight Data Management, IBM Sterling B2B Collaboration Network Document Tracking, and other as-a-service solutions.
5. IBM grants the user access to Sterling Supply Chain Visibility and any other services the user will need.

   Refer to the IBM Sterling Supply Chain Visibility Customer Administration Guide if necessary.

Related concepts:

IBM Sterling Supply Chain Visibility is an as-a-service application that provides a comprehensive view into the supply chain order-to-cash and procure-to-pay processes.

Chapter 5. Accessing Sterling Supply Chain Visibility

About this task

After the user has registered for Sterling Supply Chain Visibility and has been on-boarded, they can access the application as mentioned below.

Procedure

1. Using the following URL, access the Sterling Customer Center login screen: http://customer.sterlingcommerce.com. User can also add this to their favorites list in the web browser.
2. Using the user's login credentials, log in to Sterling Customer Center. Then the user will be directed to the Sterling Customer Center home page.
3. From their home page, select Sterling Supply Chain Visibility from the left side of the page. User can now have access to any other as-a-service solutions to which they have subscribed, the online documentation libraries, and customer support information without having to log in again.

Related concepts:

IBM Sterling Supply Chain Visibility is an as-a-service application that provides a comprehensive view into the supply chain order-to-cash and procure-to-pay processes.

Chapter 6. Training

Online training for Sterling Supply Chain Visibility is available from the IBM Learning Center.

Buyer Training

The following inbound visibility training courses are available for buyer organizations:

Monitoring Inbound Supply Chain

Highlights the key features of the application and demonstrates the tasks that buyer users can perform. This course is intended for end users, such as buyers, planners, analysts, and distribution center managers.

Administering Inbound Supply Chain

Guides administrators through the process of managing the inbound supply chain. This course is intended for administrators in a buyer organization.

Online courses are also available for customers that are licensed to use the IBM Sterling Vendor Compliance for Supply Chain Visibility and Supplier Portal module.

Seller Training

The following outbound visibility courses are available for supplier organizations:

Monitoring Outbound Supply Chain

Highlights the key features of the application and demonstrates the tasks that supplier users can perform. This course is intended for end users, such as suppliers, planners, and distribution center managers.

Administering Outbound Supply Chain

Guides administrators through the process of managing the outbound supply chain. This course is intended for administrators in a supplier (seller) organization.

Registering for Training

To access the training courses, open the IBM Learning Center:

1. Search for "Supply Chain Visibility" to return a list of online courses.
2. Some courses are available in multiple languages. You can use the **Country/Region** or **Language** filters to find courses in your language.
3. Double-click on a course name to learn about the course. Follow the online instructions to register for the training.

Note: There might be charges for taking the online courses.

Related reference:

Chapter 7. Documentation

The following documentation is available:

- IBM Sterling Supply Chain Visibility Release Notes
- IBM Sterling Supply Chain Visibility Overview Guide
- IBM Sterling Supply Chain Visibility Buyer User Guide
- IBM Sterling Supply Chain Visibility Seller User Guide
- IBM Sterling Supply Chain Visibility Customer Administration Guide

These documents are available in the IBM information center at the following hyperlink:

Sterling as-a-Service Applications Information Center

Related concepts:

Online training for Sterling Supply Chain Visibility is available from the IBM Learning Center.

Chapter 8. Customer Support

IBM fosters long-term business partnerships with its customers. Committed to customer satisfaction and quality support, IBM Customer Support has a worldwide staff providing support 24 hours per day, 365 days per year. For assistance with installation, implementation, usage, or for enhancement information, contact IBM customer support at http://www.sterlingcommerce.com/apps/collaterallibrary/external/DownloadFile.asp?fil=101797.

Additionally, we can access the Sterling Customer Center, which provides a wealth of online resources to enrich the business experience with us. By using Sterling Customer Center, the user can access many Self-Support Tools, including a Knowledge-Base, Documentation, and Education. Find the Sterling Customer Center at, http://customer.sterlingcommerce.com.

Related concepts:

Chapter 6, "Training," on page 11
Online training for Sterling Supply Chain Visibility is available from the IBM Learning Center.

Chapter 9. Service Level Offering Policy

Service levels are defined based on two categories: Service Level Objectives and Service Level Agreements.

Definitions

For a service level to be included, it must meet the criteria of measurable, trackable, monitorable, and defendable, as determined by the B2B Services PLM and Cloud Services Operations group.

Service Level Objectives (SLO)

Service levels that are defined as part of the overall support plan of IBM B2B Services that govern the processes, support levels, and service levels that IBM strives to achieve with their client.

Threshold Metrics

The specific measures, by service level, that define the levels of performance by which IBM will hold itself accountable based on the definitions of Service Level Objectives and Service Level Agreements.

Metric Formula

The specific calculation equation created to effectively measure the threshold metric.

Service Level Objectives Categories and Metric

This section provides the definitions of the Service Levels for Up Time.

Table 1. Service Level Objectives Categories and Metric

Metric	Metric Category	Definition	Threshold Metric	Metric Formula
Production Availability	Up Time	Up Time is the period of time during which the production system processing for the service is available for all users of the service for which they have appropriate permissions. Up Time does not include the period of time when the Service is not available as a result of: planned system downtime, force Majeure, problems with Customer or third party applications, equipment or data, customer or third party acts or omissions, failure to adhere to required system configurations and supported platforms, service interruptions, or disruptions caused by other services performed on behalf of the client based on an SOW	Up Time = % of Attainment of Goal	Minutes Service is Available During Month/Minutes in Month less Up Time exclusions

SLO Requirement for Uptime

Table 2. SLO Requirement for Uptime

Metric Category	SLO Threshold Metric
Up Time	Avg. 99.9% per month

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