Helping to build your B2B trading communities

IBM Sterling Community Development Services

Benefits

- Seamless conversion to IBM® Sterling B2B Collaboration Network

- New insight into your community's B2B capabilities

- Resources, expertise, and proven process to maximize partner on boarding success

Related Services

- IBM® Sterling Web Forms

- IBM® Sterling Managed AS2

- IBM® Sterling Fax Conversion Services

Sterling Community Development Services

IBM® Sterling Community Development Services combines innovative tools and processes with dedicated resources to help you build, manage, and expand your B2B communities. We apply best practices to protect your business relationships, making it easier for your customers, and trading partners to join your trading community.
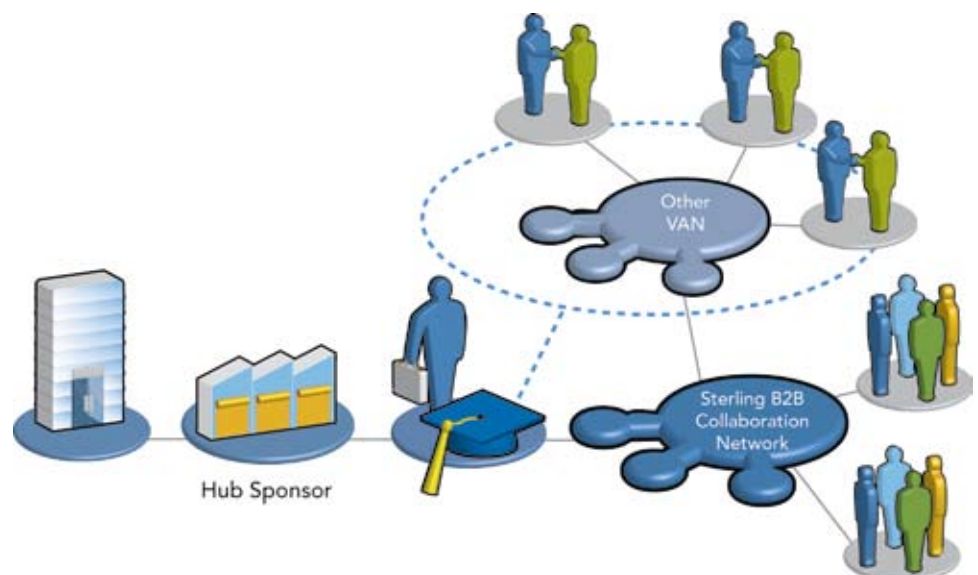
Sterling Commerce removes the challenges companies typically face when managing community development on their own. We have the experience, and resources to research the current capabilities of your trading partners, gain trading partner participation, implement, and maintain the appropriate technologies. Sterling Community Development Services does this through conversion assistance, document verification, recruitment, and community surveys.

"Not one problem occurred when Sterling Commerce migrated our network traffic. Our trading partners migrated successfully, data flowed easily and service was uninterrupted and totally transparent to our users and to us. You can't ask for anything better than that."

Joyce Abram
EDI Administrator, Coordinator and Senior Systems Analyst, Mine Safety Appliances (MSA)

Sterling Commerce builds B2B communities for our customers by providing technology, expertise and education to bring together trading communities.

Sterling Commerce
An IBM Company

Capability	Description
Conversion Assistance	- Migrates your EDI traffic from your current VAN to IBM® Sterling B2B Collaboration Network - Applies processes and tools to ensure the conversion is smooth, secure, and nondisruptive - Removes the complexity by: – Notifying business partners of a VAN change – Coordinating the change with other VANs – Providing dedicated support and mailbox monitoring for five days after the change
Document Verification	- Tests incoming documents to ensure they comply with your mapping specifications - Notifies partners of the errors, suggests corrective measures, and requests resubmission of the document
Survey	- Posts surveys on a secure Web site, and manages up to three communication efforts (e-mail, fax, and phone) - Contacts each community member and encourages them to participate - Provides a complete report of survey results - Determines the parameters of your next B2B initiative and increase your success ratio
Recruitment	- Contacts your trading partners and explains what they need to do to participate in your e-commerce program - Adds new business partners to your community - Increases return on investment by extending the types of documents you exchange with existing partners

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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For all Sterling Commerce offices worldwide,
visit **www.sterlingcommerce.com**