IBM Sterling B2B Services Reporting & Analytics

Provide new insight and improve business decisions

Overview

- Provide a strategic view of your value chain

- Uncover business trends in your trading partner network

- Identify opportunities to reduce risk and increase time to revenue

Why B2B Services Analytics?

- Personalized dashboards

- Configurable alerts and charts

- Easy to use reports and insightful graphs

Executive Summary

In today's competitive marketplace, the need for agile and informed business decisions continues to grow. Executives and business leaders are demanding that enterprise data be converted into meaningful results for their organizations. These successful leaders are utilizing analytics throughout their enterprises to drive smarter decisions, enable faster action plans, and optimize time to revenue.

Leaders need to work in partnership with their value chain, and the B2B Sterling Collaboration network is the primary means to accomplish system-to-system business collaboration. Currently, minimal information is available beyond individual transactions. This becomes cumbersome when there is an error among the interaction between partners or there is a need to better understand the performance of the participants.

B2B Services Analytics provides today's business leaders with clear and concise visibility into their entire B2B ecosystem. This includes the ability to analyze Key Performance Indicators (KPI's), trends, failures, correlations, and patterns; thus, providing a better understanding of areas for improvement.

Efficiency is key when managing today's trading partner networks

With the complexity of multi-enterprise collaborative business processes, it is difficult to monitor and measure interactions; thus, it is complicated to determine where efficiencies can be gained. This creates pressures on enterprise leaders to provide more information for strategic decision making.

In the case of B2B, there must be increased insight into the performance of enterprise level interactions across and among communities. Hence, one of the priorities of leaders is to bring value to the business by understanding historical transactions, overall trends, and the individual performance of their trading partner interactions. That means real or near real-time visibility.

B2B Services Analytics brings the ability to drive inefficiencies from value chains by providing near real-time visibility to the interactions between enterprises and enterprise partnerships.

Managing by exception allows leaders to focus on key tactical and strategic decisions

Business leaders spend much time looking at "business as usual" activities while missing the exceptions that can signal out-of-control processes or trends. It is critical for businesses to be informed of unexpected changes in partner activity as soon as possible. Detecting trends and exceptions early in the business process permits proactive and aggressive responses before the exceptions escalate through the value chain. Responding in a timely manner shields the business from surprises and affect positive, long term change.

B2B Services Analytics enables enterprises to gain an understanding of their business norms. This information can be used to set targeted custom alerts; thus, notifying business leaders of situations requiring attention. Focused alerts minimize noise and pinpoint areas in need of attention— saving time, reducing costs, and giving leaders the ability to focus on exception management.
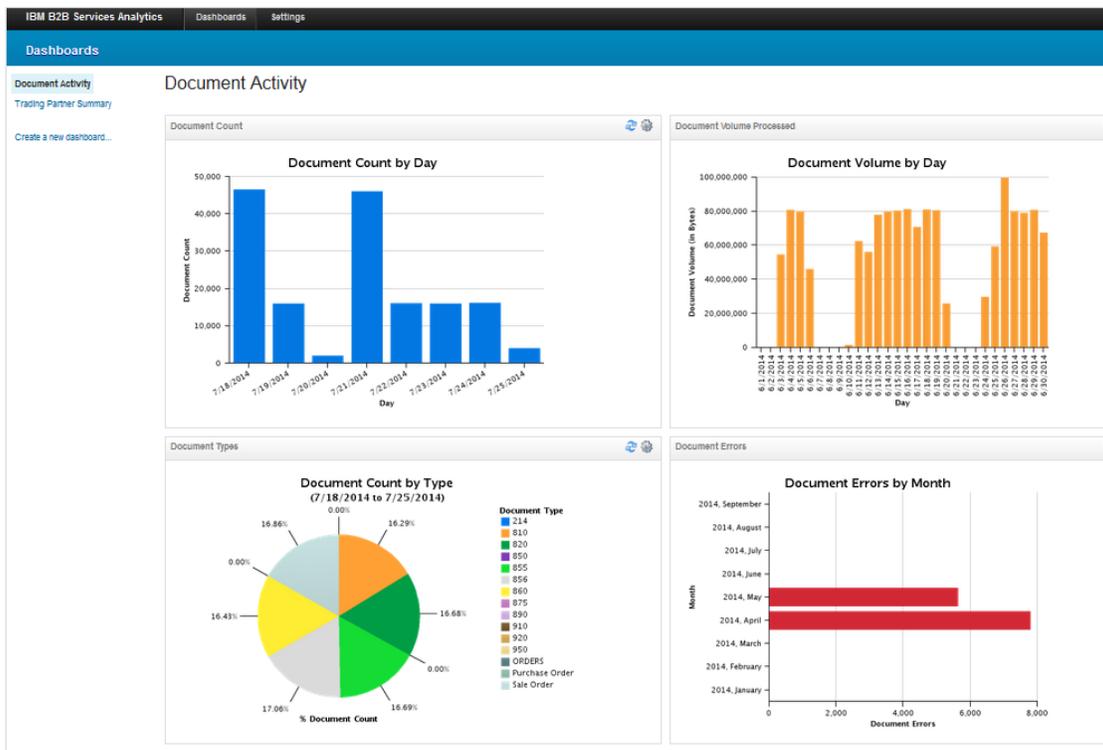

Figure 1:Dashboard sample view of activity.

The Solution

B2B Services Analytics provides near real-time awareness of trading partner activity and events. This provides business leaders with the ability to recognize trends and anomalies across all transactions, identifying process improvement opportunities.

By delivering data-driven insights, this solution helps organizations work smarter and outperform their peers in the following areas:

Responsiveness
- Identify anomalies, understand volumes, alert on non-standard activities
- Proactively and quickly correct issues before they proliferate through the value chain

Cost Reduction
- Manage by exception, increase accuracy of planning, anticipate outcomes
- Remove costly activities associated with last minute identification of surprises in the business

Process Improvement
- Plot trends, identify out-of-control procedures and further automation opportunities
- Utilize facts to gain performance insight within the trading community and initiate process change

Technical Details

B2B Services Analytics leverages the IBM market leading suite of analytics. It is hosted on IBM SoftLayer®, providing exceptional levels of security and cloud infrastructure performance. The Single Sign-On feature grants easy access through IBM Sterling Customer Center giving clients a centralized location for accessing all of their B2B Services offerings. B2B Services Analytics furnishes increased visibility of B2B transactions alongside IBM® Sterling Document Tracking and IBM® Sterling InFlight Data Management.

Users may design Dashboards to see information critical to their role and easily add reports. Each user has the ability to customize their dashboards through an easy to use interface that allows for report selection and filtering based upon the information that is important to them.

Users configure reports based on filter parameters such as trading partner, document type, status, direction, and time. Then, users display report visibility information in the form of dynamic tables, various charts, and line graphs.

The solution provides views of current and historical transactions with online data retention for evaluating trends through hourly, daily, monthly, quarterly, and yearly levels of visibility.

Alerts can be leveraged to monitor exceptions. Users establish normal patterns, and easily set alerts for events requiring attention. Then, they tailor notifications to specific resources, and configure based on document activity or even for events that did not occur when expected.

Conclusion

IBM® Sterling B2B Services Reporting & Analytics provides business leaders with in-depth and thoughtful reporting capabilities. It equips the business leader with complete visibility across B2B transactions, sends error notifications, and provides clarity to activity trends. Simple visuals allow you to conduct near real-time analysis for all vendors, suppliers, and customers. The alerting capability decreases errors and will reduce costs for the enterprise. The trending and alerting capabilities are easily accessed through a Single Sign-On dashboard and will quickly contribute to business value. This detailed reporting structure allows for increased visibility, reliability, and security for all of your B2B transactions. B2B Services Analytics gives users the data behind better decision making in their business.

For more information

To learn more about IBM Sterling B2B Services Reporting & Analytics, contact your IBM Business Partner or IBM sales representative, or visit: **ibm.com**/business-services-analytics

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