MANAGED SERVICE

TRUECOMMERCE GIVES ORGANISATIONS THE COMPETITIVE EDGE WITH A ROBUST, SCALABLE AND COST EFFECTIVE MANAGED SERVICE THAT HARNESSES THE POWER OF OUR LEADING TRADING PARTNER PLATFORM

BENEFITS

- A team of specialists who look after the day-to-day running of your EDI service.

- 24×7 service desk for you and your suppliers, with a team of experts that monitor the delivery and processing of your messages and manage any issues.

- No hardware or software required in your environment.

- Proven track record of onboarding both customers and suppliers, removing risk from the process.

- No hidden or variable costs.

TrueCommerce helps businesses transform EDI from a potentially expensive but unavoidable overhead into a business opportunity by providing the necessary experience, skills and infrastructure, to allow companies to concentrate on their core competences.

Redefining the electronic exchange of messages between organisations across all sectors, TrueCommerce empowers companies to achieve new levels of business connectivity and performance with the world's most advanced trading partner solution.

As a fully managed service, those outsourcing to TrueCommerce are free from the burden and risks associated with technical issues, maintenance costs and the need to keep abreast of advancing technology.

TrueCommerce's managed service is for companies who want to improve profitability by challenging the cost, complexity and limitations of trading with customers and suppliers using traditional methods. Through transparent pricing, with no hidden or variable costs, we have consistently helped companies secure tangible operational cost savings and improved customer service.

The TrueCommerce community continues to grow with increasing numbers of companies recognising the benefits of outsourcing to a fully managed service provider. New companies are moving to the TrueCommerce network on a daily basis and existing clients are extending their EDI and e-invoicing capabilities to additional trading partners, as they continue to recognise the benefits of trading electronically through the TrueCommerce network.

TrueCommerce
A HIGHJUMP COMPANY™

truecommerce.com

OUTSOURCED INFRASTRUCTURE

- IBM e-business hosting – dual tier 3+ IBM data centre's
- Exceeds ISO27002 standards
- Service availability of over 99.9% uptime
- Real-time data replication
- Robust disaster recovery capability

SERVICE DESK

- Dedicated UK based support team
- Defined support processes – from problem capture through to resolution
- 24 x 7 support plans available

APPLICATION

- Secure, robust and 'future-proof' electronic trading network
- Scalable EDI solutions from a web browser to deep EDI integration
- Automated message transformation, translation and validation
- Real-time visibility – automated analysis and alerts
- Business Activity Monitoring – KPI reports, dashboards, monitors and alerts

CONTINUOUS TRANSACTION MONITORING

- Dedicated UK based team of consultants
- Fast problem resolution and continuity of service
- Pro-active monitoring for message validation failures and errors
- In many cases issues resolved without involving clients
- Ensures compliance is enforced and transactions flow without errors

IMPLEMENTATION & TRADING PARTNER ON-BOARDING

- Trading partner communication, management and "go live" coordination
- Trading partner training and testing
- On-going project communication and reporting

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