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OpenText B2B Data Quality Framework

Comprehensive method for transforming your approach to B2B integration and taking operational data quality to the next level

- **Provides detailed picture** of your B2B ecosystem

- **Manages risks** involved in system migrations

- **Embeds intelligence** into B2B integrations

- **Supports business transformation** with a complete solution

Most organizations have developed B2B integrations with their trading partners project by project over several years—or decades—using a variety of tools and document standards. This means organizations often lack detailed visibility across all active connections and focus primarily on moving data, not on supporting related business processes in an optimal way. Solution design and supportability also vary greatly.

Building on three decades of B2B integration expertise, OpenText B2B Data Quality Framework provides a comprehensive approach that enables organizations to transform their B2B integration capabilities in a structured way to digitize, integrate, automate and optimize information flows and key business processes.

The framework and its individual components can be used for any B2B solution modernization project, but are particularly powerful in connection with broader transformation programs, such as an ERP system migration, where insights on B2B processes can support additional activities, such as system blueprinting and overall business process design.

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Provides detailed picture of your B2B ecosystem

Integrating B2B data in ERP systems relies on standards, such as ANSI X12 and EDIFACT, which enable organizations to exchange business documents and other information with their partners in a structured format. However, there are multiple standards, each of which has several versions, and only a fraction of all data attributes defined in each standard are used in a typical integration flow. Since most organizations have developed their B2B programs over several years and on a project-by-project basis, few have an overarching and well-documented view into their integrations that covers all of these details.

Gaining these insights can be challenging and expensive. This is why OpenText has developed its B2B/ERP Data Discovery Service. This service uses automated tooling to analyze large quantities of B2B and ERP data, which are then interpreted and summarized by OpenText business analysts and reported back to the client. The key deliverable is a harmonized ERP/B2B reference data model—a single document summarizing all the B2B message types, data attributes and processing rules involved in exchanging business documents with partners.

The OpenText report highlights data errors and compliance issues. These insights can be used for various purposes, such as supporting blueprinting of new systems, managing migration-related risks, optimizing integration map usage and remedying issues with trading partner behavior.

The data discovery service typically acts as a first step in identifying a longer-term roadmap for supporting system migrations and improving an organization's supply chain performance though business process optimization and better data quality.

Manages risks involved in system migrations

Transitioning to a new system—particularly something as complex as an ERP—requires careful planning and takes a significant amount of effort. It also presents risks to business continuity, as unexpected issues with the new system discovered after go-live can quickly disrupt business processes.

With ERPs and other systems that rely on data exchanged with external parties, the uncertainty and potential issues are highlighted due to only having partial control over the end-to-end process. To help mitigate the risks around external data exchange during a system migration, OpenText provides Parallel Testing Framework, a service for testing the new system using real-life data.

The service takes a copy of the current output from the existing integrations and compares it to the output for the new system prior to implementing it in production. This helps ensure there are no surprises after the new system go-live, which significantly reduces the risks involved. Parallel Testing Framework is set up by OpenText before the system migration starts and is leveraged throughout the transition until the new system is fully up and running.

Embeds intelligence into B2B integrations

Most B2B integration programs focus on removing the need for paper documents and manual data entry by exchanging business documents and other data between organizations through digital channels. However, having the data in a structured digital format also creates opportunities to improve related business processes. By adding rules, validations and other logic as part of data processing, organizations can reduce errors and process exceptions that would otherwise result in delays, extra costs and poor customer experiences.
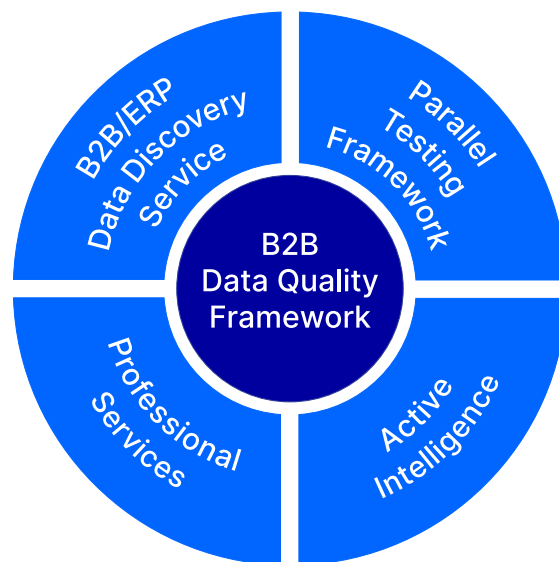
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OpenText helps organizations embed intelligence into their B2B integrations in a flexible way. A key enabler for this is OpenText™ Active Intelligence, a solution that monitors all B2B transactions in real time as they flow through the OpenText network to ensure accuracy and compliance with predefined business rules. The solution alerts users when their transactions contain flawed data or do not comply with specific business rules, allowing issues to be addressed quickly before they have a major impact on the broader business process. In addition, Active Intelligence provides deep insights into business document exchange and trading partner performance to support efficient and effective B2B operations management.

Active Intelligence is an optional component of OpenText B2B integration solutions that is typically built into the initial solution design. To identify opportunities to add value, OpenText experts work with customers to understand their business processes and identify the specific business rules for delivering optimal results.

Supports business transformation with a complete solution

By combining integration expertise, modern technology and processes built on industry best practices, OpenText provides holistic solutions for supporting business transformation involving external data exchange. OpenText professional and managed services teams help organizations leverage a repeatable and proven model for extending their own IT teams' capabilities while optimizing business processes.

OpenText Professional Services help organizations every step of the way, including planning new system implementations, system migration and testing, ongoing management and improvement of operations post go-live.

OpenText B2B Data Quality Framework delivers key capabilities to support business transformations

With the B2B Data Quality Framework, organizations can reduce risk, lower costs and speed up their transformation projects while modernizing their integration capabilities. To get started with using the framework, OpenText typically sets up a workshop with key customer stakeholders to form a mutual understanding of the status quo, overall requirements and key considerations; share best practices, coordinate critical project timelines and establish the scope and roadmap for collaboration.

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B2B/ERP Data Discovery Service: Provides automated data processing and business analyst skills to form a complete and detailed picture of an organization's B2B integration requirements.

Parallel Testing Framework: Enables testing of new systems with real life B2B transactions before system go-live to manage risks around business continuity.

Active Intelligence: Monitors B2B transactions in real time to ensure data quality and compliance with business rules.

Professional Services: Delivers full management of B2B integration operations, including consulting, solution design, implementation, support, monitoring and change management.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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