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# OpenText Supplier Portal

Streamline trading partner collaboration and engagement throughout the extended enterprise to bring world-class products to market.



**Securely collaborate** at a global scale

**Eliminate** onboarding & compliance **pain**

**Future proof:** tailor the platform to your needs

**One portal technology** for all processes, applications & users

**Current methods for managing supplier relationships are undermining C-suite initiatives. Increasing resilience by adding suppliers in new regions are roadblocked by elongated onboarding processes and high digital maturity expectations. Avoiding disruption from suppliers requires ongoing monitoring and visibility, far beyond what periodic surveys provide. Collaboration efficiencies are erased by platform-specific portals that create information silos, duplicate administration costs and lack cross-functional collaboration.**

The OpenText Supplier Portal removes obstacles that prevent supply chains from thriving in the digital age. Drive top-line growth and bottom-line efficiencies by securely connecting suppliers, partners, distributors and other trading partners to end-to-end collaborative business processes: source-to-pay, order-to-cash, work-in-process (WIP), quality, change management and cross-functional processes.

Supplier Portal is a fully managed cloud service built on a security and collaboration platform yet is easily customized and extended to meet the needs of your value chain. For over twenty years, Supplier Portal has helped organizations to manage and engage thousands of trading partners and millions of users while reducing cost, effort and risk. The resources required to manage trading partner access across a global supply chain is typically two to three full-time-equivalent employees.

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## Collaborate at a global scale – securely

Increase the value of every trading partner relationship while reducing cost and risk.

- **Maximize trading partner productivity and satisfaction.** Convenient single sign-on and a single-point-of-entry give trading partners "one place to connect and go" to any authorized application within the ecosystem.

- **Scalability.** Minimize the cost to manage thousands of suppliers and millions of users. Delegated Administration transfers day-to-day user administration to trading partners' local administrators who best know "Who needs access to what resources?"

- **Keep suppliers engaged.** Quickly route bulletins, notifications, RFx's and other critical communications to the right suppliers using attributes and metadata. Retrieve authorized assets anywhere in the ecosystem with a single search.

- **Personalize security and experience.** Identity-driven journeys dynamically expose capabilities, choices and information based on the user's authorizations, profile, preferences and relationships.

- **Mitigate risk with every login – human and non-human.** Every person, system and thing connecting to your enterprise has a single digital identity that reflects all known accounts, entitlements, relationships, profile data and other information. Know the aggregate risk posed with every login and dynamically scale security in response. Tip: easily connect to identity silos and correlate user accounts to further reduce risk.

## Put an end to onboarding & compliance pain

Accelerate trading partner time-to-value and regain thousands of hours spent on inefficient onboarding and monitoring activities.

- **Choose the onboarding process that delivers the greatest value:** self-service, bulk operation, first federation (Just in Time), invitation-based, and others.

- **Automate data collection.** Empower trading partners to create their profile, complete self-assessments, and upload required documentation without assistance. Monitor onboarding progress and be notified when it's time to engage.

- **Digitize.** Use native capabilities to automate high-touch and high-risk activities. Validate organization and user data against authoritative sources via external API calls, messaging or other enabled integration.

- **Keep trading partner master data in sync.** Automatically synchronize organization and user changes across ERP and all other affected systems, whether on-premises or cloud. Supplier Portal can be the authoritative source for all partner profile data.

- **Demonstrate and simplify compliance.** Built-in identity management and governance framework establishes repeatable, automated processes to enforce access controls.

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## Tailor the platform to your needs

Stay agile. Supplier Portal easily adapts and extends to manage information and access to create the value you need without reinvestment.

- **Enable cross-functional collaboration:** aggregate, analyze and present cross-functional data to create insights that improve decision quality and speed.

- **Create new digital processes across disjointed applications:** create cross-application workflows, dashboards, approvals, custom web interfaces and more to speed and simplify operations.

- **Introduce new digital services at your own pace.** Supplier Portal benefits can be deployed incrementally to enable short, medium or long-term strategies

- **Future proof:** PaaS, API-first architecture and A2A integrations provides the flexibility to create new integrations and secure services without professional services.

## One portal technology for all users, processes, and applications

Leverage the economies of scale afforded by a single solution that securely connects any trading partner to any functional or cross-functional business process – and their underlying applications.

- **Standardize digital processes to manage partner lifecycles:** Increase efficiency and predictable outcomes with consistent processes for partner onboarding, off-boarding, access request and approvals, authorization management, authentication management, access certification, and more.

- **Maintain a common set of services and tools open to the entire ecosystem.** Avoid redundant administration and inconsistent process introduced by platform-specific portals.

- **Know that identity data is correct - everywhere.** Monitor and audit all trading partner access and synchronize changes across all affected internal and external systems.

- **Create public and private sites.** Create secure portals and custom web sites for any business process or user community: work-in-process, quality, distribution channels.

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**Common Services**
- Onboarding & registration
- Realtime communications
- Content management
- Portal authoring / publish
- Reporting & analytics
- Governance / compliance
- Single sign-on

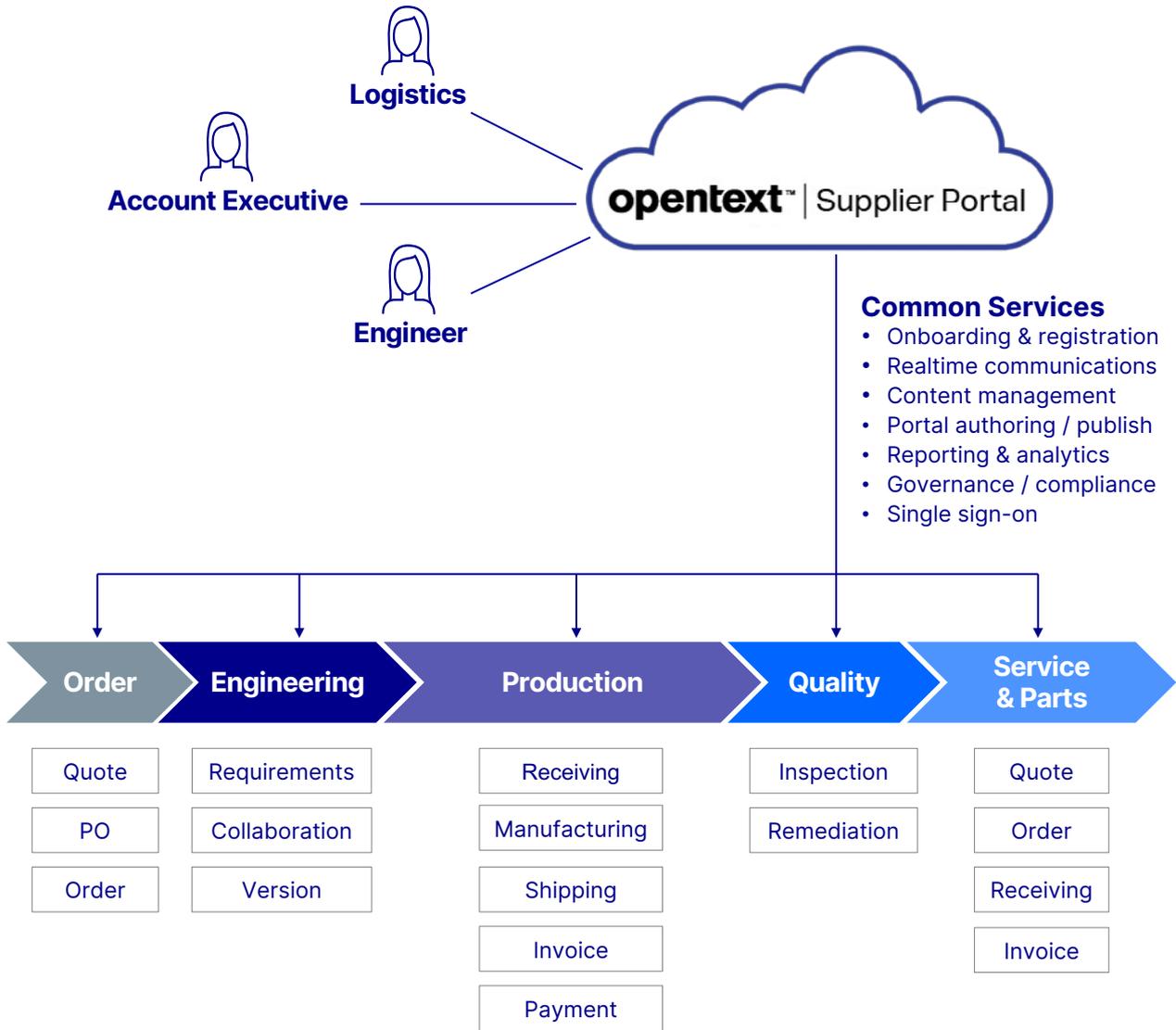| Order | Engineering | Production | Quality | Service & Parts |
|---|---|---|---|---|
| Quote | Requirements | Receiving | Inspection | Quote |
| PO | Collaboration | Manufacturing | Remediation | Order |
| Order | Version | Shipping | | Receiving |
| | | Invoice | | Invoice |
| | | Payment | | |

Figure 1. Securely connect users to all processes and systems relevant to their community

## Innovations to secure and scale trading partner collaboration

### Reduce the cost and risk of every trading partner: Delegated Administration

The identity and access management component includes a comprehensive delegated administration model that creates visibility into third-party organizations and enables trading partner administrators to manage their own users' access to the enterprise resources you authorize. Delegated administrators have the best knowledge of "who should have access to what," and who no longer need access. This provides your enterprise with a continuous monitoring function for third-party access that operates at effectively zero-cost.
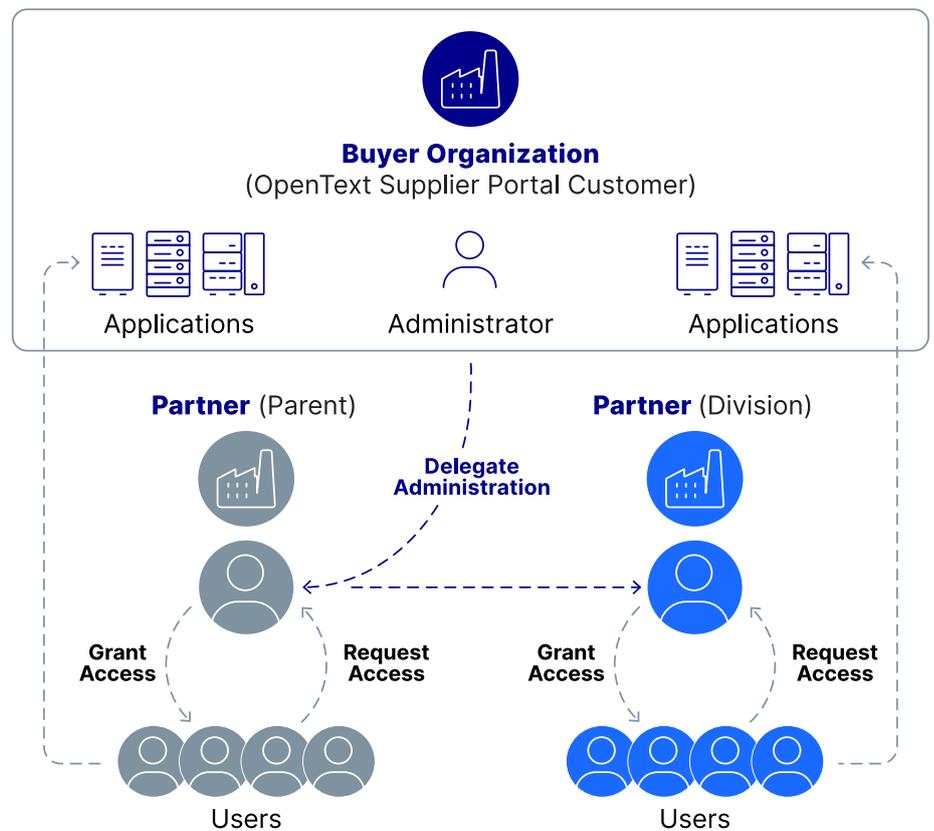


Figure 2. Delegated Administration Model

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## Detect and absorb change: Hierarchy Management & Synchronization.

Trading partner organizations constantly change: new shipping locations, labor disputes, organizational restructuring, sell-offs, acquisitions, personnel changes and other events. If left undetected, such changes can result in operations disruption, security incidents, and other unwanted outcomes caused by out-of-sync partner or supplier data. Automatically monitor master vendor data to detect discrepancies in the logical organization reported by your partners. Any discrepancies automatically trigger notifications to the partner's appropriate delegated administrator who can then use predetermined workflows to make any necessary user moves, code grant changes or other authorized operations as allowed.
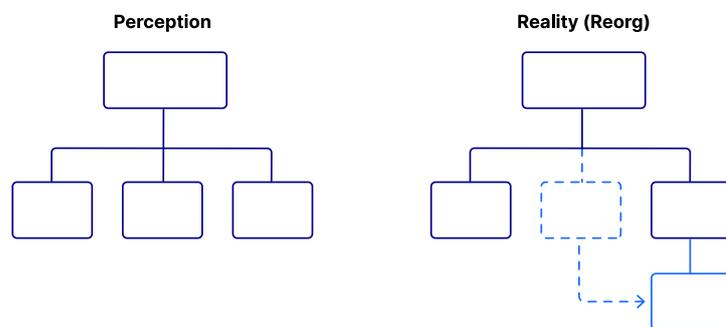


Figure 3. Hierarchy Management and Synchronization

## Remove downtime from realtime business: Flexible Engagement.

Collaborative work in production environments requires tools and capabilities that facilitate speed and efficiency when performing complex tasks. And changes to operations and production schedules need to be communicated ASAP, but only to affected suppliers. Too often, Portals are underpinned by standard office collaboration products that undermine the value and success of the entire value chain.

OpenText Supplier Portal keeps trading partners engaged, informed and productive. Use advanced collaboration capabilities to connect people with the right information without delay.

- **Extreme personalization.** Automatically tailor the presentation of portal content based on supplier and user profile information and context. Make every interaction relevant and productive.

- **Fine-grain asset search.** Quickly locate content across the ecosystem using granular search capabilities that see through silos and folders.

- **Targeted communications and alerting.** Quickly publish bulletins and other communications quickly to highly-targeted recipients. Identify suppliers based on granular recipient information, such as location, manufacturing, performance or quality data. Eliminate the time and error to manually curate contact lists.

- **Distribute static content:** Publish static content and notify the right parties when content is created or updated: "How to do business with you" guides, policies and standards, training material, specifications, procedure guides and other content.

- **Collaborative content:** Exchange files and content for work-in-process activities: engineering, legal, cross-functional teams, and any other context. Create micro-sites for special communities and expose analytics and dashboards.

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- **Notifications:** alert trading partners to new or updated content, published bulletins, exceptions, community messaging and other critical information. Make sure that your suppliers are all on the same page.

- **Localization:** Supplier Portal is supported in nine standard languages for a truly global experience.

| Function | Capability | Description |
|---|---|---|
| Experience | Personalized journeys | Identity-driven experiences dynamically control what each user can view, select and request based on their authorizations, profile, preferences and relationships. |
| | Omnichannel experience | Present a consistent experience across devices to engage trading partners wherever they are. |
| | Customized Branding | Add your brand and themes to provide a consistent image and tone to prospective partners. |
| | Internationalization | Portal landing pages are supported in 9 standard languages. |
| Identity and Access Management Security | Single Sign-on | Connect once and enjoy frictionless access to any authorized resource. A single identity and cre-dential is all that's needed to access resources throughout a global ecosystem. |
| | Lifecycle Management | Use a comprehensive, drop-in security framework to control and audit access for every person, system and "thing" connecting to your enterprise - from initial onboarding through ongoing change and offboarding. |
| | Advanced Authentication | Establish needed levels of trust using the most appropriate method(s): risk-based authentication (RBA), adaptive, multi-factor (MFA), strong authentication (FIDO U2F), token verification, 3rd party, and others. |
| | Advanced Authorizations | A flexible authorization and approval framework centralizes policy administration and control while decentralizing authorization request and validation to trading partner local administrators |
| | Directory Services | Cloud-based directory with comprehensive capabilities to synchronize identity and access man-agement data across on-premises and cloud directories and user stores in multi-enterprise environments |
| | Identity Broker | Secure complex cross-domain authentication scenarios, connect IdPs and SPs in a many-to-many relationship model, verify authenticity, enrich and remap tokens to required protocol. |
| | Web Access Management | Secure access to internal and cross-border web apps without heavy protocols or replicating ID stores. |
| | Access Governance Attestation | Automates access certification recertification campaigns to verify the efficacy of identity and access management program and comply with applicable regulations |
| | Single-point of Entry | Maintain a single connection to the Supplier Portal cloud, no matter how many trading partners connect. Reduce the number of endpoints connecting to your enterprise to reduce your attack surface and cost. |

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| Function | Capability | Description |
|---|---|---|
| Integration & Interoperability | Platform as a Service | Our API-first, auto-scaling micro-services architecture enables customers to rapidly develop ap-plications and custom solutions in a DevSecOps environment |
| | Messaging & Orchestration | Secure and streamline data transport and integration across devices, applications and machines. |
| | Identity Streaming | Use a reliable, production-class approach to synchronize directories and identity data across the ecosystem by streaming identity events using a pub/sub model. |
| | Cross-domain synchronization | Synchronize identity data across on-premises and cloud applications and systems |
| | Internationalization | Portal landing pages are supported in 9 standard languages. |
| Intelligence Analytics | Reporting | Provide actionable insights to internal and partner stakeholders via standard, ad hoc and API-driven reports |
| | SIEM Adapters | Stream threat indicator-related identity events to Security Information and Event Management (SIEM) systems to support threat detection and response |
| | Hierarchy Management & Synchronization | Quickly detect and respond to out-of-sync trading partner master data. Use supplied workflows to make any necessary user moves, code grant changes or other authorized operations to avoid disruption |
| Customer Community & Support | Developer Community | Build and run applications on our highly scalable infrastructure. Access a comprehensive suite of APIs covering Identity, Portal and Messaging to rapidly develop and deliver custom solutions. |
| | Global Customer Support | 24×7×365; 9 Supported Languages; on-line tutorials and ticket generation; online chat support with agents; user-accessible knowledgebase |
| | Trading Partner Support | Help Desk role is provided to enable trading partner support staff to handle routine incidents without customer intervention. OpenText is also available to provide Tier-1, Tier-2 and Tier 3 support. |

Table 1. Supplier Portal key capabilities

⊡ OpenText™ Supplier Portal

⊡ OpenText™ Identity and Access Management

⊡ OpenText™ Internet of Things (IoT)

## 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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