

# OpenText Command Center Integration Monitor

Unlock the value of B2B integration data to optimize business performance

## Benefits

- Track business activity with trading partners
- Explore business transactions to uncover new insights
- Monitor system-level health of your B2B network
- Configure views for optimal user experience

B2B integration is essential for enabling global commerce. While this largely focuses on the technical aspects of moving data between business systems, visibility into the data exchange, monitoring data quality, and maintaining documentation of trading partner connections continue to be a struggle for many organizations.

B2B transactions such as orders, advanced shipping notices, invoices, payment orders, and other business documents hold vast amounts of structured information about the business processes they support. By tapping into this information and making it easily available to IT and business users, organizations can create tremendous value through optimizing operations and improving performance.

By leveraging a powerful data platform embedded as part of a broader supply chain command center solution, OpenText™ Command Center Integration Monitor helps organizations turn detailed B2B transaction data into actionable business information that's relevant for each user.

## Track business activity with trading partners

Understanding the behavior, performance, and real-time status of B2B data exchange with specific partners helps manage day-to-day business activities and improves collaboration. Visibility into exceptions is particularly useful.

For example, if a key supplier fails to process a purchase order or doesn't confirm the requested delivery time, severe disruptions on the production line can occur. If a large customer's orders are not being received as expected, the company can suffer lost revenue and damaged customer trust.

Repeated issues with B2B data exchange also significantly increase the cost of doing business due to the need for manual error and exception handling. To optimize overall business performance, quickly identifying and addressing systematic issues with trading partners is essential.

OpenText Command Center Integration Monitor provides insights into the technical and business performance of ongoing supply chain data exchange with individual partners. It does this by tracking specific technical metrics and key performance indicators (KPIs) that support critical business needs, such as order placement windows, error rates, and response times. This information helps support day-to-day business operations and improves collaboration with trading partners.

## Explore business transactions to uncover new insights

B2B transaction data is a tangible representation of real-world business activity. By tracking this activity in-flight—as opposed to relying on retrospective reports from the connected systems-of-record—organizations gain a better view of their business. This can happen in real-time or near-real-time, depending on the technical configuration of the B2B integrations.

Some indications from B2B data on business performance are fairly obvious. For example, a drop in the volume of inbound customer order documents will likely translate to reduced sales in that market. Other indicators, however, can offer new insights. Monitoring change orders can hint at the accuracy of demand planning, while tracking invoices and remittance advice documents can paint a detailed picture of an organization's cashflows.

OpenText Command Center Integration Monitor offers curated network, partner, and document-level views into B2B data exchange that can highlight trends, patterns, and anomalies. In addition, other monitors in the OpenText™ Trading Grid Command Center offer additional opportunities for analyzing payload-level data and linking B2B transaction insights with other business information, such as risk indicators or logistics tracking data.

## Monitor system-level health of your B2B network

In complex B2B environments—with hundreds, or even thousands of trading partners across various regions and business units using different connectivity protocols and document types—even simple tasks such as monitoring network status can be surprisingly difficult and small issues in the B2B network data exchange can cause severe business impacts.

For example, if there is an issue with a specific connectivity protocol, being alerted quickly and understanding which trading partners and internal business units are affected can help avoid major business disruptions.

OpenText Command Center Integration Monitor provides an unobstructed view into the system-level health of your entire B2B network. Having a clear picture of the structure and status of your trading partner integrations allows you to respond quickly to any potential issues and helps optimize connections over time as partner needs and technical requirements evolve.

## Configure views for optimal user experience

Different users have varying needs when it comes to business insights, depending on their role, regional focus, personal KPIs, and many other factors. Therefore, a “one-size-fits-all” approach to analytics simply won't work.

Even if all available metrics and KPIs were brought together in a single dashboard, users would still struggle to find the information that is uniquely valuable for them. Providing separate solutions and datasets for each team can be equally problematic, as collaborative conversations can quickly turn into arguments over whose data is correct.

OpenText Trading Grid Command Center solves this problem with a single platform that aggregates data to support a wide range of needs while allowing individual users to configure views into that data to deliver only the information that is useful for them. This means the B2B transaction data displayed to a user can be configured based on their role and interests within OpenText Command Center Integration Monitor and other monitors. In addition, custom views and analytics can be built based on the data stored on the platform. These can combine insights from the various monitors or incorporate additional data as needed to drive the desired insights.

## Resources

### Supply Chain Digitization

[Learn more >](#)

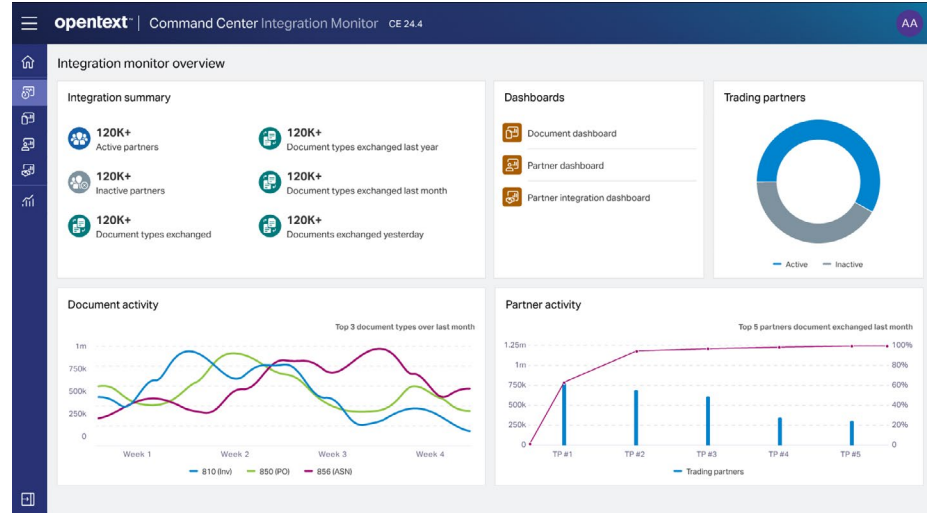
### Related solutions

[OpenText™ Trading Grid Command Center >](#)

[OpenText Trading Grid >](#)

[OpenText Aviator IoT >](#)

As part of the OpenText Trading Grid Command Center, OpenText Command Center Integration Monitor expands visibility to B2B transaction data and makes it available to the broader organization beyond the core EDI and integration teams. The configurable views are built on a powerful data platform that is capable of storing and processing vast amounts of data and supports custom analytics scenarios. Plus, users can interact with their data using natural language queries through an intuitive interface leveraging generative AI. This further enriches the user experience and provides new opportunities for exploring B2B data.



OpenText Trading Grid Command Center, OpenText Command Center Integration Monitor overview screen.