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OpenText Enhanced Community Management Service

Rapidly onboard trading partners to support complex supply chain projects such as global distribution of COVID-19 vaccines

Accelerate the onboarding and integration of new trading partners

Digitize all shipment related information flows

Leverage the world's largest pre-connected community of 1M trading partners

Accelerate the onboarding of companies supporting the global manufacture, distribution and storage of COVID-19 vaccines.

2020 has been a defining year for supply chain leaders around the world. COVID-19 has been widely regarded as a black swan event where supply chain leaders will be forced to rethink and restructure supply chain operations and accelerate the adoption of new digital technologies. New vaccines are emerging and governments around the world are starting to roll out vaccine distribution plans so that the world's population can be vaccinated and so hopefully bring this pandemic to an end. This is a supply chain challenge like no other.

OpenText Enhanced Community Management Service helps companies accelerate the onboarding of trading partners around the world. Many companies struggle to restructure supply chains in a timely manner, mainly due to a lack of internal resources to rapidly onboard and connect with new trading partners. OpenText offers a dedicated, 'white glove', service to help seamlessly accelerate the onboarding of trading partners and ensure that all associated business documents, whether customer, supplier or 3PL distributor related are digitized and align with back end business processes. OpenText can not only provide the resources to onboard new trading partners quickly but you can be assured that your digitized business documents will be exchanged across one of the most modern cloud integration platforms in the world. OpenText Trading Grid allows you to establish a digital backbone to connect with people, systems and things across your extended ecosystem.

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Real time shipment intelligence

In addition to rapidly onboarding trading partners, OpenText can offer other solutions such as IoT to provide a way to monitor the exact location, temperature and condition of a shipment anywhere in the supply chain. This provides a comprehensive extension to an Ecosystem Control Tower and allows you to make more informed business decisions should disruption or delays occur with vaccine related shipments.

- **Accelerate trading partner onboarding** – leverage external resources to augment your existing IT team to help connect and exchange electronic business documents with trading partners located anywhere in the world, irrespective of document format or communication standard that may need to be supported

- **Digitize all information flows** – establish a digital backbone that helps remove paper-based documents and seamlessly integrates to back end systems such as transport and warehouse management systems

- **End to end shipment visibility** – use a powerful ecosystem control tower that allows you to monitor all information flows across both the internal and external business environment. This visibility environment can he highly configured to monitor transaction flows across the supply chain or information entering a back-end ERP environment

Enabled by OpenText Trading Grid, the world's largest cloud integration environment, OpenText Enhanced Community Management Service effectively offers a 'White Glove' trading partner onboarding service to help companies around the world meet the challenge of ensuring that global supply chains can support the manufacture, distribution and storage of vaccines from multiple manufacturers.

OpenText Enhanced Community Management Service includes the following:

- Project team ready to start onboarding trading partners in 3 business days or less

- Provides Community Onboarding Services—Send us the partner name (supplier, customer, distributor), process to be integrated and partner contact—and we will take it from there

- Utilizes our agile development methodology to work with your partner(s) to quickly expand your supply chain ecosystem by providing outbound call, communication and planning

- Helps you with onboarding options based upon your capabilities, etc., if needed

- Assists with choosing your carrier of choice for integration to further support your upstream supply chain

- Works on your behalf to spec and map to whatever format or integration schema needed

- Provides proactive testing and hypercare, with ongoing 24×7 production support

- OpenText™ B2B Managed Services
- OpenText™ Enhanced Community Management Service
- OpenText™ Trading Grid

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OpenText Managed Services
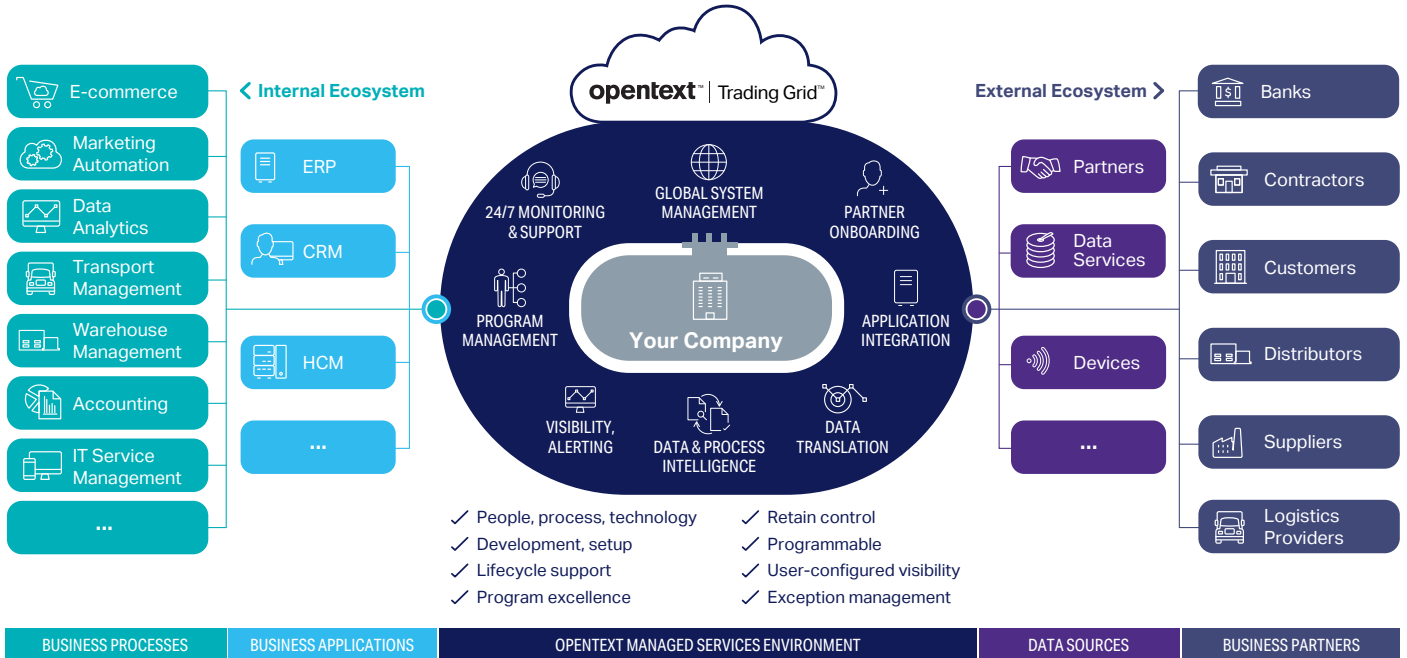### Delivered as a complete service, with full user control

Figure 1 OpenText Managed Services

Feature	Description
OpenText Trading Grid	A Unified Integration Platform to integrate people, systems and things across the internal or external business environments.
OpenText B2B Managed Services	Offers people, process and technologies to manage the day to day onboarding, integration and monitoring of trading partners around the world.

→ OpenText™ Business Network

→ OpenText Trading Grid

→ Connected IoT Supply Chain

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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