

# Scaling ERP success with OpenText Business Network

Simplify B2B integration to reduce risk and deliver faster ERP outcomes



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## Deliver smarter integrations, significantly reduce risk, and grow your business

If you're a partner working with ERP platforms like Oracle® NetSuite®, Microsoft Dynamics®, Oracle® Fusion®, and SAP S4/HANA® among others, you're in a strong position. Your clients trust you to guide their transformation. You're helping them modernize systems, move to the cloud, and unlock more value from their ERP investments.

But here's the reality: ERP success today doesn't stop at the ERP.

Supply chains face constant disruption worldwide and trading partner compliance requirements continue to evolve. Global business is also changing rapidly. Because of this, ERP success depends on how well systems connect to suppliers, customers, logistics providers, financial institutions, and the broader digital ecosystem.

And that's where things often get difficult.

Across industries, we see the same structural challenges emerge:

- Manual, error-prone processes still dominate order and invoice handling
- Custom, point-to-point integrations break easily and require ongoing support
- Trading partner onboarding takes months instead of days
- Visibility into supply chain data is limited or delayed

All of this slows ERP implementations, increases project risk, reduces your profit margins as a partner, and causes frustration for your clients. In fact, according to Gartner<sup>1</sup>, businesses report losing an average of 3% to 20% of their total cost to non-compliance penalties annually. Additionally, IDC<sup>2</sup> analysis reports 62% of businesses lack a continuous and collaborative flow of information across their full value chain.

Your customers expect more from their ERP, regardless of where they fit in the global marketplace. They need systems that support business operations in every market they want to expand into but also need to keep pace with ever-evolving compliance mandates and regulatory requirements in each region.



<sup>1</sup> Gartner, *5 Ways Suppliers Can Reduce Fulfillment Chargebacks and Delight Customers*, November 12, 2024.

<sup>2</sup> IDC InfoBrief, *The Value of Real-Time Visibility and Predictive Intelligence for Supply Chains*, January 2017.

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For instance, a retailer adding suppliers in the European Union (EU), a manufacturer entering South America, and a distributor reaching into Asia-Pacific all want to connect with your customer. Each bring their own set of requirements, but your customer expects to be able to handle each provider without disruption to their business operations or supply chains.

To do this, they need real-time data flow across systems, seamless partner connectivity, built-in compliance, and AI-ready, clean, connected data. Most ERPs and the networks behind them aren't built to reach that far, putting pressure on partners to deliver more than their current capabilities.

## Mind the B2B integration gap to win

Integration work is often where projects get stuck. And stuck projects impact your delivery times, ability to scale, and profitability. To drive growth and move forward, partners need to rethink their approach to the integration part of each ERP project.

Instead of:

Instead of doing this on your own...	Why not leverage a trusted partner to do this...
Building custom integrations for every client	Use pre-built, scalable integration frameworks
Managing multiple vendors for each customer	Leverage a single network-based connectivity model
Absorbing long-term support overhead	Use a platform that extends the ERP, not complicates it

That's where OpenText™ Business Network comes in.

## Key B2B integration use cases driving ERP success

As organizations modernize ERP systems, success depends on how well those systems connect with external partners, such as customers, suppliers, carriers, third-party logistics providers (3PLs), as well as financial institutions across broader digital ecosystems. OpenText Business Network extends ERP platforms by enabling scalable, standardized B2B integration.

By leveraging pre-built ERP adapters and a global trading network and VAN, partners and the businesses they support can reduce complexity, improve data accuracy, and extend ERP value beyond internal systems.

### Core use cases OpenText supports

#### Retail & consumer goods (order-to-cash):

Automates orders, shipping notices, and invoices to meet retailer requirements, reduce chargebacks, and accelerate revenue.

**Manufacturing (procure-to-pay):**

Digitizes supplier interactions with automated purchase orders, confirmations, and shipment updates, improving visibility and production planning.

**Automotive and pharma (Compliance):**

Ensures adherence to global EDI standards and partner mandates, reducing errors, compliance risk, and onboarding time.

**Logistics and 3PLs:**

Provides real-time shipment visibility and integrates with logistics partners to improve fulfillment and customer communication.

**Finance and shared services:**

Automates invoice and payment processing, reducing disputes, lowering costs, and improving cash flow.

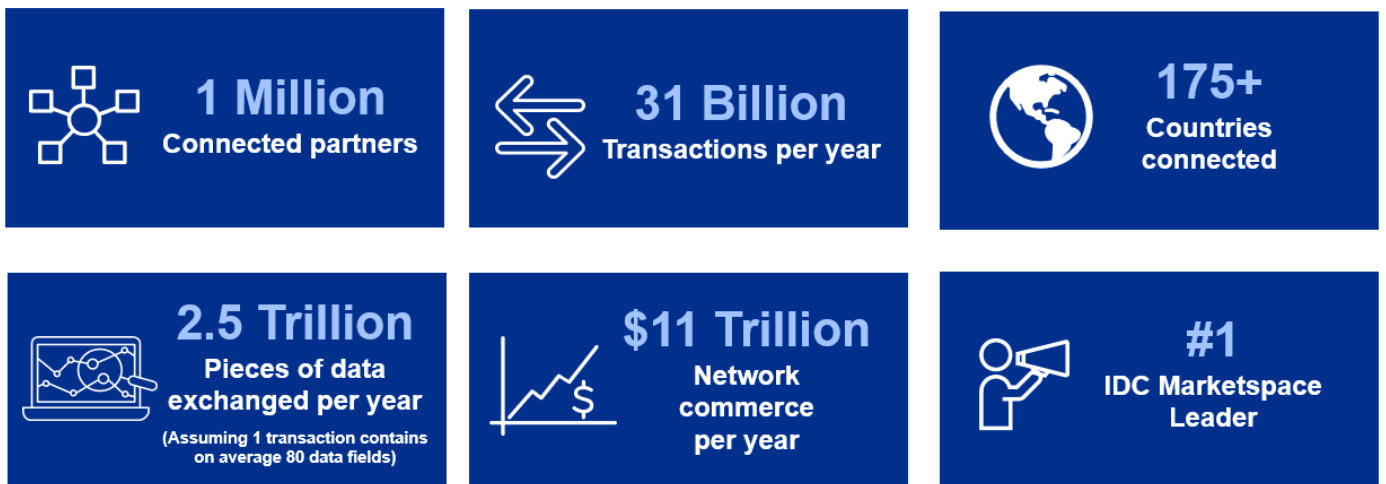
**Ecommerce and omnichannel:**

Consolidates orders across channels into a single ERP view, improving inventory synchronization and customer experience.

Across industries, these capabilities replace manual, fragmented processes with a connected, automated ecosystem, enabling faster ERP deployments, lower risk, and scalable business growth.

## OpenText Business Network and how their customers benefit

OpenText Business Network offers solutions for efficient and secure supplier onboarding, integrated information exchange and community management—at scale no matter the industry, geography, or requirements complexity.



With OpenText Business Network you and your customers get:

- A unified B2B integration platform built for the long term that evolves as business needs change. No need to change technology.
- Pre-built ERP integration adapters for Oracle NetSuite, Oracle Fusion, Microsoft Dynamics 365 Business Central and Finance & Supply Chain Management, SAP S/4HANA, and more.
- Pre-built ERP integration for corporate-to-bank customers.
- Support for EDI, APIs, and hybrid connectivity models.
- Embedded intelligence and automation to improve real-time transaction visibility and normalize structured and unstructured data to drive AI-powered insights.

OpenText connects all of these through one platform, one network, one vendor.

# OpenText Business Network Cloud

One Connection, One Network, One Vendor

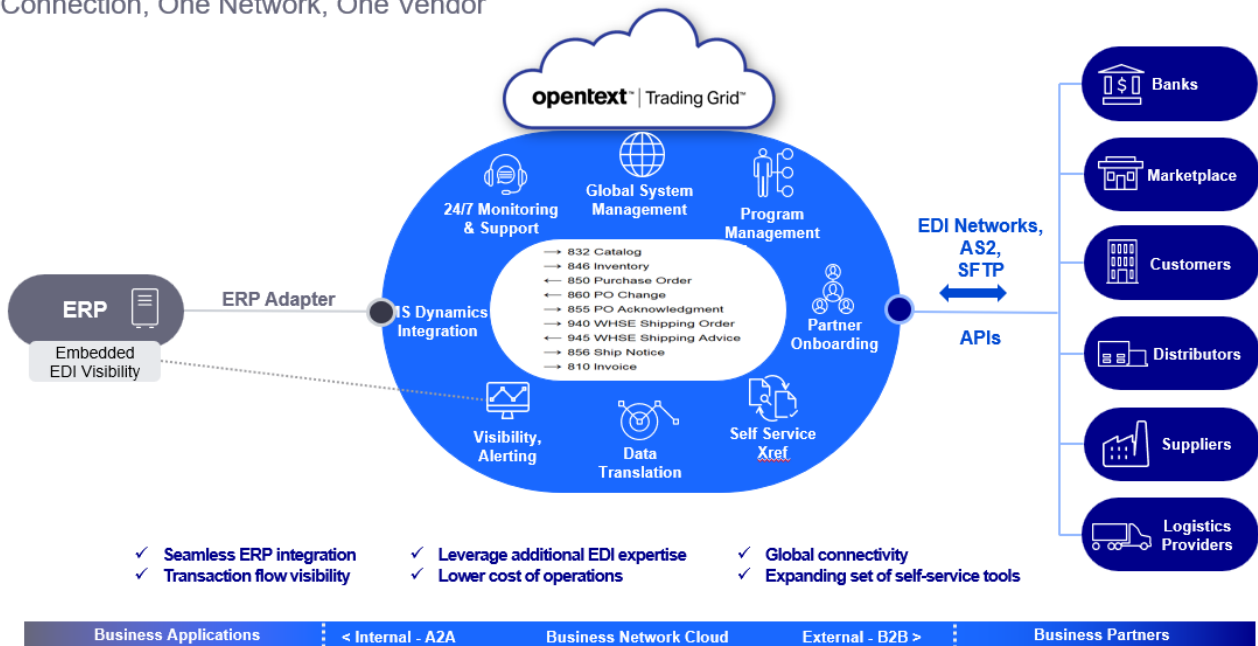


Illustration: ERPs like NetSuite, MS Dynamics, Oracle Fusion, SAP S/4HANA, and more.

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## Resources

Discover how to connect once, reach anything with [OpenText Business Network](#).

See how to improve business performance with [OpenText B2B integration](#).

Learn more about how [B2B Integration Foundation](#) solution connects with ERPs.

## Turn every ERP implementation into an end-to-end supply chain opportunity

When you partner with OpenText Business Network, you're not just solving integration. You're transforming how you deliver projects and offering a solution that works after go-live.

- **Expand your offerings:** Differentiate your organization and accelerate deal cycles by providing trusted B2B integration and EDI capabilities alongside ERP implementations.
- **Provide a more scalable delivery model:** Move from one-off builds to repeatable solutions that grow your bottom line and satisfy your customers.
- **Lower project risk:** Eliminate fragile, custom integrations and replace them with a proven, scalable platform.
- **Improved margins:** Less custom development. Less rework. Less support burden.
- **Improve customer outcomes:** Realize real-time supply chain visibility and reduced manual work and fewer errors with automated workflows
- **Faster implementations:** Leverage pre-built ERP adapters to significantly reduce implementation time with faster trading partner onboarding and built-in compliance across geographic regions.

Partner with OpenText Business Network to make B2B integration a competitive advantage instead of a project bottleneck.