

Fast track your EDI integration project with the right provider

A checklist for growth-focused businesses

Included

People		OpenText	Other provider	Priority
Self-service tools				
Pre-built ERP adapters	Does the vendor offer pre-built ERP adapters for ERP systems like SAP®, Oracle® NetSuite® and Microsoft® Dynamics 365 as well as flat-file interfaces to enable integration with other non-standard applications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-built trading partner kits	Does the vendor include pre-built and ready to deploy kits providing fully automated connectivity, translation and mapping between the organization's internal format(s) and trading partners' EDI transaction formats?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications protocol support	Does the vendor support all the most important communications protocols, such as AS2, FTP, SFTP, FTPS and HTTPS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementation and support				
Map design, development and customization	Does the vendor offer a comprehensive team to support the customization of maps as well as ongoing map management?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support options that meet business needs	Does the vendor provide 24x5 business hours support in the organization's region, with options available for 24x7 coverage as needs grow?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tiered error alerting and reporting	Does the vendor provide automated alerts of any problems with business transactions, with premium proactive support options available if the business needs it?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexible project management	Does the vendor offer different levels of service for the implementation and onboarding of partners, ranging from a shared team of EDI project managers to options that include a fully dedicated project manager if required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Process		OpenText	Other provider	Priority
Visibility and reporting				
Realtime visibility and tracking	Does the vendor provide a simple, yet powerful web-based user-interface with detailed views of information flows and business insights?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
World-class global data center infrastructure				
Global B2B network	Does the vendor provide a secure, robust global B2B/EDI infrastructure with enterprise-class data security, as well as geographical/regional failover for redundancy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data center hosting by the vendor with 99.95% uptime	Are the vendor's data centers fully owned and operated by the vendor themselves, rather than being dependent on third-party hosting providers?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure back-up and two-year data archiving	Does the vendor provide flexible options for realtime access to data, starting at 90 days online, two years offline and progressing as the organization's needs grow and change?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vendor information		OpenText	Other provider	Priority
Industry presence				
Number of customers	How many customers does the vendor serve?	>35,000	<input type="checkbox"/>	<input type="checkbox"/>
Size of network	How many connected partners are on the vendor's network?	>1 million	<input type="checkbox"/>	<input type="checkbox"/>
Scale of network by transactions	How many transactions does the network process annually?	>31 billion	<input type="checkbox"/>	<input type="checkbox"/>
Industry support	Does the vendor support customers across industries including retail, CPG, automotive, high tech, industrial, financial services, healthcare and pharmaceutical?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External analyst validation	Does the vendor have positive feedback from key industry analysts, such as Gartner, Forrester and IDC?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>