

OpenText Trading Grid Command Center

Expand visibility into your supply chain with actionable insights



Benefits

- Optimize O2C and P2P processes
- Improve supply chain risk management
- Power a digital twin of your supply chain
- Drive better collaboration

Global supply chains process and generate vast amounts of data. Whether optimizing day-to-day process execution or responding to unforeseen events and disruptions, companies that are best able to leverage their data for making accurate and timely decisions will outperform competition. Therefore, it is no surprise that visibility solutions are high on the agenda when it comes to supply chain technology investments.

Yet, many solutions in the market fail to meet the requirements. Sixty-nine percent of operations and supply chain officers say tech investments haven't fully delivered expected results¹ and only 12 percent of supply chain leaders believe their investment strategy fully meets the needs of their supply chain.² Key challenges often relate to lack of underlying process digitization, siloed access to data, and poor data quality.

Supply chain command centers are an evolution of traditional control tower solutions, which look to address these gaps and deliver overarching visibility into supply chain operations across functional silos. OpenText™ Trading Grid Command Center is a portfolio of supply chain visibility tools leveraging a common data platform and the powerful capabilities of the OpenText Trading Grid integration platform. Trading Grid Command Center allows companies to make maximal use of their supply chain data by bringing it all together and viewing it in specific business contexts to drive deeper insights, ongoing optimization, and meaningful action.

¹ PwC, 2024 Digital Trends in Operations Survey

² Reuters Events, The State of European Supply Chains 2024

Optimize order-to-cash (O2C) and purchase-to-pay (P2P) processes

OpenText™ Command Center Integration Monitor and **OpenText™ Command Center Performance Monitor** provide insights into the technical and business performance of ongoing supply chain data exchange. OpenText Command Center Integration Monitor enables monitoring of system-level health of B2B data exchange and tracking of specific technical metrics and KPIs that support key business needs, such as order placement windows or response times.

OpenText Command Center Performance Monitor leverages B2B data exchange to monitor overall status of O2C and P2P processes and allows measuring, for example, supplier performance or compliance against customer service level agreements. It also leverages AI to provide automated analytics, such as anomaly detection and variance analysis to help users uncover patterns and predict behavior more easily.

All of this information helps organizations stay on top of day-to-day supply chain tasks and to optimize performance over time through continuous improvement.

Improve supply chain risk management

OpenText™ Command Center Risk Monitor offers a consolidated view into supplier risk insights. It allows assessing supplier risk against comprehensive ESG ratings, financial risk indicators, adverse media attention, and sanctions information. In addition, it helps users evaluate supplier-specific risk in business context by integrating transactional data from the OpenText Trading Grid platform to understand risk exposure in terms of past purchases, open orders, goods still in transit, and other transaction details.

Other monitors of the OpenText Trading Grid Command Center add further depth into supply chain risk management through detailed operational visibility, partner performance scorecards, shipment tracking, and brand protection.

Power a digital twin of your supply chain

OpenText™ Command Center Tracking Monitor allows tracking real-time shipment data and linking it with B2B transactions to form a holistic view of logistics processes. This enables optimizing shipment handling and prioritizing shipping events with the highest business impact to focus action on things that matter the most. It also supports notifications on anomalies and diversions to drive timely response to potential delays and disruptions.

Together with OpenText™ Aviator IoT platform, OpenText Command Center Tracking Monitor allows organizations to create and leverage a digital twin of their physical supply chain including shipments, assets and products that takes supply chain visibility to a new level.

Drive better collaboration

OpenText Trading Grid Command Center and all of its monitors leverage a common data platform and unified user identity and access management. This allows users across the organization to access not only the specific insights for their functional area, such as sourcing, logistics, or customer fulfillment, but also benefit from the collective insights across the supply chain and beyond. This helps break down functional silos, enables smarter decisions, and supports innovation around supply chain data.

In addition to facilitating better internal collaboration, better visibility also improves collaboration with trading partners. For example, insights into supplier performance and customer SLA compliance enable more transparent collaboration and continuous improvement, translating into happier customers and better performing suppliers.

Unlike most application-centric approaches to supply chain visibility, OpenText Trading Grid Command Center offers a modular and extensible framework that includes the required integration capabilities, a common data platform and intuitive user experience, including natural language search capabilities to digitize, access, and leverage key supply chain information while ensuring data quality.

By focusing on data flows and capturing insights in-flight, OpenText Trading Grid Command Center enables rich and highly configurable insights for each user. For example, while individual monitors offer pre-curated views into specific aspects of the supply chain, users can further customize their experience by creating cross-monitor dashboards that can leverage all the data they have at their disposal regardless of where it originates. In addition, the solution provides API based access to the insights generated, giving users the flexibility of viewing them in the individual monitors or custom dashboards, or ingesting data into other business applications or enterprise analytics platforms.

OpenText Trading Grid Command Center

Command Center Risk Monitor	<ul style="list-style-type: none"> • Consolidates partner risk data into a single tool • Allows viewing risk insights in business context by overlaying them with B2B transaction data
Command Center Integration Monitor	<ul style="list-style-type: none"> • Provides visibility into system-level health of B2B integrations and ongoing data exchange • Enables customized metrics and KPIs to support specific business needs
Command Center Performance Monitor	<ul style="list-style-type: none"> • Enables monitoring O2C and P2P process status and compliance against business metrics • Provides visibility into supplier performance and supports SLA compliance towards customers
Command Center Tracking Monitor	<ul style="list-style-type: none"> • Allows monitoring shipment insights in business context by linking them with B2B transaction data • Enables notifications on meaningful shipment anomalies and diversions
Command Center Data Platform	<ul style="list-style-type: none"> • Data storage and processing to support the analytics capabilities for all monitors • Enables customizable dashboards to blend insights across different monitors
Trading Grid Online	<ul style="list-style-type: none"> • Single sign-on portal for accessing all Trading Grid applications, including all Trading Grid Command Center monitors • Provides comprehensive user management, role-based access, account management and reporting capabilities

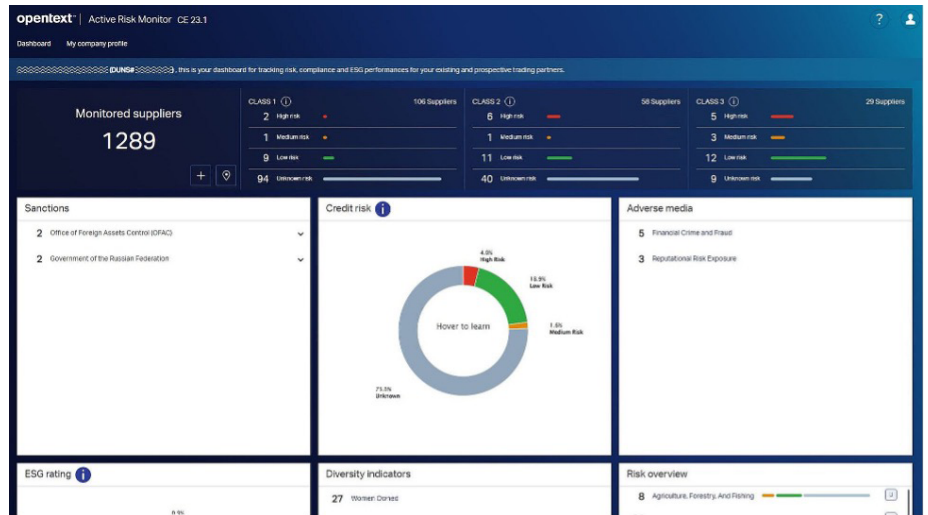
Resources

[Learn more about digitizing supply chains >](#)

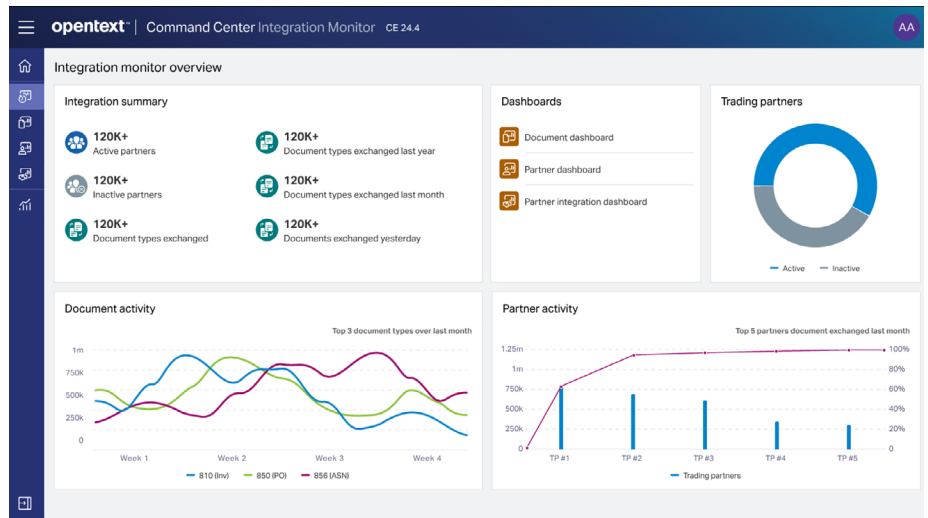
Related solutions

[OpenText Trading Grid >](#)

[OpenText Aviator IoT >](#)



Trading Grid Command Center Risk Monitor



Trading Grid Command Center Integration Monitor