B2B Visibility

INTRODUCTION

Introduced in the 1960's, EDI became the backbone of B2B communication during the 1990s - faces new challenges in today's complex business environments. As organizations integrate EDI with modern messaging and event streaming technologies, errors and delays become harder to detect and resolve. This lack of visibility can disrupt critical supply chain and financial transactions, leading to costly delays, missed opportunities, and increased operational risk.

Timely and consistent transaction completion directly impacts your bottom line; delays or errors can create value or cause costly disruptions in order fulfilment and financial operations.

KEY CHALLENGES

Inability to set correct SLAs for transaction performance due to not knowing how long it takes to execute a transaction through the B2B gateway

Resolving stuck transactions is challenging and time consuming as it requires looking into multiple different messaging and B2B tools from multiple different teams

Critical business transactions are interrupted because B2B Partner response times are unknown and could be sporadic

OVERCOMING KEY CHALLENGES

To address these challenges, users need to be able to perform complicated tasks in a simplified, repeatable manner.

1. Set transaction SLAs with confidence while giving business partners the latest possible time for transaction initiation

2. Quickly identify and resolve transaction errors and persistent bottlenecks

3. Minimize IT staff required for monitoring and error resolution

meshIQ VISIBILITY

meshIQ B2B Visibility provides end to end monitoring and tracking of transactions and partner responses across enterprise messaging and through B2B gateways to ensure SLA adherence and consistent transaction performance. Organizations will be able to quickly identify and resolve any transactions errors regardless of whether they occur in any messaging, event streaming or B2B Gateway technology.

When being able to give the most time to your business partners and customers translates to incremental value, you will be able to determine, set and modify transaction submission cutoff times based on data that includes transaction cycle times, error rates, resolution times and how those metrics vary.

meshIQ B2B VISIBILITY KEY CAPABILITIES

Message flow tracing to identify specific bottlenecks in message processing, event streaming and EDI Gateway, or to locate missing messages ✓

Early cycle bottleneck detection to detect slowdowns across brokers and channels ✓

Track the elapsed time of critical message flows, with **event counts & timings of each event** to track workflow SLAs and visualize performance over time ✓

Search EDI documents and messages through **a single interface** to find groups of messages by PO#, Order #, customer # or any other shared data group ✓

TRANSACTION TRACKING

Visibility into any B2B Transaction such as a PO, Payment, ASN, etc.

FULFILLMENT ASSURANCE

Guarantee fulfillment is not interrupted by transactions that extend processing time or stop the process altogether resulting in stock outs or missed deliveries

PAYMENT ERRORS

Ensure payments and remittances are correctly and efficiently delivered

DEMAND PLANNING & FORECASTING

Improved accuracy due to improved consistency of demand signal delivery
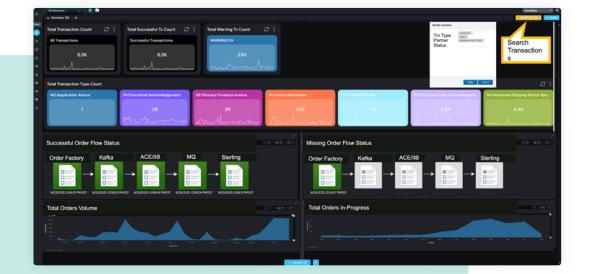
COMMON FINDINGS

Many companies rely on tools provided by the B2B gateway vendor for their visibility needs. Typically, organizations that do this realize shortcomings in not only visibility into their B2B gateways but also a complete lack visibility into their supporting messaging technologies.

To obtain combined visibility, which provides access to the complete transaction, many companies take a "DIY" approach. This results in an unusually high amount of maintenance for the implemented technology and these organizations are unable to search groups of transactions by specific variables across either the B2B gateway or the messaging technologies.

CURRENT & FUTURE STATE READINESS

Many B2B gateways and messaging technologies, like IBM MQ, Sterling Integrator, webMethods Universal Messaging and webMethods Trading Networks, have been utilized for many years and companies want to modernize these systems as part of a larger cloud first or digital transformation initiative.

B2B and Messaging visibility provides a critical pillar in depicting how current systems are functioning together and ensuring performance as either the B2B or messaging application is modernized. As this process occurs, UI's will change, functionality will improve, and users will have a significantly different experience that entails a learning curve. By selecting the correct combined visibility tool, organizations will not only ensure present performance but also guarantee a successful transition to their future technology.

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