

RetailXchange

The cost-effective B2B managed file transfer service provided through one simple interface

There are clear benefits to be gained from exchanging business information electronically with trading partners - it speeds up business processes, reduces lead times, minimises the possibility of human error and eliminates lost information (caused by incomplete fax transmissions, mislaid paperwork, unanswered phone calls and re-keying mistakes). Implementing, maintaining and managing B2B communications, however, can prove complex and expensive.

Business benefits

- Cost savings
- Reduced complexity
- Security and resilience
- A scalable, future proof solution
- Improved customer satisfaction
- Competitive advantage
- Responsiveness and agility
- Control

Core capabilities

- Managed file transfer service
- Trading partner management
- Communication protocols
- High speed data transfer
- Business activity monitoring
- Data security
- Service levels

Communication services

Specific protocols

- AS1/AS2/AS3
- SMTP
- HTTP(S)
- FTP(S)
- SFTP
- OFTP Dial
- OFTP IP
- JDBC
- JMS
- IBM MQ Series
- XML-RPC

Third parties

- Internet access to the major VAN service providers including:
 - BT
 - GXS
 - EasyLink
 - Sterling
 - Inovis
- X400 via VAN interconnects

Network Connectivity

- Internet
- Secure Internet – IPSEC VPN
- Point-to-point
 - ISDN
 - Leased Line
 - Frame Relay

Integration

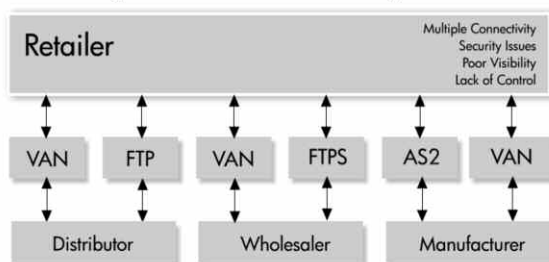
Kewill Xchange integrates:

- EDI Standards
 - SAP Standards
 - XML Standards
 - Other
- Proprietary Formats

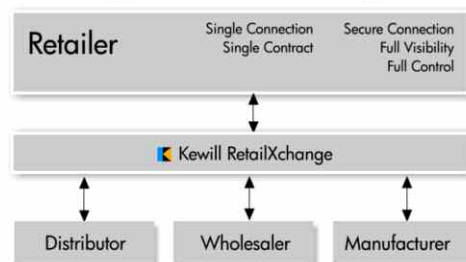
Exchanging data can be complex and costly when managed in-house

Conventionally, information is exchanged between trading partners using a wide variety of protocols including dial-up connections over a Value Added Network (VAN) or point-to-point protocols such as AS2 and OFTP, often using costly leased lines and frame relays. It is likely that a number of VANs will be necessary to service large trading communities, each using different communications protocols and technologies. Implementing and maintaining the software necessary to deal with these diverse systems, not to mention managing the contracts that must be set up with each third party VAN provider is complex, time consuming and a costly drain on resources. Furthermore, the data transmission charges levied by the VANs can be expensive.

Connecting without Kewill RetailXchange



Connecting with Kewill RetailXchange



Simplifying complexity

Kewill RetailXchange is a B2B managed file transfer service that takes care of all the complexity by providing a single interface through which an organisation can exchange information with its trading partners. Kewill takes responsibility for delivering the information to the relevant partner by their preferred route, whether through a direct connection or via a VAN. As a result, Kewill RetailXchange customers no longer need to implement and maintain B2B communications software or manage contracts with third parties.

Industry focus

With over 35 years' experience of working with the retail industry, Kewill can offer not only technical expertise but also a deep understanding of the sector. Kewill RetailXchange is designed to help get stock on the shelves efficiently and effectively in order to minimise operating costs, reduce over stocks and low fill rates and increase profits.

Reducing stock outs to achieve a high fill rate on-shelf depends on getting information and goods to flow across the supply chain on time and in full, efficiently connecting retailers, distributors, wholesalers and manufacturers. As the supply chain expands, not only in number of partners and products but also in global reach, lead times can increase along with regulatory requirements. By removing connection complexity, Kewill RetailXchange improves performance by transforming the traditional, rigid supply chain into a dynamic and flexible supply network that is able to react quickly to change and deliver exceptional service to the end consumer locally or across the globe.

Single point of contact

Kewill RetailXchange not only provides clients with a single interface for the transmission of all data but also with a single point of contact for all communication issues and a single billing point. All contractual and operational relationships with third parties are managed by Kewill on the client's behalf.

Complete trading partner management

Full trading partner management is included as part of the Kewill RetailXchange service, removing a large management and administrative overhead from the organisation. When authorised by the client, Kewill will onboard new partners or process changes to existing partners, contacting them directly to coordinate all the necessary activities.

Resilient and secure

Designed to be secure, resilient and scalable, the Kewill RetailXchange service is operated from two dedicated data centres located at geographically separated sites in the UK. Data replication between both centres means that if a critical incident occurs at one site, Kewill simply switches operations to the other site to ensure continuity of service to all clients.

The infrastructure at the two data centres is continually monitored and managed through a Network Operation Centre (NOC). Qualified network engineers are on site 24 hours a day, seven days a week to respond to potential problems, which are normally proactively diagnosed and repaired before customers become aware of them. Communication systems are effectively controlled through continual business activity monitoring. This proactively flags up potential problems enabling immediate remedial action to be taken. All systems are fully documented making them easier to troubleshoot, update and amend.

The high performance hardware replicated at each data centre is also designed with a high level of built-in redundancy such as dual power supplies and RAID to ensure minimum disruption to service.

An adaptable service

To future proof the Kewill RetailXchange service, the infrastructure on which it is delivered is frequently replaced and upgraded. In addition, both bandwidth and storage capacity can be increased at short notice to ensure a scalable solution that meets the changing business needs of clients.

Kewill RetailXchange offers a straightforward messaging service but by adding Kewill MessageBroker or Kewill eBiz-Manager to the standard Kewill RetailXchange service, clients can access B2B gateway and integration services such as data translation and validation.

Increasing competitive advantage while cutting costs

By offering a simple route to connecting all of a client's trading partners, no matter how they are set up to send and receive data, the Kewill RetailXchange service removes both technical and operational complexity from B2B communications. Clients reduce the costs of their in-house support and maintenance and are also highly likely to reduce the costs of third party leased lines and VAN usage.

Undoubtedly Kewill RetailXchange offers far more than cost savings alone. Time and resources are freed up, enabling clients to focus on their core competencies. The business risks associated with relying on one or two key, in-house communications specialists are also reduced. Perhaps the biggest business benefit, however, comes from Kewill's up-to-the-minute, resilient technology and communications expertise. The fast Internet connectivity and high bandwidth provided by the data centres coupled with the scalability built into the Kewill RetailXchange service ensures large amounts of customer data can be delivered securely in near real-time, reducing the lead time of vital business processes. And, with Kewill's help, clients can react quickly and easily as business requirements change, keeping their own customers and trading partners happy.

Core capabilities

Managed file transfer service (MFT) - Kewill acts as the sole point of contact for the client, managing on the client's behalf all contractual and operational relationships with third parties or trading partners.

Trading partner management (TPM) - Covering initial trading partner profile development (defining approved communications protocols, data formats and security), provisioning (trading partner registration, invitations, software deployment and testing) and day-to-day management (certificate, user ID and password management, SLA compliance monitoring and profile change management).

Communications protocols - The communications layer of Kewill RetailXchange delivers a wide variety of B2B standards including modern Internet and legacy dial-up protocols.

High speed data transfers - Using the latest B2B protocols and technologies, data can be exchanged between the customer's enterprise and its trading community in near real-time.

Business activity monitoring (BAM) - Kewill RetailXchange provides access to real-time and historical information about transactions.

Data Security - For message data moved over the Internet, a variety of proven security methods are used including VPN, HTTPS and FTPS.

Service Levels - Data centre uptime is managed through a service level agreement (SLA) based on 24/7 availability of the infrastructure.

Scalability - All equipment is upgradeable and the capacity of both bandwidth and storage can be increased at short notice.

Features

Hosting infrastructure - Kewill RetailXchange is hosted on high performance, best of breed infrastructures located in state-of-the-art data centres. Data centres use firewalls and an intrusion detection system in a two-tier security system both of which are monitored 24/7.

Disaster recovery and resilience - Data centre infrastructures are monitored 24/7. Kewill RetailXchange solutions are hosted in two data centres located at geographically separated UK sites and data replication occurs between both sites.

Business intelligence - A wide range of management information reports can be provided to customers. Reports are commonly available in pdf and text formats and are mainly distributed by email.

Service oriented architecture - Kewill RetailXchange is designed to support high-performance, multi-protocol transactions between heterogeneous systems and services.

More information

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