

Kewill Xchange

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

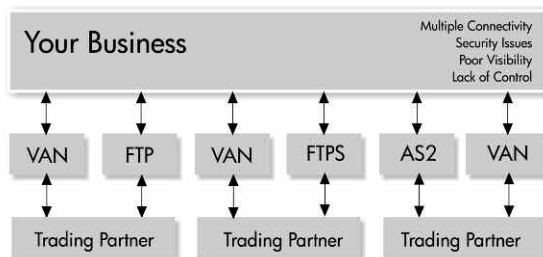
Kewill Xchange integrates:

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

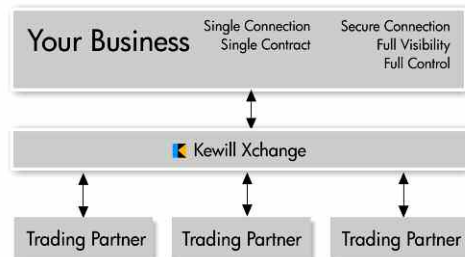
Exchanging data can be complex and costly when managed in-house

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 consum-

Connecting without Kewill Xchange



Connecting with Kewill Xchange



ing and a costly drain on resources. Furthermore, the data transmission charges levied by the VANs can be expensive.

Simplifying complexity

Kewill Xchange 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 Xchange customers no longer need to implement and maintain B2B communications software or manage contracts with third parties.

Single point of contact

Kewill Xchange 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 Xchange service, removing a large management and administrative overhead from the customer organisation. When authorised by the customer, 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 Xchange 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 Xchange 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 Xchange offers a straightforward messaging service but by adding Kewill MessageBroker or Kewill eBiz-Manager to the standard Kewill Xchange 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 Xchange 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 Xchange 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 Xchange 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 Xchange delivers a managed file transfer service to customers. Kewill acts as the sole point of contact for the customer, managing on the customer's behalf all contractual and operational relationships with third parties or trading partners.

Trading partner management (TPM) - TPM is included as part of the service. It covers 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 (certification, user ID and password management, SLA compliance monitoring and profile change management).

Communications protocols - The communications layer of Kewill Xchange delivers a wide variety of B2B standards including modern Internet and legacy dial-up protocols. This enables Kewill to deliver data to trading partners no matter what their B2B strategy.

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 Xchange provides access to real-time and historical information about transactions. During runtime, events and information about events are captured to provide a view of all transactions, error notifications and acknowledgements.

Data Security - For message data moved over the Internet, a variety of proven security methods are used including VPN, HTTPS and FTPS. Where required ISDN, PSTN and leased lines can be used to transport data, delivering point-to-point security.

Service Levels - Data centre uptime is managed through a service level agreement (SLA) based on 24/7 availability of the infrastructure. Application performance is assured through a support SLA that can be customised to meet individual client requirements. Support levels range from cover for normal working hours up to 24/7 cover.

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

Features

Hosting infrastructure - Kewill Xchange is hosted on high performance, best of breed infrastructures located in state-of-the-art data centres. Hardware is continually replaced so that only modern equipment is used. Data centres use firewalls and an intrusion detection system in a two-tier security system both of which are monitored 24/7. Physical access to the data centres is strictly controlled by multiple security methods.

Disaster recovery and resilience - Data centre infrastructures are monitored 24/7. All equipment has built-in redundancy. Kewill Xchange solutions are hosted in two data centres located at geographically separated UK sites and data replication occurs between both sites. Power is protected by a combination of UPS and back up generators. Advanced environmental control and fire detection technologies are employed at both data centres.

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. They cover transaction summaries of message volumes per type and per trading partner as well as reporting on any document processing errors.

Service oriented architecture - Kewill Xchange is designed to support high-performance, multi-protocol transactions between heterogeneous systems and services. As a service it adapts to any environment in a non-invasive way.

More information

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