IBM® Sterling
Business Integration Suite and
Managed File Transfer Solution
Overview

ELBA
Bilgi Teknolojileri

IBM
Business Partner
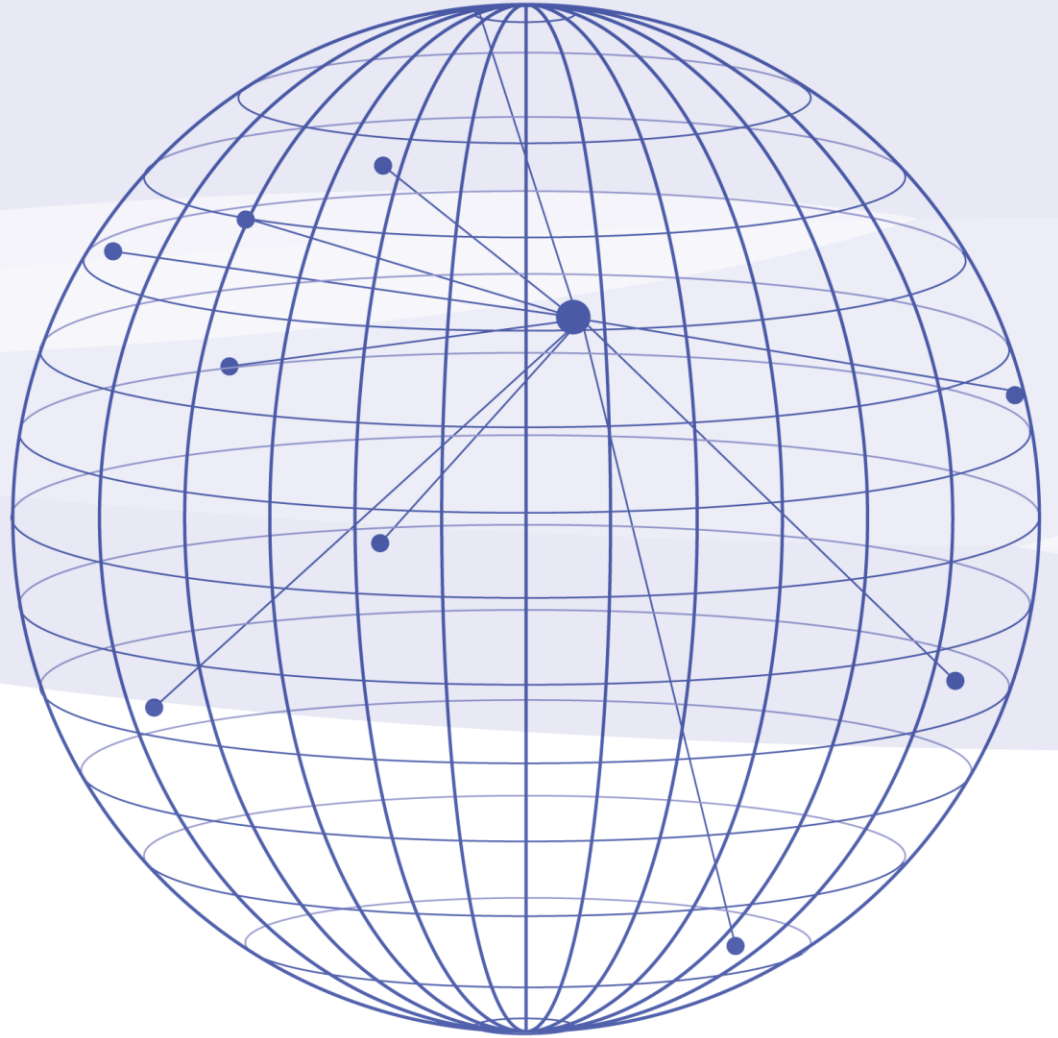
Sterling Commerce
An IBM Company

Any Partner. Any System. Anywhere.

IBM Sterling Business Integration Suite

Any Partner. Any System. Anywhere.

The IBM® Sterling Business Integration Suite allows customers to solve critical business-to-business and managed file transfer challenges, connect people, systems and technology, and enable the secure and seamless integration of key business processes.

Sterling Business Integration Suite is a comprehensive set of market leading solutions that address the critical challenges of:

- Business-to-Business Integration
- Managed File Transfer

Rather than relying on multiple vendors and complex cross-vendor implementations, solve your integration problems with the Sterling Business Integration Suite. This comprehensive set of solutions allows customers to capture the greatest amount of ROI while reducing the complexity and total ownership cost of implementing an integration strategy.

A Challenging Environment

Businesses are faced with the need to reduce costs and complexity, grow revenue and profit, and protect their company's reputation. Many businesses are looking at improving their integration capabilities as a way to achieve their business objectives. These same businesses are also expressing concerns about the existing solutions available to them for solving their integration challenges.

These concerns include:
- Too many disparate integration tools
- Many limitations of older integration technologies
- Lack of managed file transfer capabilities
- Poor support for process improvements
- Lack of business process visibility

At the same time, trends like globalization, digitization, stiffer regulation, and the need for increased security are making comprehensive integration more important for businesses every day. Companies are facing a rapidly changing and increasingly complex set of business issues that can't be effectively addressed on a tactical, one-by-one basis. Managing these issues demands a comprehensive integration solution.
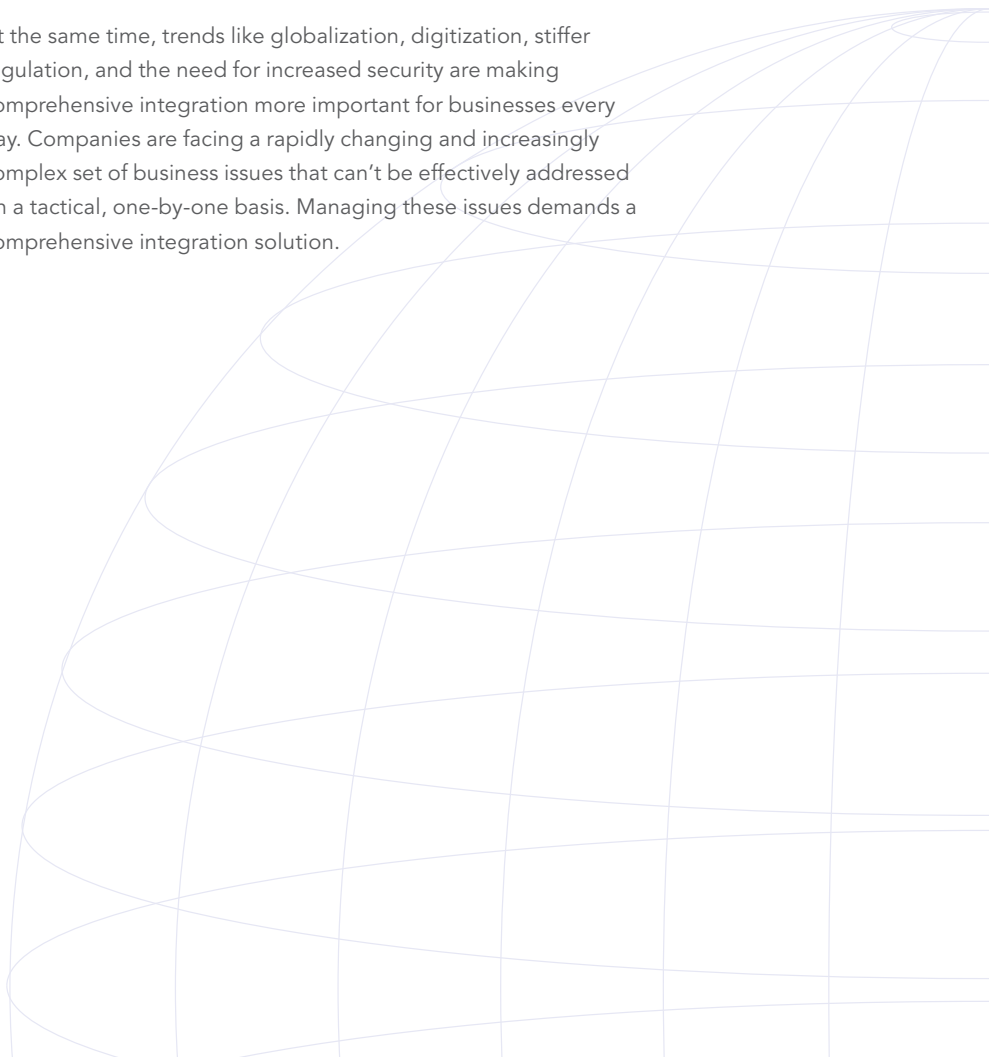
Sterling Commerce Responds

The Sterling Business Integration Suite is a comprehensive solution that can meet almost any integration need, from connecting businesses to one another, to moving massive amounts of data anywhere in the world, to streamlining the internal processes of a single enterprise. The Suite includes the capabilities needed for a truly comprehensive integration strategy.

Key capabilities include:

- Faster and easier partner onboarding
- More effective communication with trading communities
- Fast, secure, and reliable movement of massive amounts of data
- Visibility into business activity for predictable performance
- Improved SLA compliance driving more business
- Bullet-proof data security to better protect your brand
- Mobile enabled

The Suite also addresses today's integration concerns, because it supports ongoing business process improvements, provides business process visibility, and much more. No other solutions provider delivers the unique blend of B2B and data movement capabilities for end-to-end integration.
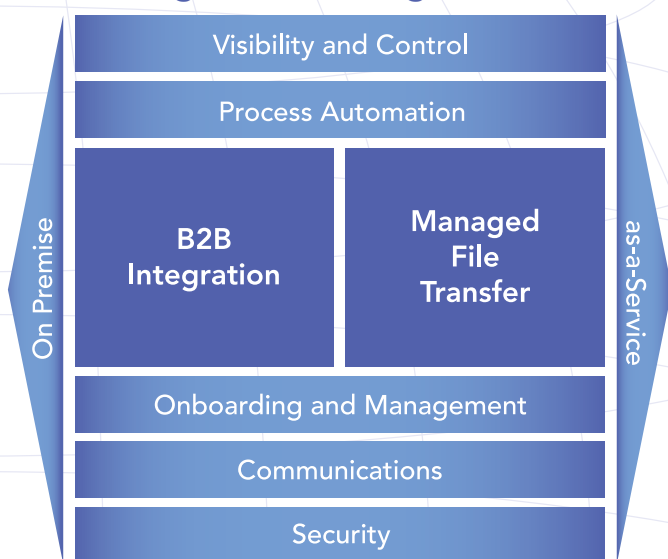
The Sterling Business Integration Suite optimizes and transforms your dynamic business network of internal stakeholders and external partners by responding to three imperatives:

- Improving business agility
- Increasing operational efficiency
- Driving greater performance

The Sterling Business Integration Suite does this through secure and flexible integration, seamless automation, and visibility into actionable information across IT and business processes.

A dynamic business network enables companies and their customers, partners, and suppliers to connect, communicate, and collaborate in a productive, secure, and effective manner, driving positive business results for all involved.

Sterling Business Integration Suite

Visibility and Control
Process Automation

On Premise	B2B Integration	Managed File Transfer	as-a-Service

Onboarding and Management
Communications
Security

Any Partner. Any System. Anywhere. **Sterling Business Integration Suite**

B2B Integration

IBM® Sterling B2B Integration solutions enable the secure and seamless execution of multi-enterprise business processes with 100% of a company's business community.

"Sterling Commerce is the best in the business and the best choice for us. The company delivers a world class and 'dial-tone'-reliable B2B infrastructure supported with B2B professionals to provide the checks and balances we need to deliver superior customer service."

Brianne Wilson
IT Director,
Big Time Products

Mobile enabled

Securely and flexibly integrate trading communities

Support for any communication standard, protocol, data format, or file

Any-to-any data mapping and translation

Community self-provisioning, outsourced recruitment, onboarding, testing, and multi-lingual technical support

Global network of 280,000 pre-connected trading entities providing rapid access to a large community of trading partners

Full range of encryption, certificate types, digital signatures, and identity management methods

Extend internal business processes to external partners

Integration adapters for any ERP, messaging system, or data storage system

Document conversion and processing: routing, business rule validation, delivery, alerting, exception handling, and archiving for end-to-end process automation

Process modeling, execution, and orchestration with predefined process templates

Automated exception handling

Manual business process automation through choreographed Web forms, supplier and customer portals, and manual document conversion services (fax, e-mail, postal mail)

Provide visibility into key IT and business processes

Centralized visibility and tracking of business process activities with your customers, suppliers, and business partners

Process-specific dashboards enabling KPI management for you and your business partners

Service level, security, and regulatory compliance management with timely and accurate audit trails and access to archived data

Real-time status of sent and received business transactions providing assurance of delivery and receipt

Mobile applications to extend visibility and action

Standard reports providing aggregate views of business document volumes which can be analyzed by partner sender/receiver, document type, size, and more

Managed File Transfer

Mobile enabled

IBM® Sterling Managed File Transfer solutions enable enterprises to gain control and oversight of the massive movement of critical corporate data to facilitate data growth, reduce security risk, and improve IT and business efficiency. Sterling Managed File Transfer solutions provide assured data delivery while moving, securing, accelerating, and managing all critical data movement.

Assured delivery

Event-based architecture

Built-in automation and checkpoint restart

Comprehensive support for industry standard protocols

Pre-built templates, simplifying automation

Centralized management and visibility tools

Central visibility and tracking for all data movement activities

Proactive SLA management

Exception management through replay, reprocess, and resend capabilities

Mobile applications to extend visibility and action

Accelerated transport and onboarding processes

High-speed transfer reduces delays on high-capacity circuits

Wizard-based onboarding

Advanced security

Proprietary Connect:Direct® protocol that has never been breached

Perimeter security enabling Internet use to replace dedicated lines

Government-certified encryption

Audit, regulation, and policy compliance

Audit trails and reports for all file transfer activity

Pass audits with secure protocols, encryption methods, digital signatures, and identity management tools

Central management of user roles, responsibilities, and policy

Delivering more choice

Software alone will not deliver the full business benefits from your investment. A recent survey conducted by Forrester highlighted how a portfolio of solution choices brings higher value to a company's solution investment. Sterling Commerce delivers more choice in how you define, deploy and extend your Sterling Business Integration Suite.

Define
Definition choices enable you to determine what solutions you need, how those solutions are packaged and work together, and how you can buy them.

From individual solution to comprehensive suite
For example, it is not necessary to buy the entire Sterling Business Integration Suite. Individual solutions, products, and services

The Sterling Business Integration Suite focuses on solving challenges in two major areas:

B2B integration
Solving challenges between businesses and their business partners, such as customers, suppliers, banks, and transportation providers

Managed File Transfer
Solving the challenges of large file transfers that need to be secure, often between banks, manufacturers, and dealers, or retailers and their stores

can be purchased separately. This allows you to purchase exactly what you need, when you need it.

Deploy
Deployment choices give you flexibility in implementing the solution, how much Sterling Commerce expertise you use in deployment, and whether you want to take advantage of one of our pre-built business communities.

On premise or as-a-Service
On premise, as-a-Service, or hybrid deployments give you unparalleled flexibility to customize the perfect solution for your needs with the ability to change your solution as your situation changes. In addition, Sterling Commerce offers an array of implementation services designed to help customers at every step—from successful implementation through ongoing optimization. Sterling Commerce can be the overall lead, or support and collaborate with a customer or partner lead to minimize risk and ensure a successful implementation.

Superior customer support is available whenever, and wherever needed. For mission-critical, production-down situations, support is provided 24/7. Sterling Commerce can provide technical answers, advice, and assistance on all aspects of solutions, products, and services. Customer support is provided on a product- and geography-specific basis. Online support is available through the Sterling Commerce Customer Center, which offers access to on demand support, updates, downloads, documentation, demonstrations, webcasts, user forums, and much more. Toll-free phone support is also provided, and on-site support can be arranged.

Education/training consists of a comprehensive set of offerings including instructor-led classroom sessions, live and recorded webcasts, and self-paced, online tutorials. In-person offerings are available in many locations around the world, and in many instances, in-person education/training can be delivered to a specific location. Internet-based options are also offered. Sterling Commerce is increasing the amount of training that can be completed remotely, including IBM® Sterling Learning LIVE virtual classes for several of the most popular courses. Whether your needs are training on a specific Sterling Commerce product or an update on a particular topic, you can count on Sterling Commerce for high-quality education.

Extend
Extension choices provide you with new access, connection, channel and integration patterns to better interact with the internal and external constituents in your dynamic business network.

Make your console mobile
Mobile applications optimize business responsiveness by delivering system and process information on mobile devices to handle critical operational requests, track and report status, and resolve issues.

Only Sterling Commerce offers you the right choices in how you define, deploy and extend your Sterling Business Integration Suite that allow you to rapidly respond to the complexity, volatility and resource constraints that prevent you from optimizing and transforming your dynamic business network.

Sterling Commerce:

The right choice for a business integration partner

With the Sterling Business Integration Suite, businesses can:

- Connect people, systems, and technology to enable flexible business process integration that spans the organization's internal and external boundaries
- Take advantage of a robust integration network for productive communication and collaboration with customers, partners, and suppliers
- Integrate processes and systems internally and with business partners, and provide secure and managed connections for transferring sensitive data and files between entities

The Sterling Business Integration Suite is a comprehensive solution that overcomes the limitations of traditional integration offerings. The capabilities delivered by the Suite help companies:

- Support complex integration across the value chain
- Lower maintenance and operating costs due to fewer tools
- Provide better visibility into end-to-end business processes
- Maintain staff competency on a single tool set

The Sterling Business Integration Suite optimizes and transforms a company's dynamic business networkof internal stakeholders and external partners, accelerating revenues, lowering costs, and protecting the company's reputation.

Solutions to meet integration challenges with any partner, any system, anywhere.

Sterling Commerce is recognized as a **leader in Gartner's Magic Quadrants*** for B2B Gateway Providers, Managed File Transfer, and Integration Service Providers.

Over 18,000 worldwide customers, including **80% of the FORTUNE® 500**, use Sterling Commerce solutions. These customers are in a variety of industries including communications and media, distribution and logistics, financial services, government, manufacturing, and retail.

Any Partner. Any System. Anywhere. **Sterling Business Integration Suite**

Agility

Sterling Business Integration Suite enables us to work efficiently in terms of market response to our customers. Supply chain is important to us; we integrate with SAP and the tool we use is Sterling Business Integration Suite. Without that, we would basically face a nightmare.

With Sterling Business Integration Suite, Orica's ability to respond to customers has moved from weeks to hours. We have gone from handling 200 documents a day to 15,000 documents a day, without growing our department from 2.5 people.

Donald Defoe
Applications Manager,
Orica

Efficiency

I can't imagine how Ameriprise would have completed the migration and separation activity from its divestiture without the Sterling Business Integration Suite. It would not have been feasible with the time and resources available to us.

Immediately following the completion of our separation work, we began an effort to improve the costs for our standard integrations. Initially we were able to cut connection times in half. Since then we have become more efficient and have been able to drive another 10-20 percent out of our standard integration. This has become a great selling point for our IT organization for being cost effective and becoming a solution of choice for the business.

Ian Silver
Senior Technical Analyst,
Ameriprise

Performance

The Sterling Business Integration Suite was the only platform that allowed SXC to leverage our data exchange managed file transfer system as an asset to the business.

Sterling Business Integration Suite has reduced the time to delivery for files between 80 and 95 percent. Sterling Business Integration Suite is one of the reasons SXC is able to stay competitive in the marketplace.

SXC was able to implement several hundred trading partners in a four week time period—which isn't a lot of time to connect that many trading partners. It was the capabilities of Sterling Business Integration Suite that made it possible.

Scott Schrader
Director, Information Systems,
SXC Health Solutions

IBM delivers the market-leading managed file transfer solution
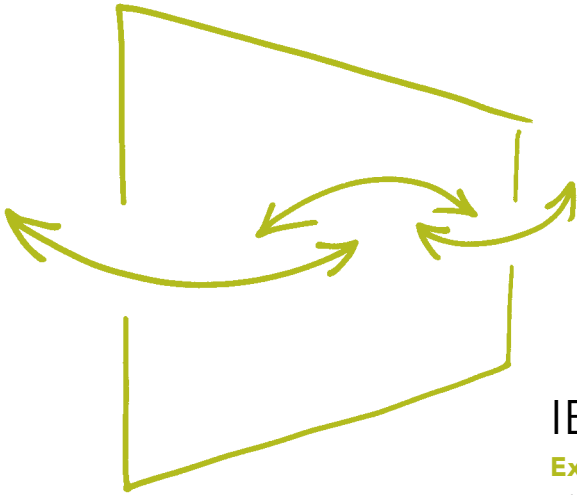
IBM Sterling Managed File Transfer

Executive Summary

Globalisation, digitisation and outsourcing all require organisations to move and share greater amounts of data with their dynamic business network of internal stakeholders and external partners. As this data is transferred, it is targeted by hackers and criminals who commit fraud and identity theft. And, all of this has to be addressed in an environment that requires organisations to reduce the costs of manual IT processes, while supporting growth in the business. These are only a few of the challenges businesses face when moving data inside and outside their four walls. Now is the time to address them with IBM® Managed File Transfer solution.

In this Solution Overview, you will learn:

- The limitations of current methods for moving data

- How IBM solutions reduce cost and complexity better than current data transfer methods

- How security and compliance concerns can be addressed for data movement

Benefits of this solution:

- Removes risks associated with unmanaged file transfers

- Helps meet SLAs and improves customer satisfaction

- Increases business efficiency through fewer exceptions

- Improves performance and reliability

Data movement can no longer be ignored

Exponential growth in the size and volume of information being moved between organisations is stretching the limits of data storage and transmission networks. Driven by expanded supply chains, and outsourcing of key processes and globalisation of markets, IT departments are struggling. They are trying to meet the service level agreements and new customer/partner onboarding schedules that their businesses need to compete. The challenge is compounded when compliance and security requirements are added to these transmissions. Business-as-usual will not work anymore.

Transmission silos do not meet business needs

Most organisations have multiple technologies and departments to help manage the movement of critical corporate data. For batch transfers there are data transmission departments. For EDI there are B2B

integration platforms, and then there is the whole category of unmanaged transfers. These include departmental FTP servers, large e-mail attachments and project-based, hand scripted exceptions. These have created a growing risk that companies can no longer afford. This structure leaves organisations facing issues including:

- Lack of protection and controls around sensitive corporate data

- Failure to meet service level agreements and processing windows that wait on transmissions to complete

- Expensive IT resources wasting time on manually tracking errors and hand coding integration scripts

- Inability of legacy infrastructure to scale and meet new business objectives

- Increased difficulty in adhering to tighter government regulations

IBM Managed File Transfer is the comprehensive solution

IBM Managed File Transfer enables enterprises to achieve management

and control of the critical information flows that run their dynamic business networks by consolidating transfer silos that have increased in complexity over time. By providing seamless, reliable and secure data delivery both inside and outside the organisation organisations can reduce IT complexity, empower growth and reduce their security risk. IBM can help you realise efficiencies in both IT and LOB costs. Simultaneously, companies can support increased data volumes and reduce their security risk by moving more of their unmanaged file transfer into a centralised management and security framework.

Increase efficiency through accelerating transport and onboarding

Regardless of the industry, companies are finding delays in their critical business processes due to the delays caused by large files. IBM offers multiple high speed transfer options that reduce delays on high capacity networks, or over IBM WebSphere MQ, so business processes can finish earlier, allowing organisations to be more responsive. In addition, wizard-based onboarding facilitates new connections so organisations can cut days out of the timeframes required to setup a new customer or partner. The bottom line is shortening the time needed for your critical data transfer processes.

More benefits of this solution:

- Helps businesses handle data growth
- Supplies real-time visibility and reduces complexity
- Decreases new connection setup times

Remove security exposure for data movement through advanced security

IBM® Sterling Connect:Direct® uses a secure protocol that has never been breached. Businesses can further heighten protection with perimeter security to shield internal file transfer servers from the public Internet, and enable the use of the Internet to replace dedicated lines. IBM Managed File Transfer allows you to build customer confidence and protect the enterprise brand, while handling increased data volumes.

Spend less time and budget fulfilling regulation requirements

IBM Managed File Transfer helps customers quickly satisfy regulatory and industry requirements within their file transfer operations. Audit trails are comprehensive and include real-time data across all managed servers to answers questions regarding "what happened, when, and by whom?" This, along with other features like secure protocols, encryption methods, digital signatures and identity management tools enable businesses to meet regulation requirements and pass stringent security audits.

Deliver IT efficiency through centralised management and visibility tools

IBM Managed File Transfer provides central visibility and tracking for all data movement activities, allowing companies to rapidly identify and resolve file transfer problems. In addition to a real-time view of the entire file transfer environment, proactive SLA management provides organisations with notifications in time to correct problems so customer satisfaction will be improved. When a problem is identified, replay, reprocess, and resend capabilities accelerate exception resolution, reducing penalties associated with missed deadlines.

IBM Managed File Transfer Solution

Products	Capabilities
IBM Sterling Connect:Direct Transfer multi-gigabyte files within and among enterprises.	• Near-real-time integration for diverse applications • Data delivery at the right destination and time • Proven reliability in demanding industries • Timely and accurate audit trails and reports for all file transfer activity • Highly scalable • Built-in automation and checkpoint restart allows lights-out operation
IBM® WebSphere MQ File Transfer Edition	• Pre-built templates simplify automation for file processes • Central management of user roles, responsibilities, and policies with auditing • Enable business user visibility for B2B document flow • Comprehensive support for industry-standard protocols
IBM® Sterling File Gateway Bring B2B file transfer under a service-oriented platform.	• Pre-built templates simplify automation for file processes • Central management of user roles, responsibilities, and policies with auditing • Enable business user visibility for B2B document flow • Comprehensive support for industry-standard protocols
IBM® Sterling Control Center™ Manage file transfer activity across all your file transfer servers including Connect:Direct, FTP, and Sterling File Gateway.	• Proactive SLA management gives you notification in time to correct problems • Central visibility and tracking for all data movement activities • Central configuration management allows you to create, update, and delete configuration objects with security and logging • Policy definition and auditing for configurations
IBM® Sterling Secure Proxy™ Implement tighter security policies for Internet-based file transfers.	• Session break in the demilitarised zone (DMZ) ensures that no internal service is exposed to attack • Perimeter security enables the use of the Internet to replace dedicated lines • Government certified encryption can ensure the safety of consumer data • Secure protocols, encryption methods, digital signatures, and identity management tools enable you to pass audits
IBM® Sterling File Transfer Service A cloud service for file-based business interactions with trading partners	• File transfer automation in the cloud allows you to leverage existing partner protocols and standards • Leverage IBM's skilled personnel to offload your partner setup and support activities in order to refocus internal IT resources to services which are priorities to the business • Scalable cloud service ensures you can respond to global trading partner expectations and market conditions • Online visibility tool delivers capabilities to monitor, provide alerts, & remedy transfers

Assured delivery regardless of transfer type

An organisation's success ultimately depends on the predictable movement of files. Whether a company needs to transfer batch transactions to an outsourced payroll provider, B2B files for procurement, large files over their MQ backbone, or unmanaged files about a new marketing campaign, it is looking for a way to do so more efficiently, with greater security and in a way that scales quickly. IBM Managed File Transfer provides a comprehensive solution to facilitate all types of file movement, with the ability to handle any size file, in any format, via any protocol, over any number of internal or external connections. In short, IBM helps companies connect, communicate, and collaborate with customers, partners, and suppliers by providing solutions that enable seamless and secure integration of key business processes to enhance the way companies do business.

Business-to-Business

Manage

Security

Application-to-Application

Cloud

IBM provides the industry standard for business file transfer

IBM removes the barriers of traditional FTP and enables you to deliver higher levels of service, manage your growth, and reduce the risk of security breaches for all file transfers that drive your business. IBM Managed File Transfer Solution is the market-leading solution for managing file transfers of any size, volume or format. The solution reduces the risks associated with FTP-based file transfer, and at the same time provides a scalable environment that supports the growth of your dynamic business network, increases your customer retention, and decreases the IT complexity of setting up and maintaining new connections. These solutions are used worldwide to assure the delivery of data between enterprises in diverse industries, including financial services.

About Sterling Commerce

Sterling Commerce, an IBM® Company, helps organisations worldwide increase business agility in their dynamic business network through innovative solutions for selling and fulfillment and for seamless and secure integration with customers, partners and suppliers. More information can be found at **www.sterlingcommerce.com/uk.**

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For all Sterling Commerce offices worldwide, visit **www.sterlingcommerce.com**

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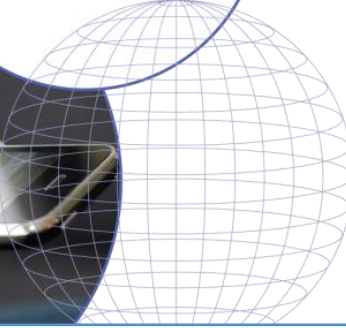
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