

THE BLACK BOX APPROACH TO MANAGED SERVICE

What Is Black Box Managed Services?

When a company outsources integration services to a managed service provider that offers minimal visibility and control over that company's day-to-day operations, integrations, and data.

The Result

Businesses become highly dependent on the provider, often without any real-time insight into their own integration activities. Over time, the lack of transparency and control over EDI integration performance can undermine performance and trust, risking valuable relationships that a company has built with customers and trading partners.

Common Drawbacks

- Extended onboarding timelines
- Slow support response times
- Withholding critical integration data
- Outdated technology and lack of automation

THE GLASS BOX APPROACH TO MANAGED SERVICE

What Is Glass Box Managed Services?

A provider that takes care of your integration needs and also offers deep visibility and control over key operational tasks, data, integrations, and transactions.

The Result

Companies can trust their managed service provider to manage their EDI integrations while retaining the ability to monitor, analyze, and review integration and transaction data in real time. This transparency allows businesses to stay informed, make strategic decisions, and optimize processes confidently.

Some glass box providers even offer self-service tools, empowering users to take direct action when necessary, reducing the need to rely on the provider for every task.

Common Features

- · Prompt onboarding timelines
- 1 hr SLAs on response times from support
- · Customizable visibility dashboards
- Direct ERP integration and automation

ANALOGY #1

JUNKER VS. SPORTS CAR

Is onboarding built for speed?

THS

Partner onboarding takes weeks or months.

Black Box Provider

You're stranded on the side of the road with a flat tire waiting for a tow truck. You don't have the tools or ability to fix it yourself, and no one is answering your calls for help. As a result, you never reach your destination.





Partner onboarding that only takes hours or days.

Glass Box Provider

You're behind the wheel of a high-performance vehicle cruising smoothly toward your destination. Everything runs like clockwork. And with an automatic transmission, you effortlessly cross the finish line ahead of schedule.



THIS

Minimal control over EDI integrations, transactions, and data.

Black Box Provider

You're on a roller coaster where someone else controls the speed and path. There's no flexibility and you're locked into one route, with no way to get off—even if you're feeling sick.

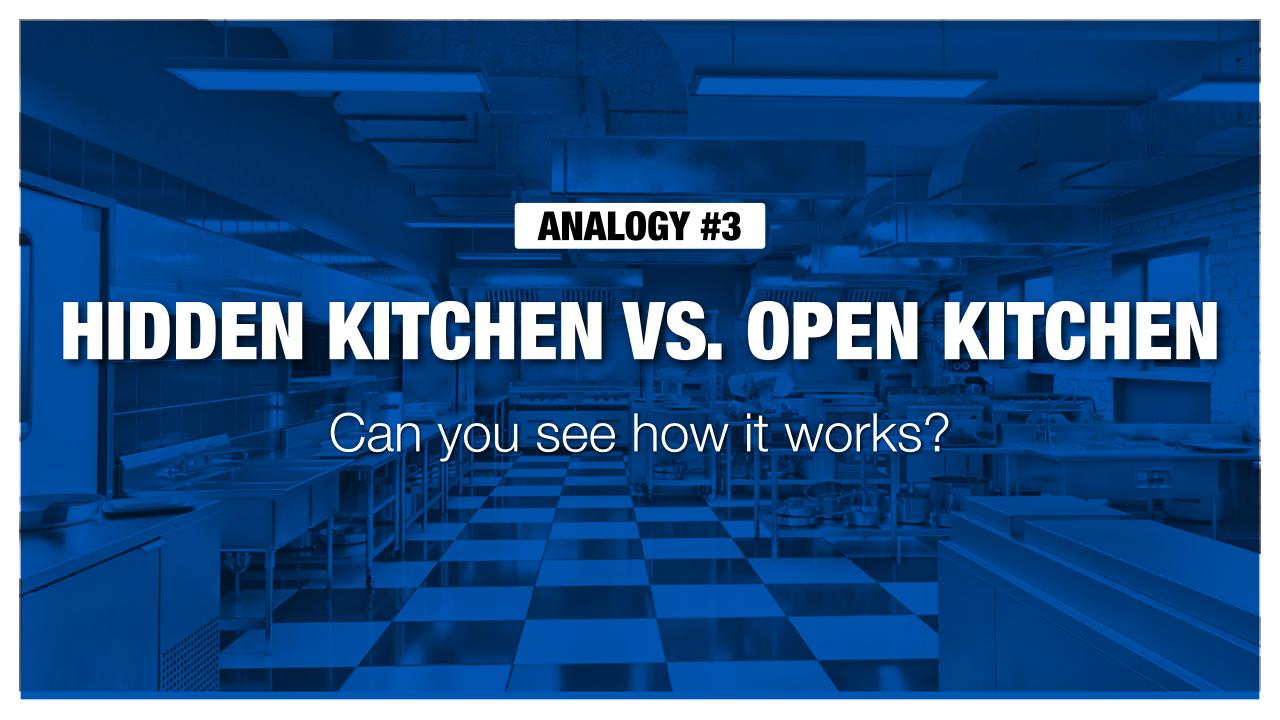


THAT

Full control over integrations and data, just like your provider.

Glass Box Provider

You're in the copilot seat of an airplane with the same access to the control dashboard as the pilot. If the pilot steps away, you can easily take over navigation, ensuring a smooth flight.

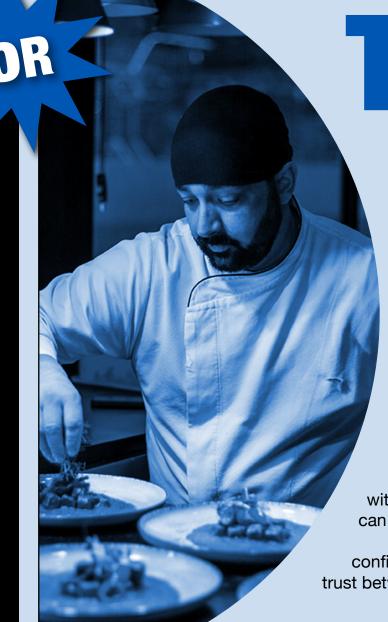


KITCHEN

You don't own your data and have little visibility into integrations & transactions.

Black Box Provider

You're at a restaurant where the food is being prepared behind a closed door. You can't see what's happening in the kitchen or how the food is made. Everything is deliberately hidden from view.

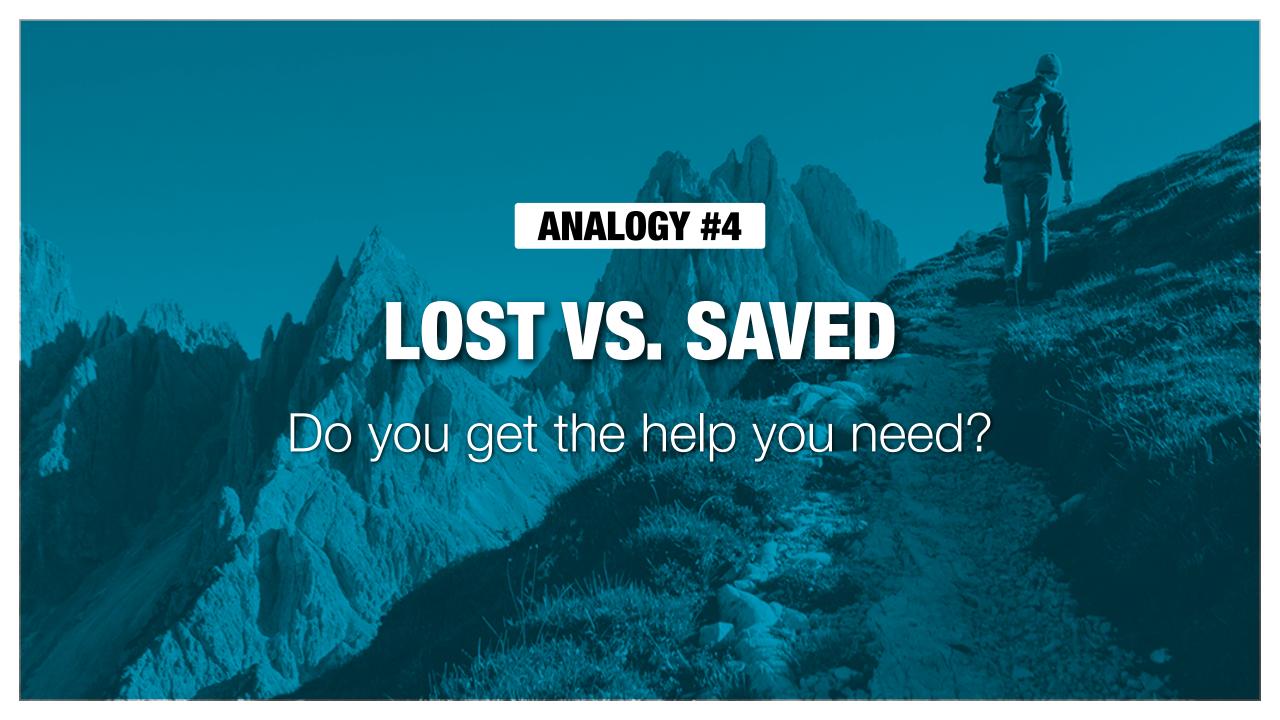


THAT

You own your data and have in-depth visibility into integrations & transactions.

Glass Box Provider

You're dining at a restaurant with an open kitchen where you can see the chefs preparing your meal. The transparency and confidence in their process builds trust between the restaurant and you.



Endless support queues with slow responses that take weeks or months to fix.

Black Box Provider

You're out hiking and suddenly face an emergency. You immediately call out to your guide for help, but they are nowhere to be found. You find yourself all alone, waiting in uncertainty as your problem and anxiety worsens.



THAT

24/7/365 global support, with a one-hour guaranteed human response time.

Glass Box Provider

You're on a mountain and encounter an obstacle blocking your path. Your guide is ahead so you call out for help. They immediately return, give you a hand, and help you navigate the obstacle — allowing you to continue your hike.



Outdated technology causing inefficiencies, security risks, and limited scalability.

Black Box Provider

You're starting a new travel agency, but your technology is outdated. You're relying on Compaq personal computers, dial-up internet, BlackBerry phones, Excel spreadsheets, and fax machines to run your business.



Cutting-edge technology for efficiency, security, and scalability with powerful capabilities.

Glass Box Provider

You're launching a new eCommerce business. You're equipped with the best MacBook Pros, fiber-optic internet, Samsung Galaxies, Salesforce, and Cleo Integration Cloud to ensure efficient operations.



TRANSFORMING EDI MANAGED SERVICES FOR B2B INTEGRATION

Innovative solutions that fuel business growth



Cleo Has Redefined Modern, Managed EDI Services For B2B Integration

Cleo's global team of experts works around the clock to fully install, manage, and monitor your company's EDI processes.

Our comprehensive services include:

- Trading partner onboarding
- Adding or modifying maps
- Monitoring SLAs
- · Resolving errors
- Updating trading partner certificates
- 24/7/365 customer support

Unlike other managed service providers that restrict access to your data and offer little transparency, Cleo empowers you with full ownership of your integrations. With glass-box transparency and control, you gain real-time visibility into every EDI and non-EDI integration and transaction, ensuring you can access critical data and make informed decisions swiftly.

Cleo also provides you with quarterly performance reviews and reports so you can continuously evaluate the value and performance of our services and solutions.

Cleo's Flexible Service Offerings

Managed Services

Cleo fully installs, manages, and monitors your company's EDI processes, making it an ideal solution for businesses with limited internal resources, a lack in-house EDI expertise, or those that prefer not to be as involved in the day-to-day management of EDI.

Self-Service

Your company's internal team handles all EDI installation, setup, and management. Great for businesses with sufficient in-house resources and EDI expertise, who desire 100% control and visibility over their EDI processes, and prefer to directly manage trading partner relationships.

Blended Service

A combination of self-service and managed services, offering the greatest flexibility. Best for companies that want the convenience of occasional managed services from Cleo, while also handling some EDI responsibilities internally.











Discover more about the magic of Cleo's service offerings



... never stops®

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