

Is Your EDI Managed Service Provider Holding You Back?

Ask yourself these 5 questions to find out..

1

Am I suffering from black-box services?

What this tells you about your managed services:

Determines if you are in the dark regarding ongoing EDI and non-EDI integrations (ex. APIs). Highlights if you have the same level of data visibility as your managed service provider.

Why getting to the bottom of this is important:

Drilling down into any integration flow, process, or transaction will help your business make more data-driven decisions that will impact your business and bottom line.

2

What technology does my managed services provider use?

What this tells you about your managed services:

Determines if your provider can solve your current and future integration use cases, including ones that require the need for API integration. This reduces the likelihood you'll have to add additional managed service providers in the future.

Why getting to the bottom of this is important:

Future-proofing your business from B2B integration challenges means less disruption and more growth. And establishing end-to-end integration automation eliminates manual, error-prone tasks from your internal team's to-do list.

3

Does my managed services provider share my sense of urgency?

What this tells you about your managed services:

Determines if your provider has strict SLAs in place when it comes to support ticket responsiveness and if they understand the importance of your business.

Why getting to the bottom of this is important:

Errors can detrimentally impact trading partner relationships and revenue, so you need a provider that quickly solves errors to maintain system uptime.

4

Am I getting the real deal or the raw deal when it comes to onboarding?

What this tells you about your managed services:

Determines if your provider is keeping pace with your business, meeting deadlines, and providing the best onboarding experience for your customers.

Why getting to the bottom of this is important:

Fast and accurate onboarding keeps projects on track and speeds time-to-revenue, which ensures positive business relationships with trading partners.

5

How much control do I really have?

What this tells you about your managed services:

Determines if your provider offers you similar levels of control that they have, or if you are fully dependent on them for all actions.

Why getting to the bottom of this is important:

Control allows you to make quick, simple changes without waiting on your provider, ensuring business agility and continuity.