

# EDICOM - EDI Advanced Services

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**Outsourcing**  
*edicom advanced services*

**Onboarding**  
*edicom advanced services*

**Ipm** *integral partner  
management*  
*edicom advanced services*



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OUR SUCCESS BEGINS WITH YOU

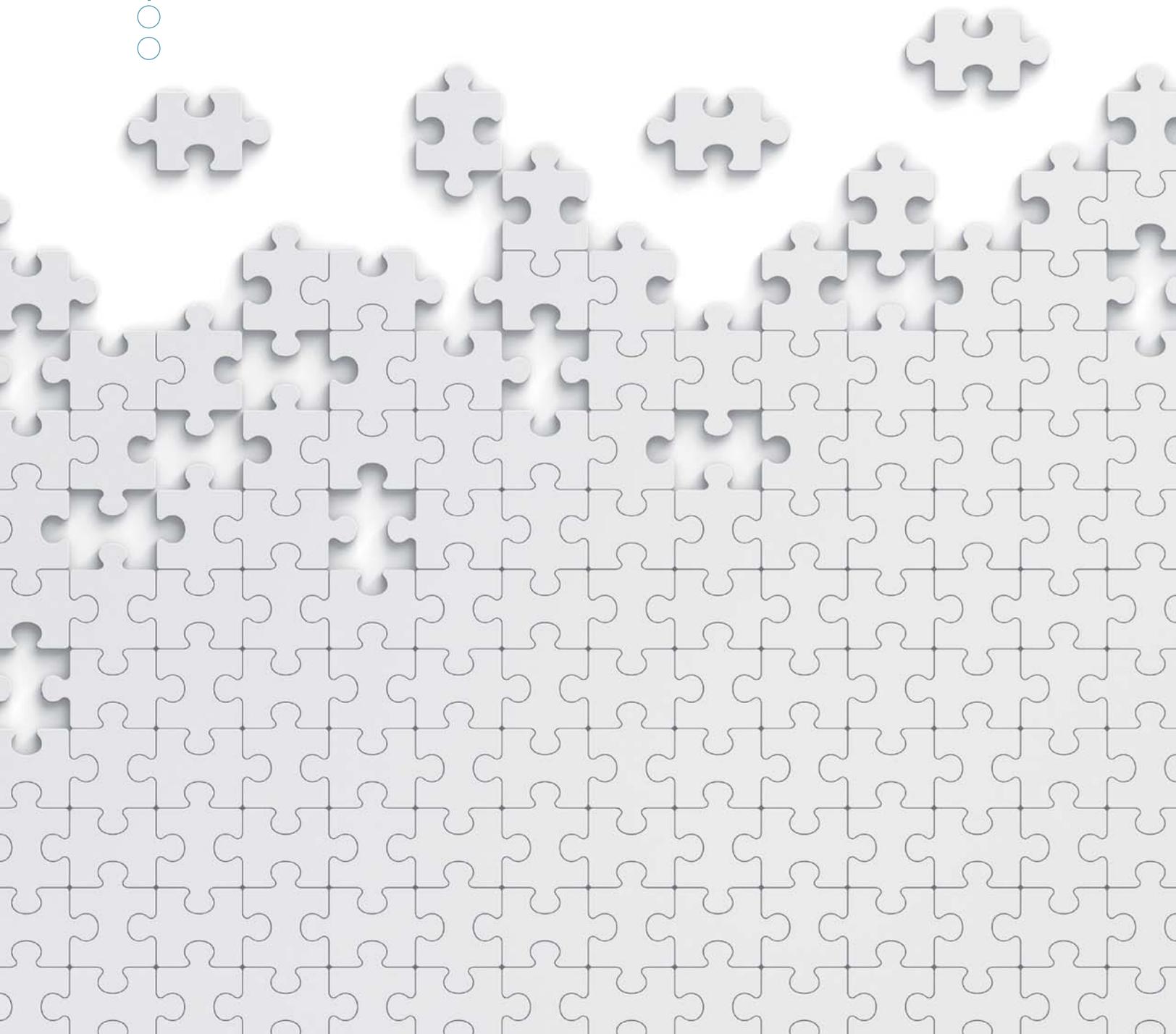
 **edicom**  
*connecting business*

service provider | supply chain management... ○○○○→

○ ○ → ... outsourcing | SOA | application

... xml/edi | efficient customer response | value added network | edifact | business intellig

... edivin | xbrl | ebi mapping tool | edicom business integrator | odette | X12 ...



## OUR SUCCESS BEGINS WITH YOU

For us there is only one way to understand our work, and that is by putting ourselves in the shoes of our clients and users.

Specialists in data transmission, integration software, consulting, and development, at EDICOM we design high performance transaction systems designed to cover the needs of B2B e-commerce projects. After over a decade, our in-house developed solutions are now positioned as a reference that has increased the value of the transactions of thousands of clients worldwide.

To achieve this, we have specialized in you, your needs, your expectations and your business... so that you don't have to worry about the installation, management and updating of advanced systems. At EDICOM we develop, implement and maintain our systems under strict service policies with a total focus on the client.

The success of each of our projects begins with you. With your suggestions, your ideas, but mainly with your decisions. Decisions driving your business towards advanced models, which constitute a full commitment to achieve the highest levels of excellence in your management.

### EDICOM OFFICES

- NEW YORK
- SÃO PAULO
- MEXICO D.F.
- BUENOS AIRES
- VALENCIA
- MILAN
- PARIS
- MARSEILLES

## some of our customers...

### Retailers

El Corte Inglés, Carrefour, Toys 'R' Us, Delhaize, Harrods, Inditex, Costco, Alcampo, Cortefiel, Intersport, Media Markt, Sonae, Dia, Saturn, Chedraui...

### Manufacturers

Unilever, Kellogg's, Sunpower, Kraft, Energizer, Red Bull, Heinz, Procter & Gamble, Sunbeam Products, Schweppes, Bic, Rip Curl, Bandai, L'Oreal, Samsonite, Michael Kors, Tommy Hilfiger, Guess, Whirlpool, Microsoft, Danone, Kimberly Clark, Sealed Air, The Jones Group, Bonduelle, Reckitt Benckiser, Skechers, Valentino, Nintendo, MaxMara, BioCentury, Adolfo Dominguez, Vodafone, Tod's, Billabong, Riso Gallo, BP Jeans, Sony, LEGO, L'Occitane, Hugo Boss, Colgate, Olympus, Puma, Yamaha, Wrigley, Warner Bros, The Pepsi Bottling Group, Nokia, Hershey, James Farrell, Honeywell...

### Logistics & transport

Union Pacific, DHL Exel, American Airlines, Kuehne & Nagel, Atlantic Forwarding, Conway, DSV, Om Log, Cat, Logista, FCC, Exel Logistics, Aldeasa, TNT Express...

### Automotive

Daimler, Midas, Nissan, Good Year, Michelin, Arcelor Mittal, Fujitsu Ten, Magna Electronics, American Trim, Mercedes Benz, Pirelli, Bridgestone, Dupont, Renault, Suzuki...

### Health

Traduccion, Roche, GlaxoSmithKline, Pfizer, Bayer, Novartis, Lilly, Bristol-Myers Squibb, Abbot, Becton Dickinson, Boehringer Ingelheim, Novartis, Grifols, Cofares, Alliance Healthcare, Siemens Healthcare...

### Tourism

Traduccion, Beds Online, Avis, ABBA Hoteles, Hertz, Europcar, Costa Crociere..





## OUTSOURCING AS A WAY TO INCREASE THE VALUE OF YOUR BUSINESS

Technological outsourcing, traditionally associated with contracting hardware and software resources, was originally conceived as a way to cut costs through total dedication of the company to the activities that form part of its Core Business.

The possibility of also subcontracting the management processes associated with maintenance of these resources has extended this outsourcing concept, making it a current strategic option to help drive the business of companies and increase their value.

Through EDICOM you can access our range of Advanced Services, allowing you to have the best technological partner for total delegation of your B2B communications platform.

### *Outsourcing* edicom advanced services

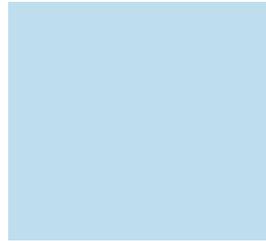
The EDICOM Outsourcing service gives you access to the best hardware and software resources to start up your EDI and Electronic Invoicing project. This service also provides an administrator for your platform who will be responsible for software parametrization, maintenance and management, so that you no longer have to devote human resources to these tasks or modify your management models to integrate advanced B2B communications models.

### *Onboarding* edicom advanced services

The EDICOM Onboarding service for the incorporation of trading partners broadens the outsourcing concept, and constitutes the rollout of an integration project for your suppliers or customers. This way, EDICOM takes on an active role, developing a set of actions to connect them to your communications platform, thereby quickly increasing the number of transactions carried out electronically with all your trading and business partners.

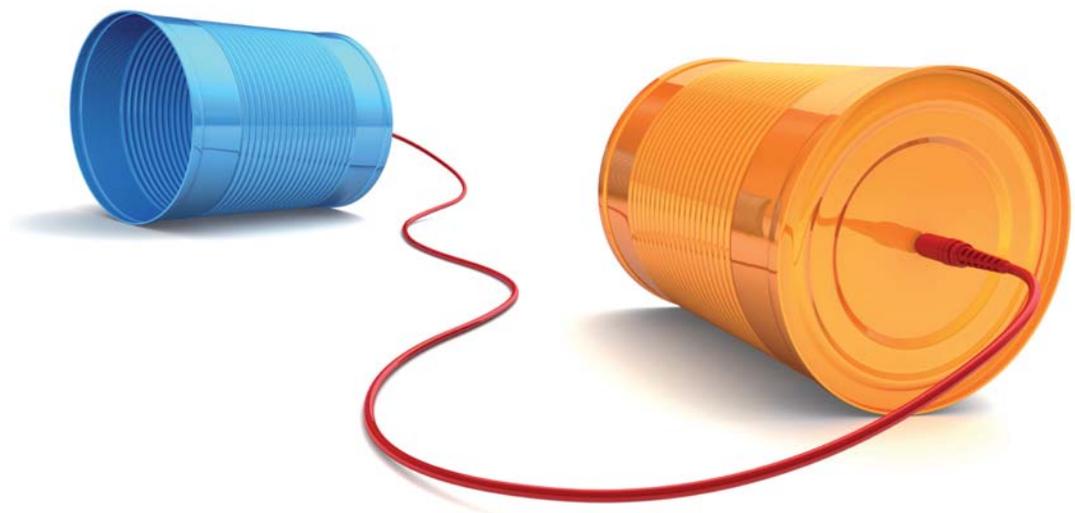
### *ipm* integral partner management edicom advanced services

IPM (Integral Partner Management) is set up as a service placing a management team at your disposal that interacts with all your clients and suppliers, managing the tasks involved in maintenance of the same in terms of resolving incidents, errors, setting up new communication protocols, testing the integration of new messages... Like having your own EDI Administration Group, so that you can totally forget the management tasks involved in your communications platform.



## EDICOM - EDI ADVANCED SERVICES

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- Pg. 4** EDICOM OUSOURCING SERVICE
- Pg. 5** EDICOM ONBOARDING SERVICE  
integrating customers and suppliers
- Pg. 6** IPM: INTEGRAL PARTNER MANAGEMENT



## FEATURES

- In-house software development
- Secure private communication network.
- On-line access to platform resources.
- Integration with client 's ERP.
- ASP Service EDICOM Hardware and Software hosting.
- Integral software management delegation in OUTSOURCING mode.
- Optimization of digital signature processes through integration with the EDICOM Certification Authority services.



EDICOM has an Information Security Management System in compliance with standard UNE-ISO/IEC 27001:2007, as stipulated in the certification issued by AENOR, reference SI-0033/2009

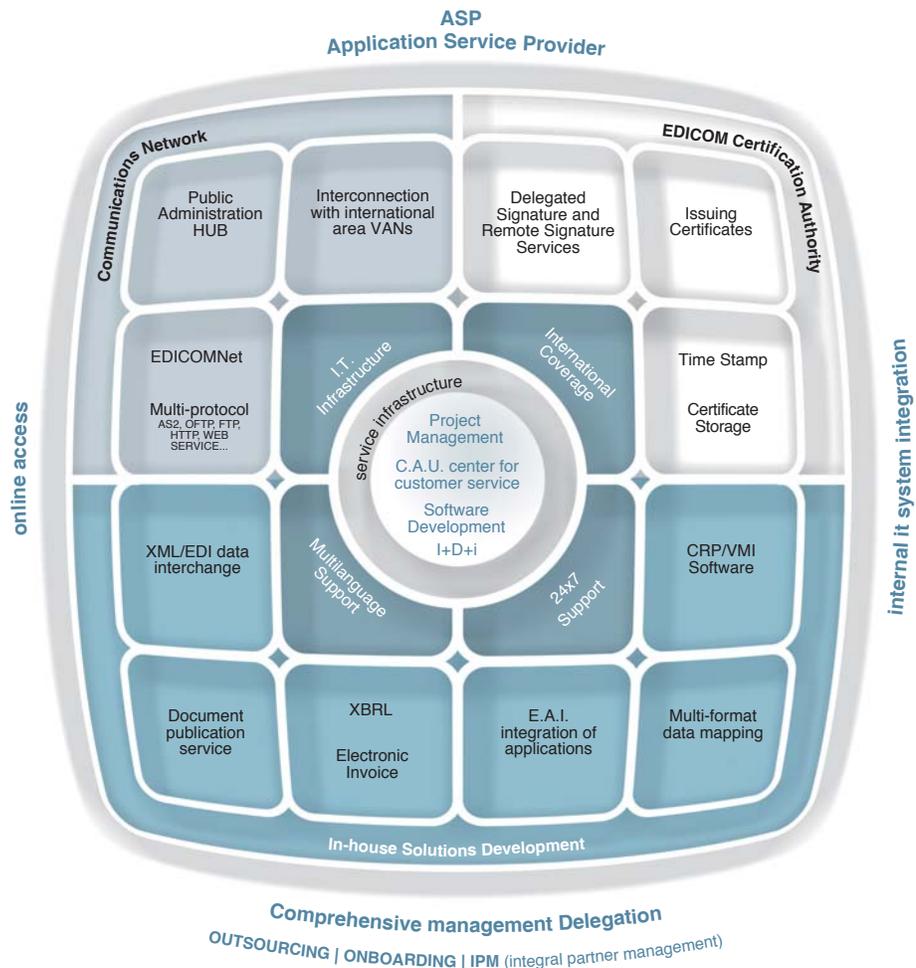
## EDICOM TECHNOLOGICAL PLATFORM

At EDICOM we provide our services through a broad platform to give efficient responses to multiple clients, with very different characteristics and needs. To this end, we design solutions every day in line with market needs, continuously adapting our technology and resources with the aim of providing the best coverage to more than 8,000 current clients.

Our platform operates in ASP mode, so that the solutions reside in our servers, guaranteeing their uninterrupted operation through an ample service infrastructure.

Our platform's technological architecture is governed by scalability and load balance principles, increasing the hardware resources as needed and distributing the different services proportionately among them.

The permanent monitoring of the system 24 hours a day 7 days a week, the availability of all resources in duplicate, and our disaster recovery center located outside our main facilities, all guarantee the availability of the technological platform and service 365 days a year.



## OUTSOURCING YOUR COMMUNICATIONS PLATFORM

A HIGHLY BENEFICIAL STRATEGIC OPTION

Outsourcing the resources and activities that do not make up part of the company's main activity aims to reduce expenses by subcontracting external services to dedicated professionals who assume certain responsibilities on behalf of the client or contracting company.

Removing certain processes or tasks from your company will not only enable you to cut general costs significantly, but also constitutes an effective way to encourage growth.

Outsourcing the technological resources associated with your communications platform to a provider such as EDICOM and delegating the management procedures required for their maintenance will guarantee its constant updating and optimal operation, maximizing the benefits derived from the rollout of your EDI communications and Electronic Invoicing projects.

Through EDICOM, you can outsource all the resources needed to start up your EDI communications or Electronic Invoicing project. These resources include:

- The **technological infrastructure** required to start up your project
- Its ongoing **maintenance, administration and configuration.**
- **Partner recruiting projects** for active integration of customers and suppliers.
- **EDI administration groups** for attention to your trading partners and management of their upkeep in the platform.

### *edicom* advanced services

-  Hardware
-  Software
-  Maintenance
-  Security
-  Communications
-  EDICOM support
-  Administration Groups

EDICOM advanced services let you:

- Focus on critical competences instead of routine systems operations.
- Enhance performance by swift adaptation of your systems to the communication demands of your business.
- Cut training times and qualified staff costs.
- Have specialist technicians constantly up to date with technological changes.
- Accelerate the evolution of new technologies while keeping costs down, mitigating risks and maintaining control of the technological innovation framework.



#### Other Advantages:

- No investment in hardware or software needed.
- EDICOM assumes constant updating of the technological resources.
- Specialist technicians devote all their time to maintaining the technological platform.
- The system is designed with a scalability criterion for uninterrupted operation.
- Security of the information is the responsibility of EDICOM, maintaining updated replicas of the whole system.

# Outsourcing.

edicom advanced services

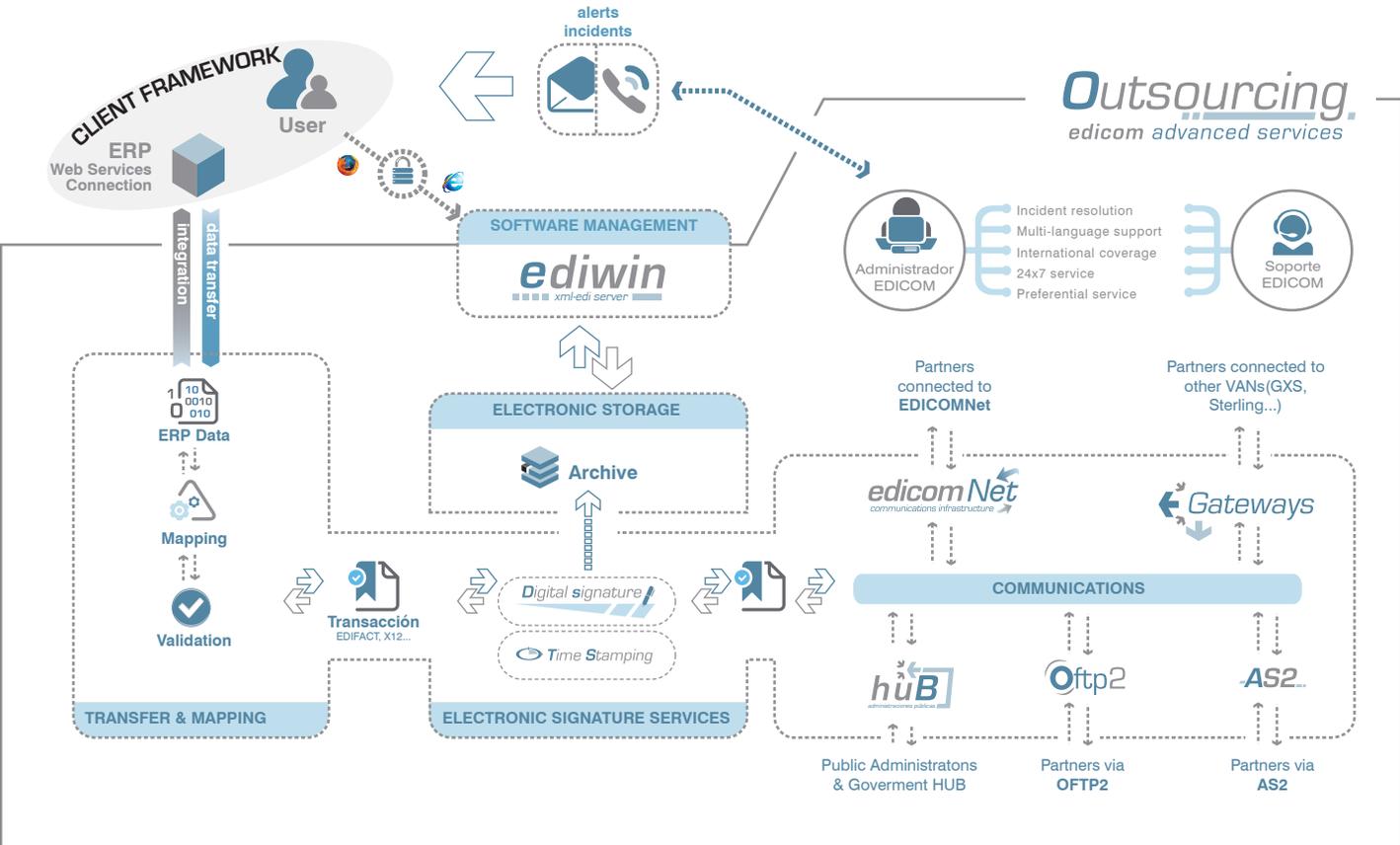
## EDICOM OUTSOURCING SERVICE

The EDICOM Outsourcing Service **totally frees you from managing your B2B communications platform**, as well as all the associated tasks in its day-to-day operation, and relations with your partners and administration of the technological resources (servers, databases, backup copies, communications, maintenance, updates, storage of electronic invoices, etc.).

EDICOM places a maximum security technological infrastructure at your disposal, permanently monitored (24x7) and looked after by exclusively dedicated professionals who will make sure that your solution is always available.

The EDICOM platform is designed to process large volumes of information and supports all kinds of data interchange standards and electronic signature services with the backing of the EDICOM Certification Authority.

With EDICOM you will have the best communication network to connect securely with any international trading partner.

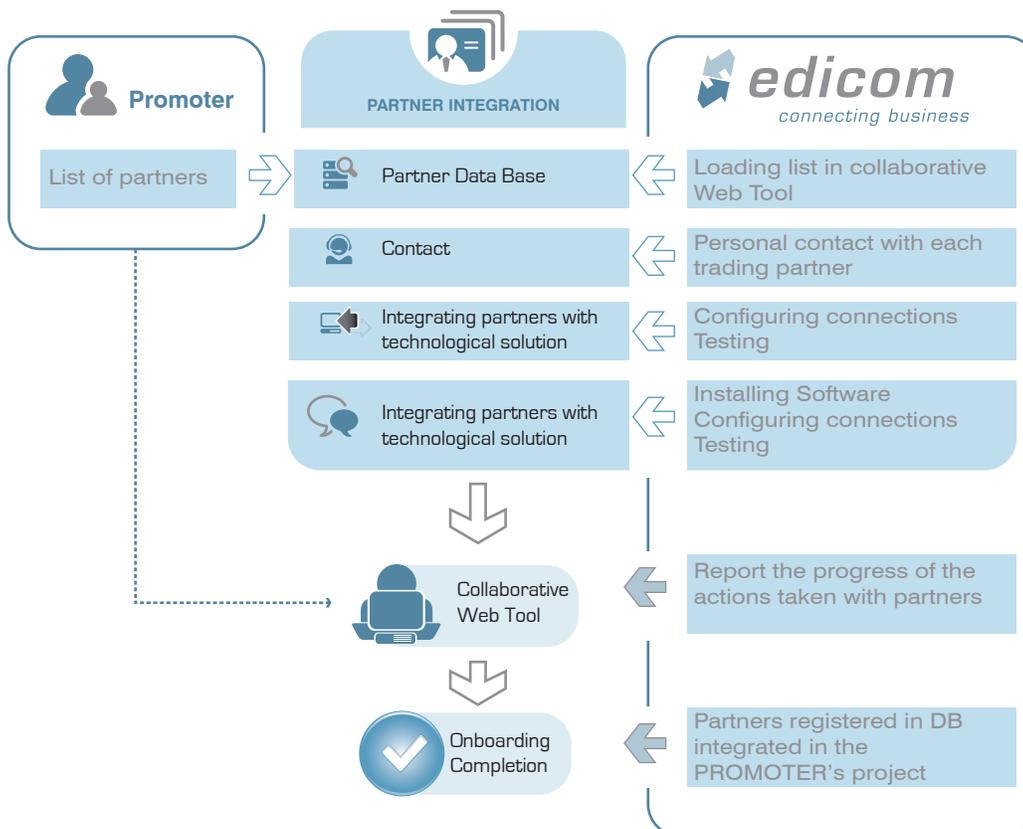
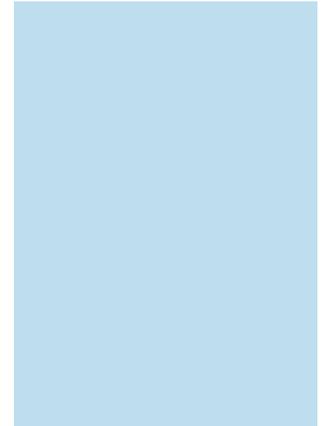


## ONBOARDING PROJECTS FOR INCORPORATION OF CUSTOMERS AND SUPPLIERS

B2B communications projects often focus their attention on the technological components. Platforms, formats, communications, etc., take all the attention, leaving the management-related aspects for incorporation of trading partners in second place.

Nevertheless, this is the part that demands most dedication of time and effort, and finally the one that will determine the success of the project.

The **EDICOM “ONBOARDING” SERVICE** deploys an infrastructure of technical and human resources, articulating an integration project for customers and suppliers, which take steps to achieve the total integration of all your trading partners in a brief space of time.



### B2B PROJECT AIMS

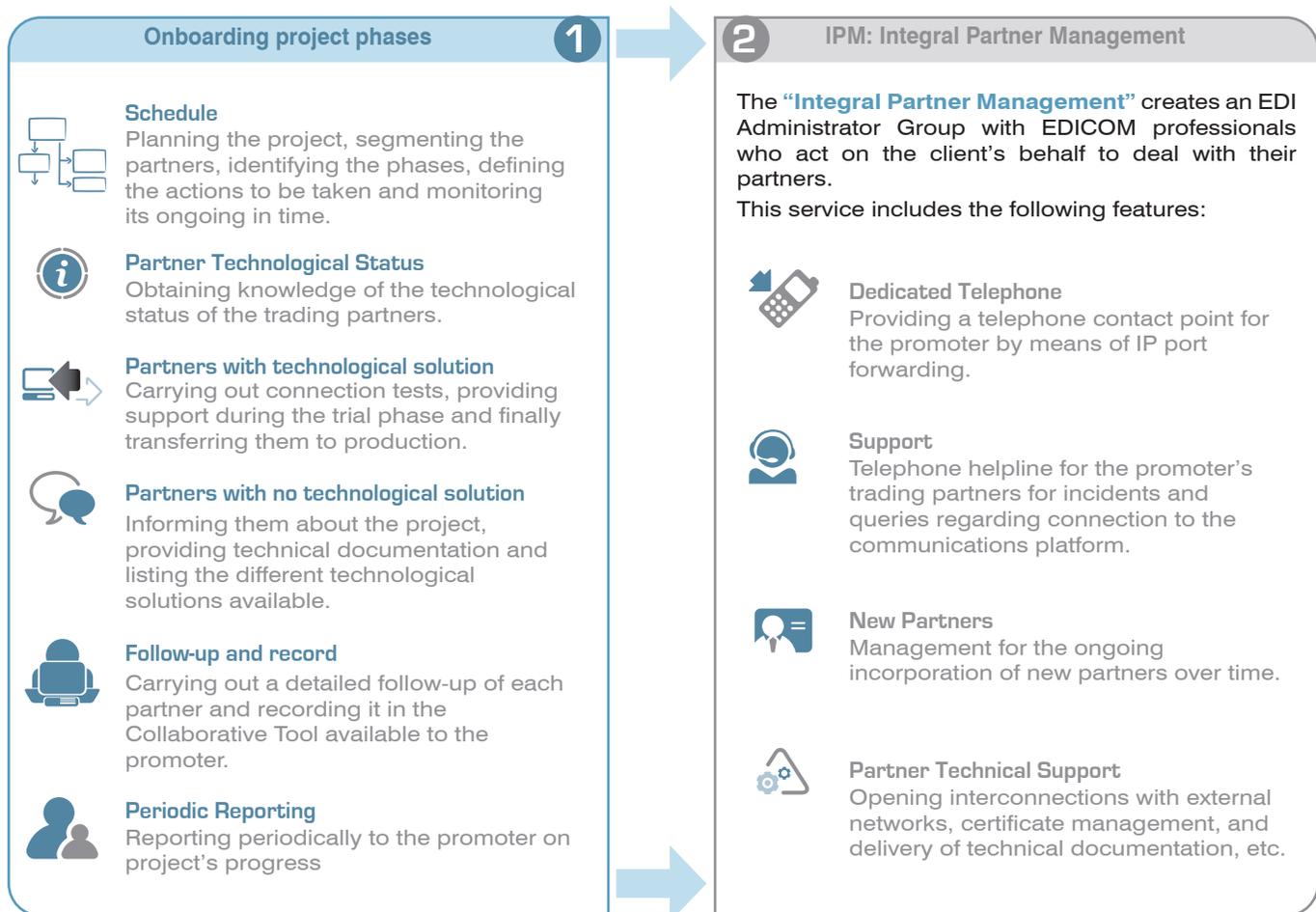
- Technologically, provides maximum guarantees.
- Pursuing the goals of cost-saving, automation of processes, minimizing errors, etc.
- To this end, the number of transactions handled must be maximized.
- Increasing transactions is a result of integrating the maximum possible number of partners.
- Maintaining the established levels of effectiveness over time by integral and permanent management of trading partners.

Once the initial recruitment of partners through the Onboarding service is finalized, the client may ask EDICOM for **Integral Partner Management (IPM)**.

This service involves continuous management through time for error processing, integration of new messages, configuring new partners, cancellations, etc.

Onboarding and Integral Partner Management services make up the ideal complement to the Outsourcing of the technological platform, and makes available to the client or promoter of the project:

- **EDICOM's experience** in the execution of this type of projects, applying tried and tested methodologies, advising the client and coordinating the operations to be carried out.
- **Interactive collaborative solutions** that enable you to participate and share the information in detail, as well as a necessary follow-up of the state of your project.
- **Specialist staff** to carry out all the required tasks, whether in the initial onboarding phase, or in the ongoing management over time.



## CONTRACTING THE SERVICE

The combination of EDICOM's OUTSOURCING, ONBOARDING and IPM services constitutes the maximum level of outsourcing the services required for maintenance and development of your B2B communications platform.

This level of outsourcing will bring you important benefits in operating terms, since no modification of any of your management processes is required and all the steps and procedures to be implemented to optimize your project are completely undertaken by EDICOM.

These operating benefits are enhanced by an important reduction in costs arising from 2 essential points:

- The investment in technological and human resources for the administration and maintenance of your communications platform is assumed by EDICOM.
- The benefits gained with the automation of processes or the reduction of errors are maximized thanks to the intensive connection of partners to your platform.

To find out more about our range of Advanced Services, please do not hesitate to contact our commercial team.

It will be our pleasure to assist you.

**Outsourcing**  
edicom advanced services

**Onboarding**  
edicom advanced services

**ipm** integral partner  
management  
edicom advanced services



Please consult our commercial team for the terms and conditions of the solution best suited to your needs.

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