

Product Brief

## E2OPEN COLLABORATIVE ORDER MANAGEMENT



E2open Collaborative Order Management is a proven, on-demand product that synchronizes and automates the end-to-end order management process across all partners in a multi-enterprise supply network. In today's competitive marketplace, having a synchronized and automated order management process is an absolute necessity to ensure that customer demands are met and that revenues are maximized. E2open Collaborative Order Management has enabled leading companies to successfully create collaborative, responsive supply networks by streamlining the procure-to-pay process with all trading partners irrespective of individual partners' technological capabilities.

## Increase Supply Assurance Through End-to-End Visibility

E2open Collaborative Order Management provides a collaborative platform for companies to manage and automate their procure-to-pay processes. The end-to-end visibility extends across all participants in the value network, enabling companies to manage the entire purchase order (PO) life cycle collaboratively—from order placement and confirmation, through shipping, receiving, invoicing, and payment process. E2open Collaborative Order Management uses an “exception management” approach to help companies continuously monitor supplier responses against orders and order changes, tracking actual shipments, receipts, and invoices. Any business exception detected generates an alert to the user, enabling buyers and suppliers to resolve the exceptions quickly and collaboratively. Managing by exception ensures that users are only notified of those business issues that require their immediate attention—such as potential supply disruptions or shortages. By having more visibility and control over the extended value network, companies are able to improve supply assurance, resulting in lower inventories and higher customer satisfaction.

### Key Features

- Complete order management work flows based on industry best practices
- End-to-end visibility and control across the entire procure-to-pay process
- Highly collaborative processes for discrete orders, blanket orders, scheduling agreements, shipments, receipts, and invoices
- Exception management capabilities
- Integrated performance management and decision support
- Role-based configurable work flows
- Multiple B2B integration options with any-to-any B2B integration platform support
- Unified order management work flows and visibility of the extended supply base

### Key Benefits

- Automated, streamlined order management process across the entire supply base
- Improved supply assurance
- Reduced material shortages and stock outs
- Reduced information flow latency
- Improved productivity and reduced supply chain operational costs
- Continuous process improvement via KPI tracking
- Rapid time to value and significant ROI

## Scale Your Order Management to All Trading Partners

E2open Collaborative Order Management, coupled with the robust underlying B2B integration platform, provides the ability to seamlessly and rapidly connect to suppliers and trading partners of all technological capabilities. Traditionally, companies have established connectivity with only their most technologically sophisticated trading partners (those able to use EDI), and were required to rely on manual processes to manage orders, order changes, and supplier responses with the remainder of their partners. E2open Collaborative Order Management provides multiple integration options with trading partners regardless of individual formats and protocols—be they EDI, RosettaNet, XML, Excel, or Web portal. The robust B2B platform then enables any-to-any B2B transformation of the documents between the company and its trading partners, thus leveraging existing B2B investments.

E2open Collaborative Order Management facilitates rapid connectivity with multiple backend ERP systems for near real-time exchange of POs, shipments, receipts, and invoices. In addition to B2B, the product also provides a user interface that allows buyers to collaborate with their trading partners.



Figure 1: E2open Collaborative Order Management provides a common platform with the connectivity, visibility, and work flow capabilities required to efficiently operate a closed-loop, multi-enterprise order management process.



## Reduce Manual Processes, Latency, and Errors

Companies too often rely on manual, paper-based processes (emails, faxes, and phone calls) to communicate with their suppliers, and as a result lack real-time collaboration. Additionally, manual communications are prone to human errors, data latency, and inconsistencies, resulting in potentially costly supply issues. Accordingly, potential issues are often identified too late, resulting in either supply shortages or last-minute fire fighting.

E2open, headquartered in Foster City, California, is the leading provider of on-demand, multi-enterprise solutions for today's complex global demand-supply networks.

The company delivers a working business process including software, deployment, operations services, and community management, representing the industry's first complete solution for the extended demand and supply ecosystem. This approach helps global enterprises improve visibility, control, responsiveness, and collaboration across multiple tiers of customers, partners, and suppliers, resulting in major improvements across all key operational and financial performance metrics.

Deployed as an on-demand, managed service, E2open easily connects with SAP, Oracle, and other ERP systems of record to extend the value of these investments beyond internal company processes. The company also features a performance-based, pay-as-you-go model to assure customer success.

E2open Collaborative Order Management solves these issues by providing an on-demand platform with standardized business process work flows based on industry best practices. This enables companies to automate their manual processes and allows buyers to operate in a highly collaborative manner, thereby streamlining a closed-loop order management process within the supply base. The result is fewer errors, and ultimately significant cost savings.

## Monitor Key Supply Network KPIs

Another important aspect of effective order management is continual monitoring of trading partner performance. This will enable you to identify bottlenecks and improve overall execution of your procure-to-pay process. E2open Collaborative Order Management provides a rich set of key performance indicators (KPIs) and decision analytics that enable ongoing measurement of your processes and suppliers. E2open product analytics and decision support capabilities not only provide you with a comprehensive view of your order management process, but also generate the insight necessary to continually drive process improvements. Some key performance metrics include

- *Supplier delivery performance* - measures how well the supplier commits and delivers against orders
- *Supplier on-time delivery* - measures supplier on-time delivery
- *Actual and projected spend* - monitors spend across suppliers
- *Order changes* - tracks PO quantity and date changes over an order life cycle
- *Ad hoc reporting* - generates custom reports

## Lower Total Cost of Ownership

E2open Collaborative Order Management is designed to minimize the total cost of ownership (TCO) by providing the application via a software-as-a-service (SaaS) model. Deployed as an on-demand, managed service, E2open is responsible for software, hardware, solution configuration, trading partner onboarding, and system operations. This means the solution is deployed rapidly, resulting in faster time to value with minimal IT investment. E2open Collaborative Order Management comes with pre-built, configured, and tested adapters for your ERP system, enabling it to be quickly integrated with your backend system.



## For More Information

For more information on how E2open Collaborative Order Management can increase your profitability, please visit E2open at [www.e2open.com](http://www.e2open.com) or call us at +1.650.645.6500.

### E2open

Corporate Headquarters  
4100 East Third Avenue, Suite 400  
Foster City, CA 94404

P: 1.650.645.6500  
F: 1.650.645.6555  
[e2open\\_us@e2open.com](mailto:e2open_us@e2open.com)  
[www.e2open.com](http://www.e2open.com)

### Offices

E2open U.S.A.  
**Corporate Headquarters**  
Foster City, CA  
Dallas, TX  
Austin, TX

E2open Europe  
Reading, UK

E2open Malaysia  
Kuala Lumpur, Malaysia  
E2open Taiwan  
Taipei, Taiwan

E2open maintains locations in Malaysia, Taiwan, the United Kingdom, and the United States.

©MMVIII E2open, Inc. E2open and the E2open logo are registered trademarks of E2open, Inc. All other marks are trademarks, service marks or registered trademarks of their respective owners. All rights reserved.