



B2B Assurance from CoEnterprise

Expert level support for your critical business needs



Why CoEnterprise B2B Assurance?

When searching for a business partner to protect and support your business investments, you want to find a team that enables you to grow your business while providing the security that you need when you need it the most.

CoEnterprise's industry-leading B2B Assurance plans are designed to be flexible, cost-effective, and scalable as your business grows.

As one of the few IBM Platinum Partners solely dedicated to IBM Supply Chain solutions, our Support Engineers have the experience and skills needed to support installations from the very basic to the most complex multi-node environments.

Products Supported

- IBM Sterling B2B Integrator & File Gateway
- IBM Global Mailbox
- IBM Secure Proxy
- IBM ITX/A (WTX/SPE)
- IBM Control Center
- IBM Connect : Direct (including Apera High Speed Add-On)
- IBM Partner Engagement Manager (PEM)

Industry-Leading Support Services

Leverage CoEnterprise as your support partner to get production issues resolved quickly and easily, freeing your team to focus on the most important thing to your business – your customers. Our post-implementation attention to detail ensures adoption and continued success of your B2B deployment. All issues received are analyzed for root cause analysis and resolution to reduce errors and to increase efficiency. Additionally, we serve as your advocate when dealing with all third-party B2B product issues.

We can also help with

- Triage of Trading Partner setup and connection issues
- Translation services and mapping changes/corrections
- Broad business process optimization (filename changes, data delivery issues, development related queries, etc.)
- Infrastructure issues and environment support
- Product and patch services (Plus & Premium levels only)

Gain Critical Insights

Our Support Engineers schedule and maintain regular checkpoints (weekly, bi-weekly or monthly) to hear about your experiences and to provide executive summary reports that detail ticket counts, time spent working issues and SLA timing.



Service Level Agreements

The Business plan has Support Engineers available to assist your team Monday through Friday 8am-5pm. Our standard issue response time is up to 4 hours; our critical issue response time is up to 2 hours.

Our Plus plan includes everything in the Business plan with the addition of 24 hour on-call coverage Monday through Friday. The standard issue response time is up to 3 hours. If your environment has an outage after regular business hours your team can contact an on-call Support Engineer via phone/email or our ticket system. The SLA for initial response is up to 1.5 hours.

The Premium plan includes everything from the Plus and is for any organization that requires their B2B environment to be up 7 days a week 365 days a year. The standard response time is up to 2 hours. If your environment has an outage after regular business hours your team can contact an on-call Support Engineer via phone/email or our ticket system. The SLA for initial response is up to 1 hour.

About CoEnterprise

CoEnterprise is a B2B software and professional services company headquartered in New York, NY. CoEnterprise helps companies maximize their business potential and gain a competitive edge. CoEnterprise's consulting practice is made up of industry experts who work collaboratively with our customers to solve business problems with real solutions, not just by installing software.

The Support Services division provides high-touch services to support customers' critical business systems. CoEnterprise's flagship product Syncrofy is a flexible, B2B solution that enables companies to gain valuable insights into their data, collaborate with partners, and solve problems. For more information, visit www.coenterprise.com.



CoEnterprise B2B Assurance Plans

Business

Plus

Premium

Support Services

Problem Management & Vendor Management Services

Triage, troubleshoot, and escalate production issues. Provide focal point for coordination with IBM/Sterling Support



Trading Partner Support Services

Break fix, trading partner configuration and setup



Map Support Services

Triage, troubleshoot of production compliance and mapping issues



Business Process Support Services

Triage, troubleshoot of production Business Process issues



New Project Consulting Services

Use a bucket of consulting hours to onboard a new trading partner or develop a new B2B process



Up to 10 hours



Up to 20 hours

Product & Patch Services

** Client is responsible for all QA testing*

Product Update Services

Product sunset and Patching notifications



Product Patch Implementation Services



Infrastructure & Communications Management

Product Support Services

On-Call support of production B2B environments



OS Patch Support

Provide support for OS patching of supported product environments



Account Management

Yearly System Diagnostic Check



Summary management level reporting & regular meetings



Availability

Business Hours

8am - 5pm
Mon- Fri

24 hrs
Mon - Fri

24 hrs
Mon - Fri

Production Down Emergency Support

24 X 7 / 365 days a year



Response Times

Initial response time in hours (up to)

4 hrs - Low
2 hrs - High

3 hrs - Low
1.5 hrs - High

2 hrs - Low
1 hr - High