

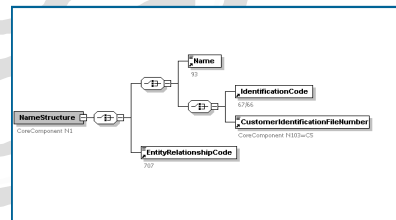
# B2B integration outsourced maintenance and support

## Why outsource B2B integration maintenance and support to BIT?

A decision to outsource maintenance and support of an important business function should not be made lightly. Typically, organizations consider whether they have the specific skill sets necessary to handle the project and whether they have enough bandwidth to take on the additional load. But what if the choice wasn't about just getting by and the alternative offered superior quality at significantly lower cost. In many cases, that is precisely the option Business Integration Technology (BIT) offers. How can BIT deliver higher quality at lower cost? Consider the steps in creating and maintaining a B2B integration maintenance and support capability:

- Determine the requirements for effective B2B integration maintenance and support
- Determine the necessary skill sets and recruit or assign the appropriate team
- Train the team in the underlying tools and technologies
- Familiarize the team with the specific business processes and how they are applied for your B2B integration capability
- Set up source code management, metadata repositories, help desk support software, knowledge management, defect tracking, quality management, problem escalation, and other business-critical processes and procedures
- Deploy and monitor the entire team 24/7/365

```
ST*850*0001
BEG*00*SA*XX-1234**19980301*AE123
N1*ST*John Doe
N2*Division 1
N3*1000 Park Avenue
N4*New York*NY*10610
PO1*1*25*EA*9.5*CT*MG*XYZ-1234
PID*F***HAMMER-CLAW
PO1*2*75*EA*6.95*CT*MG*L505-123
PID*F***PLIERS 8" - NEEDLE NOSE
CTT*2
AMT*TT*758.75*C
SE*13*0001
```



## **BUSINESS INTEGRATION TECHNOLOGY, INC.**

Although BIT will customize a B2B integration outsourced maintenance and support to your needs and standards, BIT starts from a solid base of reusable B2B integration frameworks. Our team will be ready and familiar with the kinds of problems you will face on the first day. You will benefit from the quick start, economies of scale and economies of skill, and the high level of service.

Remember that BIT doesn't take over your B2B integration – BIT helps you manage it effectively. You are in control and BIT will support your standards and integrate with your infrastructure support. You can outsource only the functions that benefit from the BIT shared team – and even then, you can customize BIT's processes and procedures to meet your needs.

### **Economies of scale and economies of skill**

- When networks were private, sharing a VAN made sense. On the Internet, everyone uses the same network infrastructure.
- There are many highly specialized skills necessary to support B2B: protocols, message formats, security, message transformation, etc. You may significantly reduce your cost by sharing skilled technologists.
- B2B Outsource lets you share skills without sharing a hub. That eliminates the need for on-going transaction fees.

### **About Business Integration Technology, Inc.**

Business Integration Technology Inc. (BIT) is a leader in B2B integration technology for transportation, logistics and supply chain management. BIT designs and implements highly cost-effective business-to-business connections that eliminate the costs of doing business with paper, phone and fax bringing innovative value to shippers, carriers, 3PLs and companies looking to improve cycle time and reduce cost. BIT was founded by the team that built the messaging engine that runs North American Rail. BIT is also a partly-owned subsidiary of Daugherty Business Solutions, a firm with over 20 years of experience helping their clients achieve their business objectives through the effective use of leading information technology and more than 400 consultants in St. Louis, Atlanta, Minneapolis and Chicago.

#### **BUSINESS INTEGRATION TECHNOLOGY, INC.**

1306 Papin Street  
St. Louis, MO 63103

Phone: 314-635-6351

Fax: 314-256-9214

<http://BusinessIntegrationTechnology.com/>

<http://BIT-Blog.com/>

<http://TheVirtualVAN.com/>

Email: [info@BusinessIntegrationTechnology.com](mailto:info@BusinessIntegrationTechnology.com)

