

Success Story:

EBSCO in the Amalto e-Business Cloud



Industry – electronic documentation and information.

Business Document Type – invoices and associated supporting documents (like scanned Field Tickets), Quote Requests, Service Requests, Invoice Requests, and Acknowledgements.

Format – xCBL, and cXML.

Protocols – https

Business Problem Solved – automating B2B exchanges with multiple customers and Amex authorization process.

About Complete Production Services

EBSCO Information Services is the leading service provider of e-journal, e-book and e-journal package and print subscriptions, e-resource management tools, full-text and secondary databases, and related services for all types of libraries and research organizations. Their comprehensive solutions include systems to consolidate ordering, invoicing, claiming and renewals. EBSCO's 31 Regional Offices, located in 23 countries around the world, serve customers in more than 200 countries.

Context

Incoming Purchase orders were in multiple formats, ranging from email and fax to phone calls. While some customers used e-Procurement methods, EBSCO calculated that it took twice as much work at their end to address these POs . Customers had different rules for remittance, for e.g. POs from Renault were accompanied with a P card number. The next steps would entail factoring in the VAT amount, keying in the PO keyed into their marketplace portal, additionally make a call made Amex, holders of the P Card and get an authorization number.

Solution

Amalto's b2box© solution transforms the various formats and displays into one standardized format, performs an automated check with Amex and this complete transaction is then captured by EBSCO's back-end systems.

