Solutions > Managed Services

Leveraging The Cloud

iConnect's Managed E-Commerce Services allows you to leverage The Cloud to fully integrate all your EDI and E-Commerce needs with your back-end applications. iConnect has the expertise, proven track record and the ability to successfully manage all of your E-Commerce requirements. iConnect's iExchangeWeb is supported remotely in a hosted environment with no software to install or support.

Improve Customer Satisfaction - iExchangeWeb can seamlessly integrate into your back-end applications to provide a real time, event-driven solution for meeting your customer requirements. This will insure instant visibility of customer forecasts and ship schedules and timely receipt of your ASNs.

- Cost Reduction - Our Managed E-Commerce Services have been implemented to successfully reduce costs and streamline business processes. Eliminate the delays and costly errors that come with manual processing and re-entry of critical data.
- Your Integrated Solution - iConnect's Managed E-Commerce Services are designed to work with your customer EDI data and your bank-end applications. It has the flexibility to evolve as your customer requirements and internal systems change and grow.
- Strengthen your Supply Chain - iConnect can assist in streamlining the process of data exchange with your supplier community with its Community Management program. iConnect has the expertise and the solutions to get all your suppliers, large and small, successfully and quickly "connected".

Why consider iConnect's iExchangeWeb for your Cloud-based Managed E-Commerce Solution?

- Tier 1 EDI Value Added Network
- Single-sourced translation and transport provider
- Fully hosted multi-point trading infrastructure
- Data agnostic B2B platform
- Leveraged any-to-any format independence
- Transparent support of EDI and non-EDI environments
- Integrated backup capability for critical customers
- Transaction compliance validation integral within the system
- Extensive automotive focus and expertise
- Complimentary non-invasive solution in a managed services offering
- Mix and match full integration and Web Forms by document and by trading partner
- Unique "shared-risk" pricing model
- Your company's existing infrastructure investment is leveraged
- No additional hardware or software required at customer site

Infrastructure and Technology

High availability, accuracy and system reliability are critical components when a company considers outsourcing mission critical applications. In response, iExchangeWeb is built upon proven technologies, managed by well-established IT philosophies and hosted on a high-availability infrastructure.

- Application developed in Microsoft .Net
- Deployed on fully redundant, fault-tolerant Dell PowerEdge servers in a combination of hot swappable, mirrored, load balanced and clustered configurations
- All services rendered from within virtual server environment
- High performance virtualized SANs with integrated replication across datacenters
- Primary datacenter located in Royal Oak, MI
- Failover datacenter located in Domino's Farms in Ann Arbor, MI
- Multiple point to point dedicated T1's as well as Internet connect the two datacenters
- Primary and the backup datacenters are equipped with
  - Redundant Internet providers
  - Redundant Routers
  - Redundant Firewalls
  - Conditioned power with standby auto-failover backup power generators

At a high level, iExchangeWeb is made up of independent Process Managers: Presentation, Translation, Data Route, Data Store and Communications. Each Process Manager has a series of Service Managers that perform specific functional tasks. Each one of these Managers, both Process and Service, are distributed to a number of machines or clusters within the iConnect network.

Disaster recovery is designed around three main tenets: redundancy, synchronization and traditional data archival and storage philosophies. Web-farms and server clustering provide first level recovery by distributing processing and applications support amongst multiple hardware resources making recovery in the event of a failure practically unnoticeable. Data replication and server synchronization provides second level recovery by distributing user and application data to multiple online data storage locations and standby servers allowing recovery in the event of a hardware or database failure to be accomplished with minimal interruption.

Traditional backups are done in a revolving media library concept where complete system backups are done weekly and removed from the premise to an off-site storage facility. Alternating sets of media are used to insure that backup integrity is not compromised by bad media. Incremental backups are done daily on separate alternating media as well.

Monitoring and alert tools within iExchangeWeb

As data passes through iExchangeWeb, it executes a series of processes. During execution each process contains a series of services that record detailed information into a job log. The overall status of a job, as well as the overall health of the system, is monitored by support personnel through a browser-based web interface. When the system detects abnormal activity, alerts are sent to support pagers and PDA's.

Each high level event (import, export, send, receive, etc.) creates checkpoint user notifications that can be delivered to any IP-enabled device. The type of notification and the recipient addresses are configured within the mailbox by the account administrator and can be further refined to the type of trading partner and transaction type.

Protocols Supported

Communications are interfaced through a series of connectors and adapters, with the connectors being protocol specific and the adapters being functional end-point implementation specific plug-ins. Application infrastructure is designed for the specific function of data transport. Connectors handle the technical requirements inherent to the specific communication method being used. The following is a list of protocol connectors deployed in iExchangeWeb.

- EDI-INT, AS2, AS3
- HTTP, HTTPS
- SMTP, POP3
- SOAP
- FTP, FTPs
- sFTP
- OFTP2
- WebServices
- ebXML
- cXML