HP.com Business to Business Integration Deployment Guide

Fast track technology for maximum e-procurement purchasing power

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HP.com Business to Business: e-procurement that performs at the speed of business

If your company has made the decision to drive purchasing through your internal e-procurement system, you will benefit from the extensive experience HP has in integrating with the leading vendors such as Ariba, SAP, Oracle or Commerce One.

Many of our global customers are already accessing their customized HP product catalog from their desktops, making the purchasing process more efficient. As the leading integrated procurement IT supplier, HP can provide your company with the benefit of our proven and standardized methodology.

This guide provides you with further details on our deployment process and the benefits you will receive through HP.com Business to Business Integration.

Key benefits

- Leverage your business process standardization across geographical boundaries.
- Encourage adherence to your IT standards with a consistent catalog and pre-defined product set.
- Increase control of your company's purchasing activity to minimize order management costs.
- Save time and reduce administrative errors through seamless automated ordering aligned with your established systems and processes.

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"…HP also has an extensive strategy for integrating with both direct customers and channel partners, either via the Web or integrated in the customer's internal systems."
—Rob Rosenthal, Senior Research Analyst, Hardware Research, IDC

Is HP.com Business to Business Integration right for you?

The ideal HP.com Business to Business Integration customer is one who…

- Has installed an e-procurement system, and has established business processes designed to capitalize on their e-procurement investment, or
- Is in the process of rolling out an e-procurement system across their enterprise. HP can support this transition period by providing a hosted HP.com Business to Business site for online purchasing that simply evolves into an integrated solution, to support your divisions or countries where rollout of your e-procurement solution has yet to occur, and
- Has a high volume of purchasing that makes the integration ROI mutually beneficial for that customer and HP.

How does HP.com Business to Business Integration work?

The HP Business to Business integration server is at the heart of the solution. Built on WebMethods™ technology, it enables HP to quickly and easily connect to customers running a number of different platforms, while providing a consistent set of transactions to HP's systems. Although your users will not realize it, the Business to Business integration server will be the single point through which you will access HP's hosted website and submit purchase orders to HP's fulfillment system.

The HP fulfillment system will receive the purchase order, configure (if requested) and ship the products you have ordered.

Authentication and security

HP's Business to Business integration server authenticates all documents and requests it receives. The authentication process keys on unique credentials automatically sent from the customer's e-procurement system which must authenticate with the matching unique keys on file with HP. Further, HP prefers all xml transactions be encrypted using HTTPS to provide an added level of security for both HP and our customers.

Punch out to a customized site managed by HP

HP.com Business to Business Integration offers our customers with a punch out website featuring a secure customized product catalog, access to product configurators, and detailed, up to date product information.

When you punch out to your customized store, you can select and configure products and bring your selections back for processing through your internal procurement system. When you choose this option, you get a more robust user experience enhanced with an:

- Easy to use HP catalog layout and search functionality
- Detailed product information and specs
- Online product configuration
- Availability in more than nine languages
- Support for centralized purchasing

Capabilities supported for leading platforms

	EDI	Ariba	C1*	SAP	Oracle
Catalogs	✔	✔	✔	✔	✔
Punch Out	x	✔	✔	✔	✔
Purchase Order	✔	✔	✔	✔	✔
Sales Reporting	✔	✔	✔	✔	✔
Purchase Order Acknowledgement	✔	✔	✔	✔	✔
Invoice	✔	✔	●	●	●
Advance Ship Notice	✔	✔	x	x	x

x Not supported on platform * Commerce One ● via EDI

These features are not available to the same degree in a static catalog. Consequently, most customers whose platforms support "punch out" select it over a static catalog to avoid the catalog maintenance hassles and gain access to more comprehensive product information and online configuration tools.

In deciding whether a static catalog or punch out store will meet your needs, consider the following:

- Does your e-procurement platform support punch out?
- Do you want configure-to-order products?
- Do you want to manage catalog data updates or prefer to have HP handle them for you?

E-procurement platform support

We have experience integrating with more than a dozen e-procurement platforms. HP's support includes actively monitoring key e-procurement platform vendor's roadmaps and providing input to guide those vendors' future enhancements to ensure that your HP.com Business to Business Integration is in lockstep with your e-procurement platform. HP's customer integrations have included the following platforms:

- Ariba
- Commerce One
- Data Stream
- i2/Rightworks
- Lawson
- Oracle
- PeopleSoft
- SAP
- Exostar (marketplace)
- Pantellos (marketplace)
- Perfect Commerce (marketplace)

If you have a platform that is not listed above, it could be supported as a custom deployment (see page 6 for more information). However, we regularly add support for new platforms. Check with your account manager or HP.com Business to Business consultant for the current support status on your preferred platform or to see if your particular platform can be supported using one of the industry standard technologies we employ.

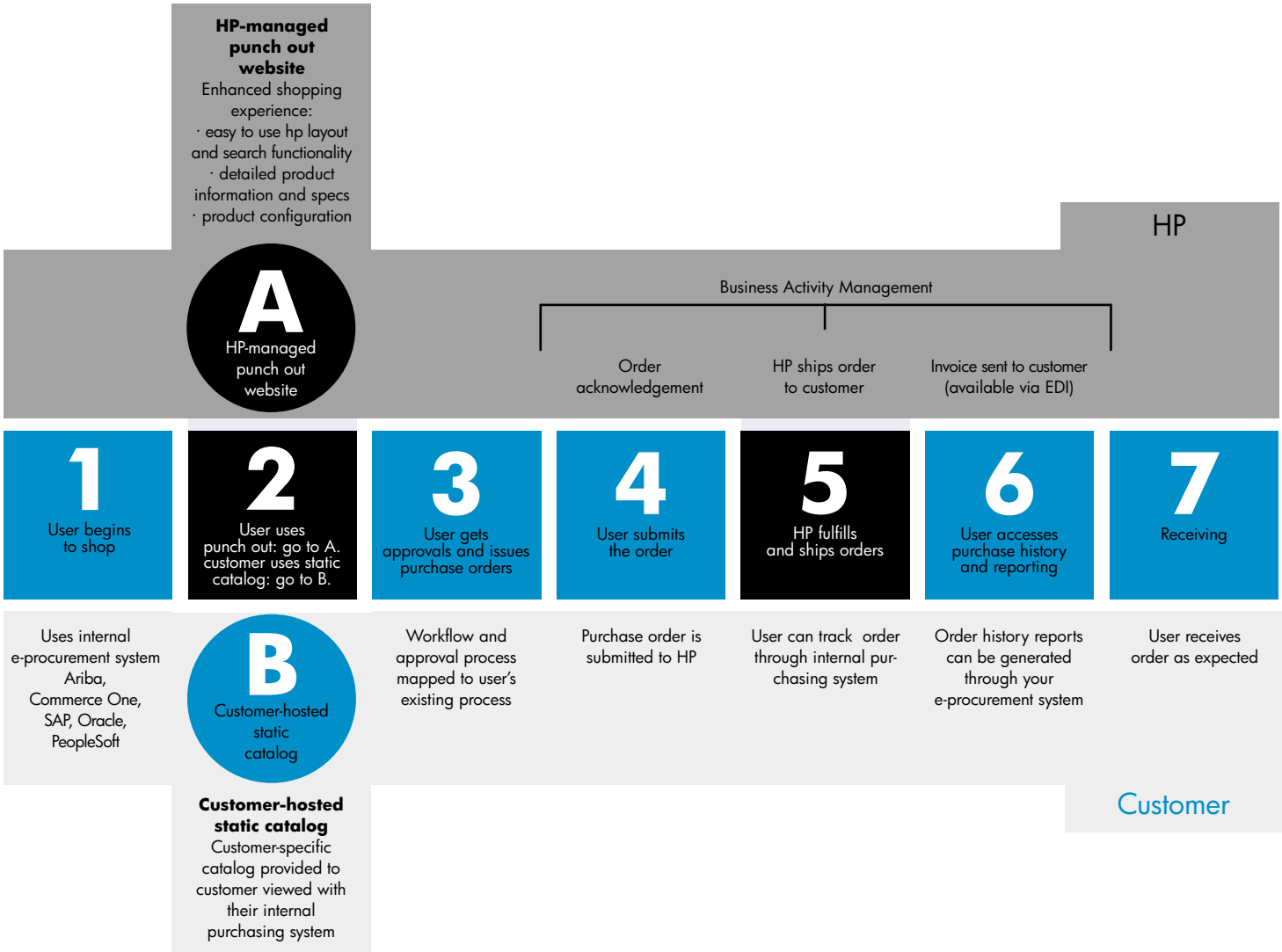
These industry-standard technologies include:

- OCI
- EDI (ANSi x.12 or EDIFACT)
- xCBL
- Rosettanet
- cXML
- CIF
- CUP/PUP
- OAG

The benefits of experience

HP has extensive experience integrating with the leading e-procurement vendors. HP is proud to be one of the first AribaReady suppliers, an Ariba Advantage Partner, a charter member of Oracle's Supplier Advisory Board and certified as an OCNP by SAP. These recognitions and certifications clearly demonstrate our ability to confidently integrate with our partner's platforms successfully.

The integrated procurement process



The Business to Business Integration solution, built on a compliment of HP and customer systems, efficiently supports each step in the buying process.

1. To begin shopping, the user logs on to your internal procurement system.
2. The user begins to shop in either:
   A. the HP-managed punch out website, or
   B. the customer-hosted static catalog.
3. Once the user has selected the products they wish to buy, your internal system routes the request for the appropriate approvals.
4. Once approved, the request becomes a purchase order and is submitted to HP.
5. HP receives the purchase order, configures the product (if required) and ships the order.
6. HP sends an invoice for the shipped order, which is available via EDI. The user may access reporting and spending data from your internal system.
7. The order of new HP product arrives at the user's site.

Typical project plan for deployment: standard configuration

Deployment of HP.com Business to Business Integration is a collaborative effort between HP and our customers. The following chart provides a checklist to illustrate Customer and HP responsibilities in the process. This process can be completed in as little as 48 hours for standard deployment, but typically takes 3-4 weeks.

Customer environment ✓		HP environment ✓
Complete HP Business to Business Integration customer interview Identify implementation team members – executive sponsor – business and technical leads Determine type of catalog – punch out (HP-hosted) – static catalog (self-hosted) For custom deployment provide sample xml of PO, static catalog or punch out request Select the products and bundles your organization would like to purchase	**1** Discover	Complete customer interview
	2 Qualify	Determine customer's current e-procurement process Technical evaluation of the customer's e-procurement system to determine if a standard deployment is appropriate
Work with Implementation Team to confirm product offerings Develop roll-out schedule across the organization Load the supplied HP "Static Catalog" into the e-procurement system (static only)	**3** Implement	Build an electronic customized catalog with the products selected in the discovery phase Account setup in HP's systems Provide customer with technical set up information
Review and update content of HP Catalog Validate connectivity to punch out store Validate connectivity to order submission	**4** Test and sign-off	Test integration with e-procurement systems and internal HP PO, Tracking, Fulfillment systems Validate connectivity to punch out store Validate connectivity to order submission
Launch catalog on intranet if static catalog Allow users access to catalog if HP "managed"	**5** Launch into production	Launch punch out store
Review delivery metrics Access HP support team for updates to catalog Review product offerings and pricing	**6** Maintain and support	Ongoing catalog support and maintenance HP.com Business to Business representative provides product and pricing support Review of HP internal process to assure customer satisfaction

Project plan for deployment: custom integration

Integration with your custom e-procurement systems can be implemented for qualifying accounts but may require incremental development. The process is the same as outlined for a standard deployment, however the discovery, qualification, implementation and testing phases are extended due to an increased level of analysis and development needed. In order to facilitate the analysis phase, the customer will need to provide sample XML documents for punch out set-up request and purchase order.

Getting started

Find out how HP.com Business to Business Integration helps the world's most demanding companies keep their procurement systems on track.

We have developed a process for determining which deployment options are most likely to serve your needs, and can help you at each step of the evaluation, deployment and support stages. To get started:

1. Contact your account team or HP e-business consultant.
2. Begin thinking about the steps outlined in the discovery phase on page 5.

We are constantly updating our capabilities and expanding our integration expertise. Check with your HP account manager or e-business consultant for a full listing of supported platforms and formats or visit www.hp.com/info/business-site.

Contact information

To find out how this powerful resource can drive the productivity of your entire organization, contact your account team, your HP e-business consultant, or contact our regional e-mail addresses below:

Americas: ebusinesssupport@hp.com

Europe, Middle East, Africa:

contact your HP account manager

Asia Pacific: b2b-ecommerce.ap@hp.com

Glossary of terms:

ASN (Advanced Ship Notice) – The advanced ship notice is an electronic message sent from the supplier's factory system to the customer's e-procurement system notifying them a specific order has shipped.

B2B – (Business to Business) – A term referring to a business communicating or selling to other businesses. Most often businesses buy supplies and services for their company's operation.[1]

B2Bi – (Business to Business integration) – Refers to B2B commerce supported by an integrated solution between buyers and suppliers. The points of integration may include a punch out website (supplier-hosted catalog), a static catalog (customer-hosted catalog), a systematic process to submit purchase orders, an electronic invoice (ex. EDI), and online access to other pertinent data like order status.

BAM (Business Activity Monitoring) – is designed to meet the needs of business managers by feeding them information about their business activities in context of business objectives, past performance, and external factors so they can quickly make well-informed decisions to resolve problems, avoid risks and capitalize on opportunities.

cXML – A widely adopted, flexible, standard xml format intended for consistent communication of business documents between procurement applications, e-commerce hubs and suppliers. This is the document format used by Ariba, among other platforms.[1]

EDI (Electronic Data Interchange) – Highly standardized electronic communication for business transactions that also includes an associated set of processes. This is a computer to computer connection which can be over a VAN (value added network) or the internet.

E-procurement (Electronic procurement) – Business to business purchasing via an electronic system allowing transactions to be completed via the internet by moving paper-based purchasing activities to the web, drastically reducing a company's purchasing costs. This can be done over a digital marketplace, but most often is done with a customer owned system, like Ariba, SAP Supplier Relationship Management (SRM), or Oracle iProcurement. [1]

HTTPS- (Hypertext Transfer Protocol Secure) – An HTTP transaction secured via SSL encryption. This is the preferred method of sending xml purchase orders containing credit card numbers.

Marketplace – A website where multiple buyers and sellers exchange product. HP will participate in select digital markets when expressly requested by an HP customer.

OCI (Open Catalog Interface) – A standard format for business documents to interface with RoundTrip™ catalog data using internet protocols.[2]

Order Acknowledgement (POAck) – A simple XML response to an XML (ex. cXML) purchase order transmission indicating success or failure of the purchase order document reaching HP's fulfillment system. It does not indicate whether or not the document is understood, just that the document was received.

Punch out – HP-hosted website featuring a product catalog, product configuration, and detailed product information seamlessly integrated with a customer's internal procurement system. This is also referred to as RoundTrip™, PunchOut™, LinkOut and supplier-hosted catalog.

Purchase Order (PO) – Standard business document used to place an order for goods and services.

Rosettanet – Provides a common XML language and standard processes for the electronic sharing of business information. It was formed by a consortium of 400 technology companies with the objective of creating open e-business process standards.[3]

SRM (Supplier Relationship Management) – Generally used to refer to the process of managing the business a company has with its suppliers. SAP has named the latest version of its e-procurement application SRM.

Static catalog (Customer-hosted catalog) – Catalog of HP products provided to a customer to load into their internal procurement system. These files may be transmitted via email, FTP or disk in either a flat file (text file) or XML file (ex. CIF, CUP/PUP, xCBL).

xCBL – The XML Common Business Library (xCBL) is a set of XML building blocks and a document framework that allows the creation of robust, reusable, XML documents to facilitate global trading.[4]

XML (Extensible Markup Language) – A web-formatting specification for documents. Through this standard, designers can develop their own tailored tags, allowing various organizations and applications to exchange relevant information, such as the definition, validation and interpretation of data.[1]

1 The Media Guide to eProcurement, GoCo-op, Inc, 2000, 2 Open Catalog Interface, Release 2.0B; SAP, 2000, 3 http://www.rosettanet.org, 4 http://www.xcbl.org/about.html

Contact your HP e-business consultant or visit:
www.hp.com/info/business-site

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