opentext™

Success story

JCB Co.

Industry
• Financial Services

Solution
• OpenText™ B2B Managed Services

Results

Reduces the burden on system infrastructure

Streamlines **onboarding process**

Improves business partner satisfaction

Speeds introduction of services internationally

International credit card brand accelerates global reach

JCB connects with new business partners quickly and cost effectively with OpenText B2B Managed Services

"By being able to centralize file exchange with our business partners with OpenText B2B Managed Services, we have improved business partner satisfaction, reduced the burden on our systems infrastructure and reduced the time for introducing our services internationally."

Satoshi Hijikata
International Systems Development Department
JCB

Japan Credit Bureau (JCB) is the only international credit card brand that originated in Japan, and is recognized as one of the few brands accepted around the world. An international leader in the credit card industry since 1961, the mission of JCB is to provide their customers with unique value through high-quality payment products, a reliable infrastructure and world class services. The company has actively expanded relationships with card-issuing and merchant-acquiring partners to further increase its card member base and the number of merchants who accept JCB cards.

As JCB expands its international reach, the globalization of its business is accelerating and JCB is constantly innovating to meet the needs of its diversified customer base. In addition, JCB's need to support a variety of transmission messaging types, such as Web electronic data interface (EDI), is increasing in response to the needs of JCB's business partners. JCB's customer-driven focus on providing high quality, high value-added products includes ensuring that new business partners are quickly and efficiently integrated with JCB's network.

JCB had a dedicated internal group along with a team of contractors to maintain JCB's internal network and connectivity to its partners. The integration group was responsible for all integration operations including partner onboarding, implementation testing, help desk and problem resolution. However, as JCB's partner network expanded and increased demands were placed on the internal integration team, JCB decided to review their data exchange, file transfer and connectivity technology to ensure that it could meet the needs of its expanding international customer base.
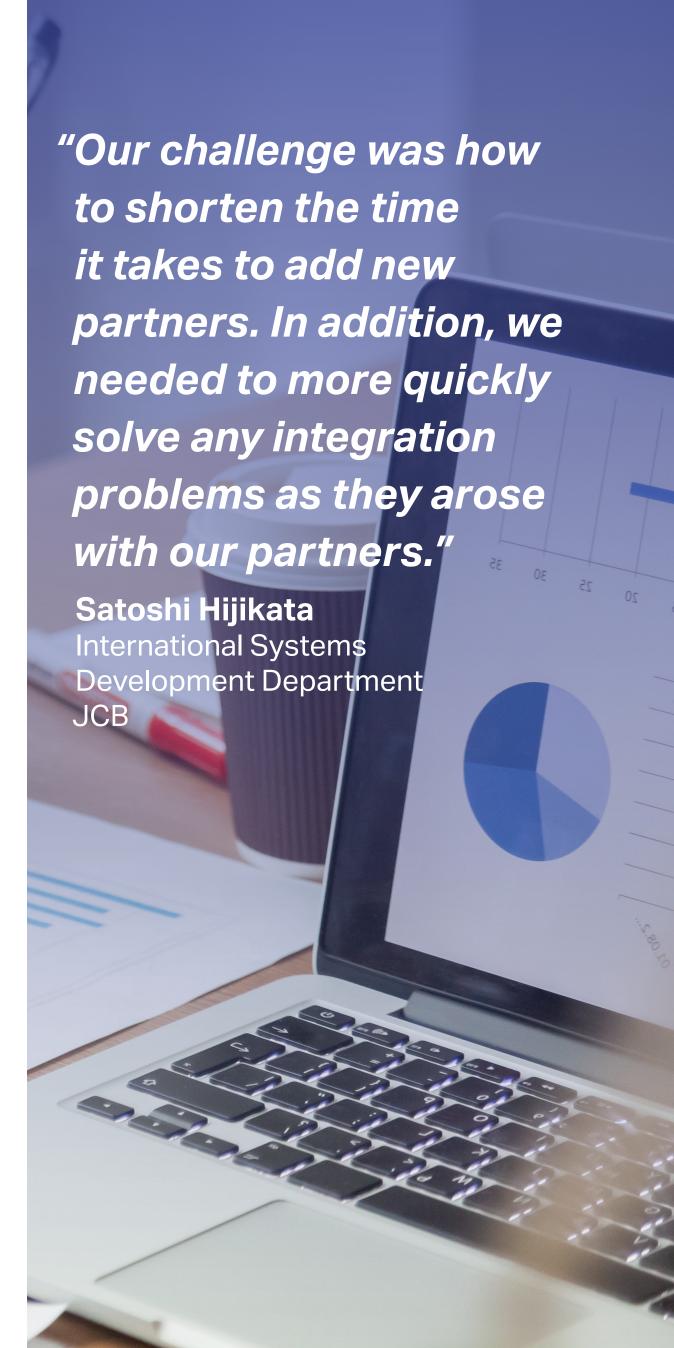
In 2011, JCB implemented OpenText™ B2B Managed Services to integrate with its overseas card-issuing and merchant-acquiring business partners and to digitally share critical business information. Since then, JCB has continued to expand internationally and increase the number of its partners connected to JCB through B2B Managed Services.

Simplified B2B management

JCB turned to OpenText to simplify the complexity of its international B2B integration requirements. B2B Managed Services provides robust data exchange and integration services with a scalable, secure and global B2B infrastructure.

The solution also reduces the burden on JCB's internal IT staff with 24x7 global support and end-to-end partner onboarding. *"When JCB tried to connect to new business partners using internal resources, it took too long for onboarding to our unique systems infrastructure, including connectivity, testing and systems monitoring. Our challenge was how to shorten the time it takes to add new partners. In addition, we needed to more quickly solve any integration problems as they arose with our partners,"* said Satoshi Hijikata, International Systems Development Department, JCB.

"By being able to centralize file exchange with our business partners with OpenText B2B Managed Services, we have improved business partner satisfaction, reduced the burden on our systems infrastructure and reduced the time for introducing our services internationally. Being able to quickly and cost effectively connect with new business partners will help us to accelerate more overseas business development in the future," explained Hijikata.

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Satoshi Hijikata
International Systems
Development Department
JCB

Cloud-based Integration

B2B Managed Services is a comprehensive B2B integration solution that provides companies with highly-skilled B2B specialists who assume the day-to-day operations for the customer, including enterprise resource planning (ERP) integration, mapping, onboarding and technical support. As a cloud-based integration offering, B2B Managed Services enables companies like JCB to build and grow its B2B networks.

B2B Managed Services provides the combination of the most comprehensive technology for automating and streamlining e-commerce transactions and the best people and processes for managing B2B programs. The solution empowers organizations with the capacity and marketplace advantage to focus on core capabilities, while alleviating the costs, complexities and resource drains associated with running mission-critical B2B operations.

OpenText receives quarterly certification with both Statements on Standards for Attestation Engagements (SSAE) No. 16 Type II and International Standard on Assurance Engagements (ISAE) No. 3402 for the OpenText™ Trading Grid™ suite of applications. It can provide a PCI-compliant environment for those customers who need to protect personally identifiable customer data.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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