



## **GXS' New Service Parts Visibility Solution for Automotive and Manufacturing Sectors Illuminates the Spare Parts Supply Chain**

*GXS Solution Provides Real-Time Insight into Logistics Operations for Suppliers and Buyers*

**ODETTE CONFERENCE 2008, STRASBOURG, France — October 22, 2008** — GXS, a leading provider of business-to-business (B2B) e-commerce solutions, today launched GXS Service Parts Visibility, a powerful and comprehensive new offering that helps manufacturing companies gain real-time visibility into their spare parts shipments around the world. GXS Service Parts Visibility is designed for companies in the high tech, automotive, aerospace and industrial manufacturing sectors that require real-time visibility into the movement of parts shipments around the world.

The timely delivery of service parts is essential to ensure that equipment such as computers and printers, as well as diesel engines, cars and aircraft are able to operate efficiently with minimal downtime. The changing dynamics in the manufacturing sector—globalisation and the proliferation of counterfeit and sub-standard parts—have made improved tracking and visibility of service parts shipments imperative. If spare parts shipment operations are poorly managed, it can lead to unnecessary costs and excess inventory, which in turn erodes aftermarket revenue and puts a drain on profits. Additionally, the proliferation of counterfeit parts that closely resemble the originals, but are of lesser quality, has made tracking integral to ensuring the integrity and authenticity of the parts provided.

“As supply chains extend across the globe, automotive companies are facing an increasing challenge to ensure that spare parts are distributed to dealers and service center networks as quickly and efficiently as possible. GXS Service Parts Visibility provides end-to-end visibility into an OEM’s supply chain, especially into ocean-based carriers which are traditionally the most difficult mode of freight transport to track,” said Mark Morley, automotive and manufacturing industry marketing director at GXS. “The net benefit is that manufacturing companies now have the means to track the movement of spare parts anytime, anyplace or anywhere around the world.”

GXS Service Parts Visibility Solution is hosted on GXS Trading Grid®, GXS’ global B2B integration services platform, which features preconfigured connections to many of the world’s leading freight and transportation providers. The solution features a shared, web browser view of service parts-related logistics information, including cross-border, multi-modal and distribution data that can greatly improve a company’s supply chain performance. By using GXS Service Parts Visibility solution, companies can benefit from:

- **True end-to-end visibility** of outbound service parts shipments across a variety of industries;
- **Improved availability** of equipment due to reduced downtime waiting for service parts to arrive;
- **Real time monitoring** of in-transit inventory levels, reducing the need for expedited air shipments;

- **Lower risk** of counterfeit parts entering a company's service supply chain;
- **Effective performance monitoring** of third party logistics providers;
- **Improved cross border processing** of service parts shipments; and
- **Improved customer satisfaction**, due to increased reliability and efficiency of shipments.

Improving supply chain efficiency is also a critical driver behind this solution. GXS Service Parts Visibility enables a company to measure the performance of its logistics providers, thus ensuring that shipments can be accurately monitored for compliance to predefined key performance indicators. The solution also can help suppliers increase their customer satisfaction ratings. Maintaining appropriate inventory levels to avoid out-of-stock situations is an essential factor in improving satisfaction levels, but can be threatened, for example, by delays caused by paperwork and processing at customs and border control points. With GXS Service Parts Visibility solution, buyers can access up-to-date status reports on shipments via a web portal that updates dynamically based on shipment changes or milestones.

GXS Trading Grid is a global B2B e-commerce and integration services platform that supports the creation and adoption of on-demand supply chain management solutions for companies of any size. As the world's largest electronic business community, GXS Trading Grid is used by more than 30,000 customers to exchange goods and services, gain visibility into global logistics operations and to synchronise product data. Trading Grid helps customers automate global trading communities by shielding complexity from rapidly changing standards, eliminating manual and duplicative processes and enabling the highest levels of B2B integration and collaboration.

## **About GXS**

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organisations worldwide, including more than 70 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimise product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally.

Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at [www.gxs.co.uk](http://www.gxs.co.uk).

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