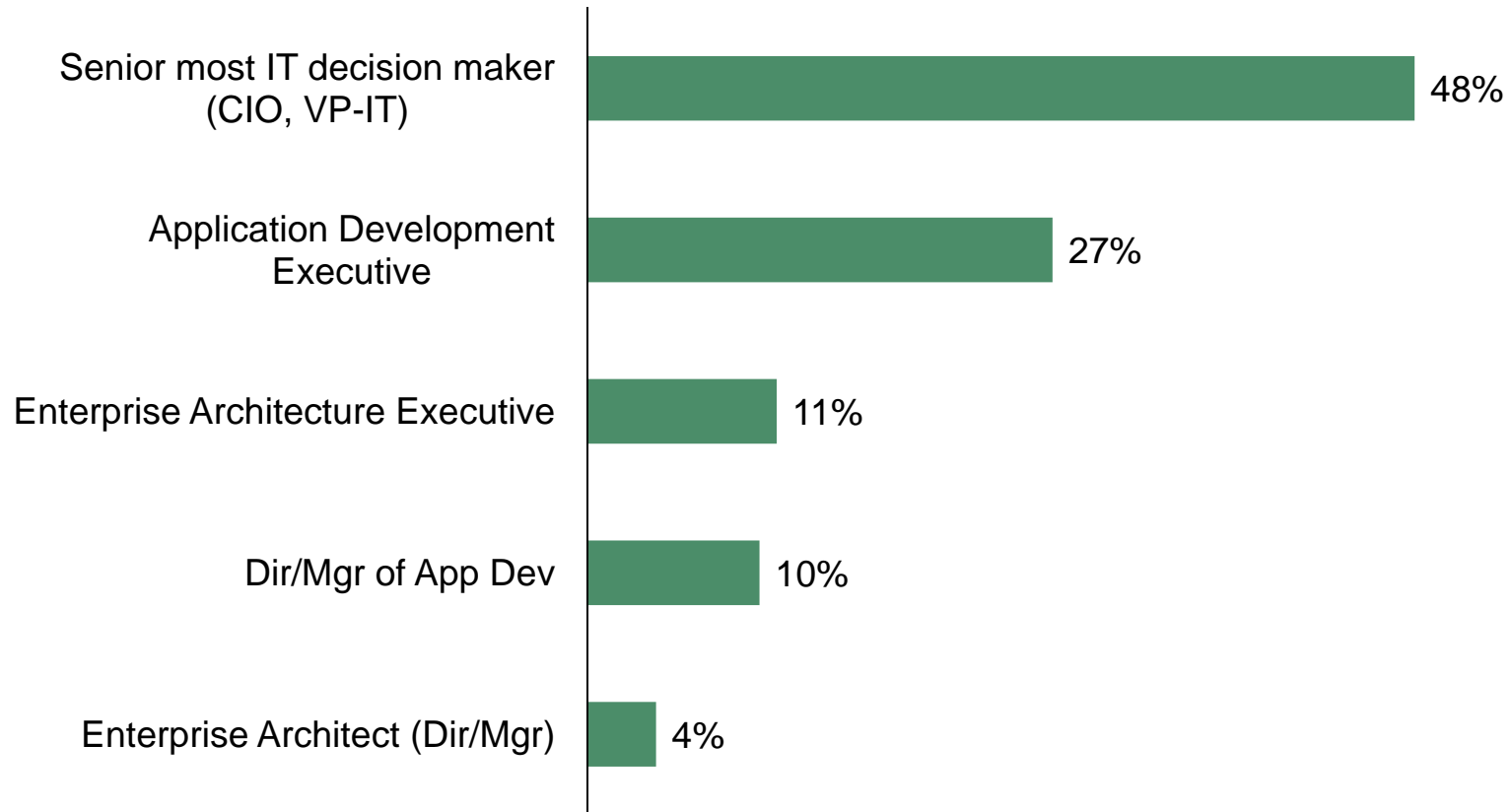


Joint Industry EDI/B2B Survey

March 2010

Respondent role in the organization

“What is your role in the organization?”

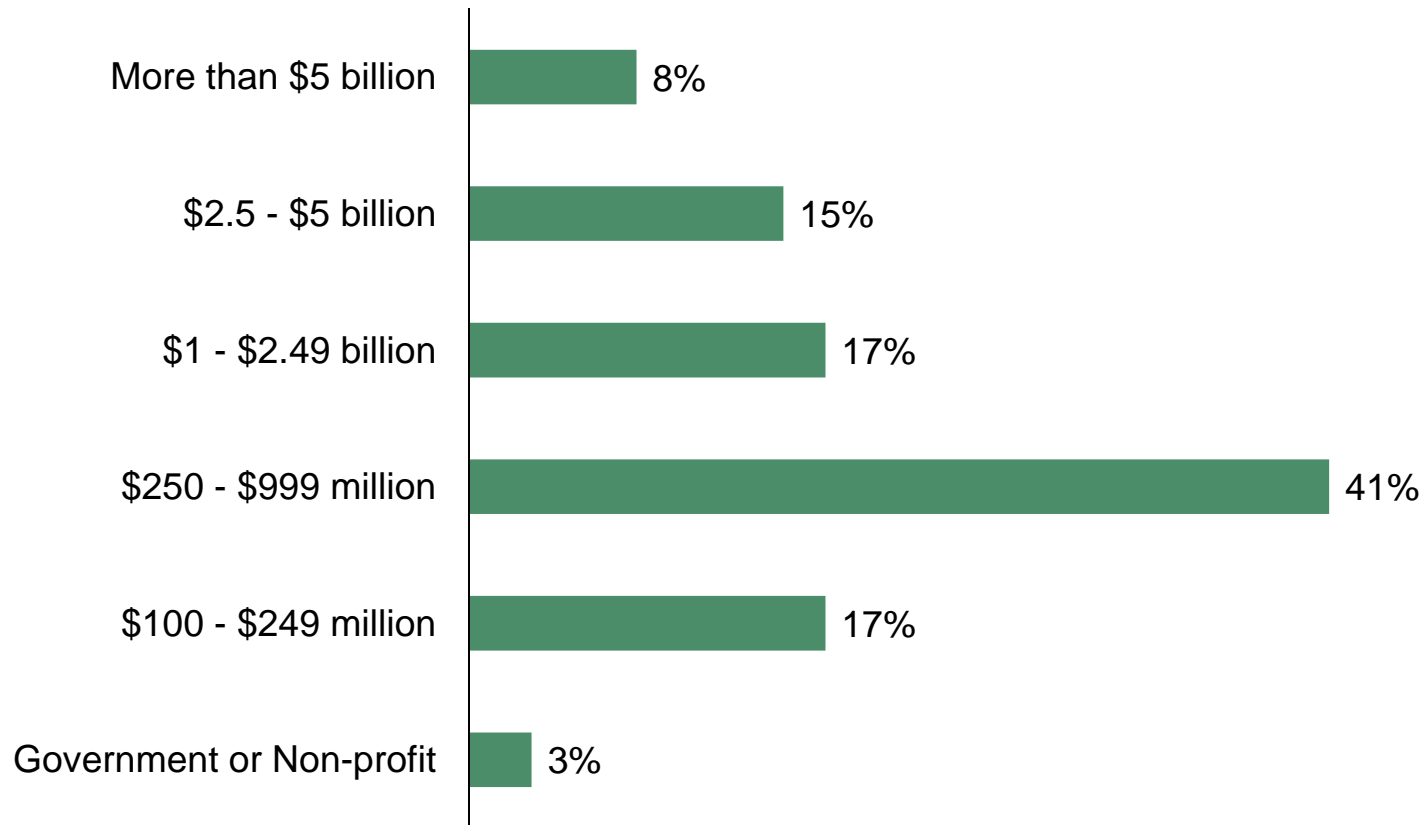


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Annual revenue

“What is the annual revenue of your enterprise?”

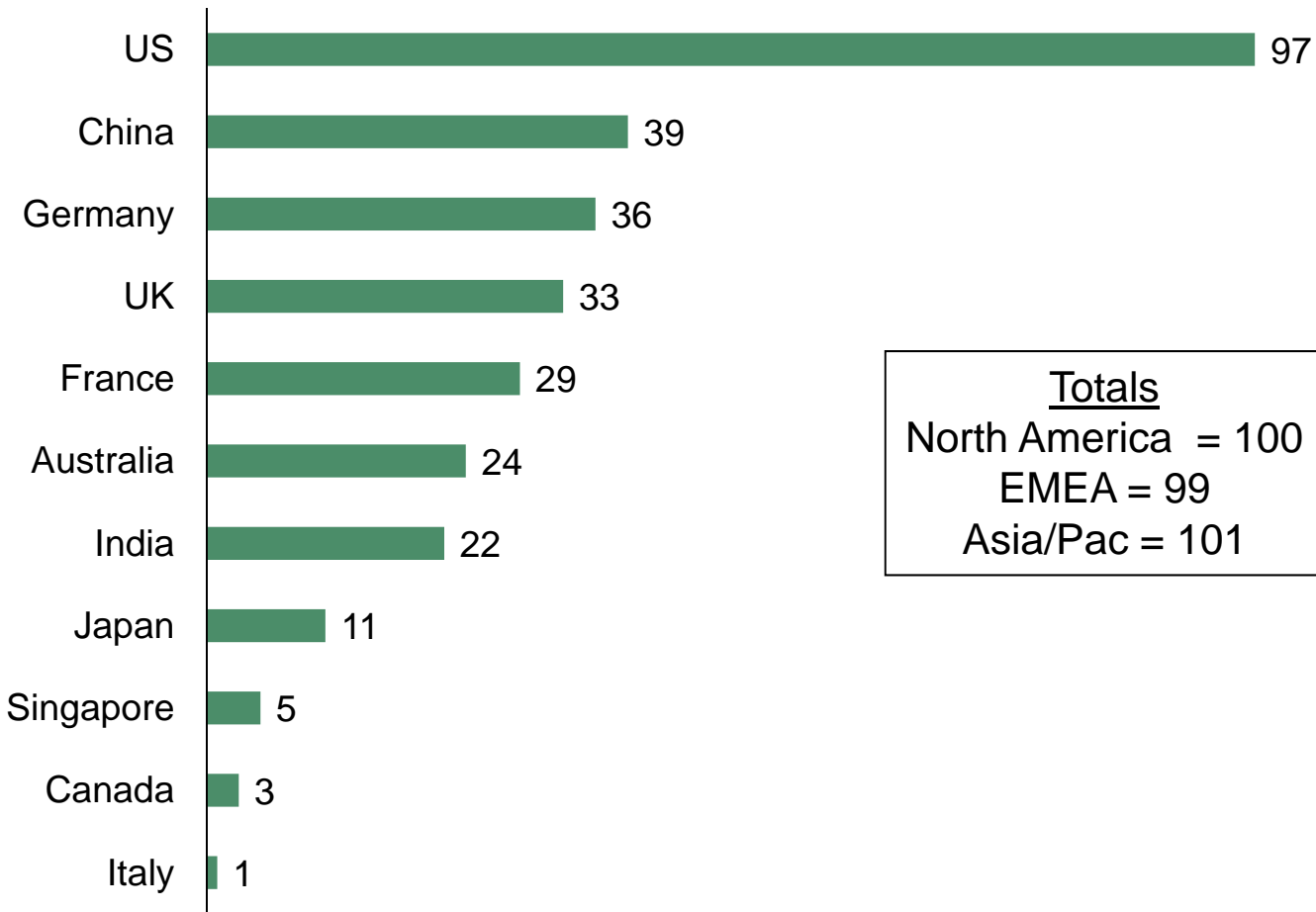


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Geographic location

“Where is your organization headquartered?”

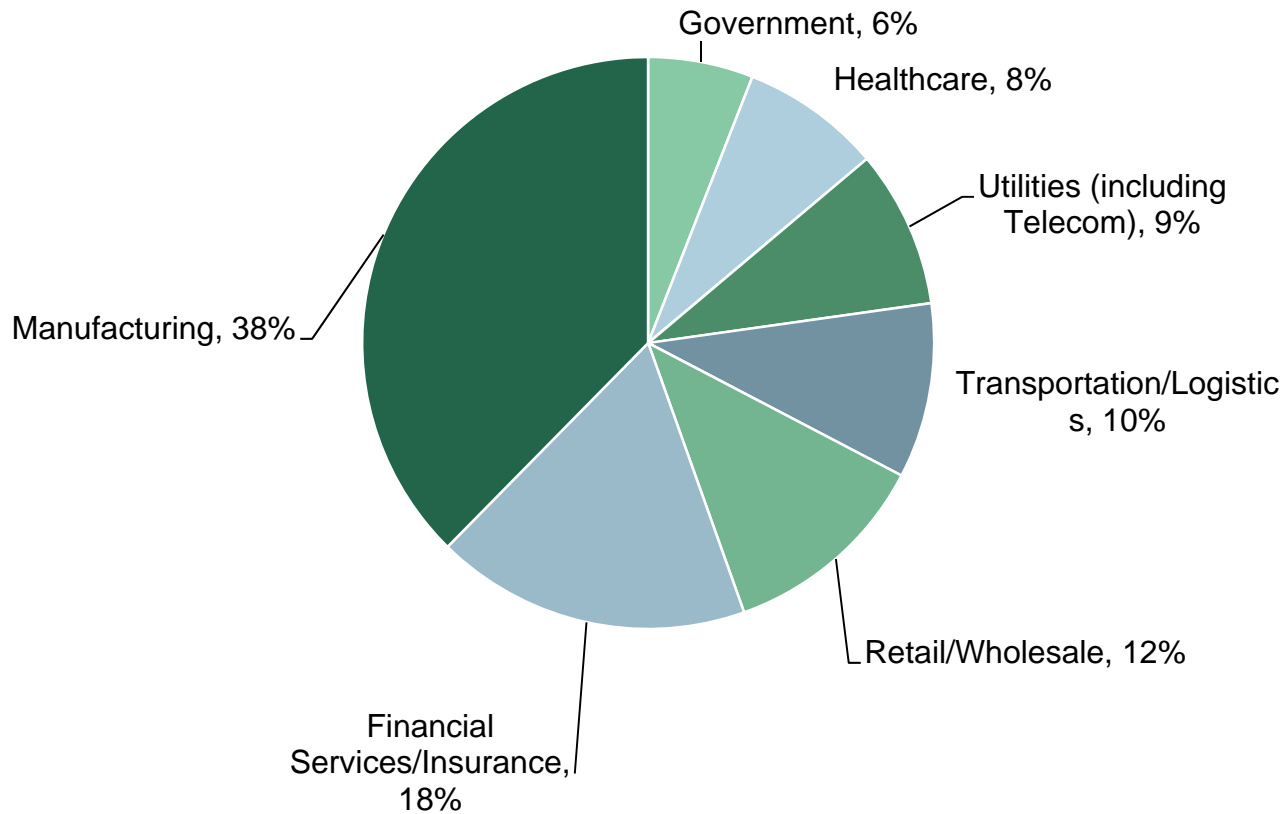


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Sector

“What sector are you in?”

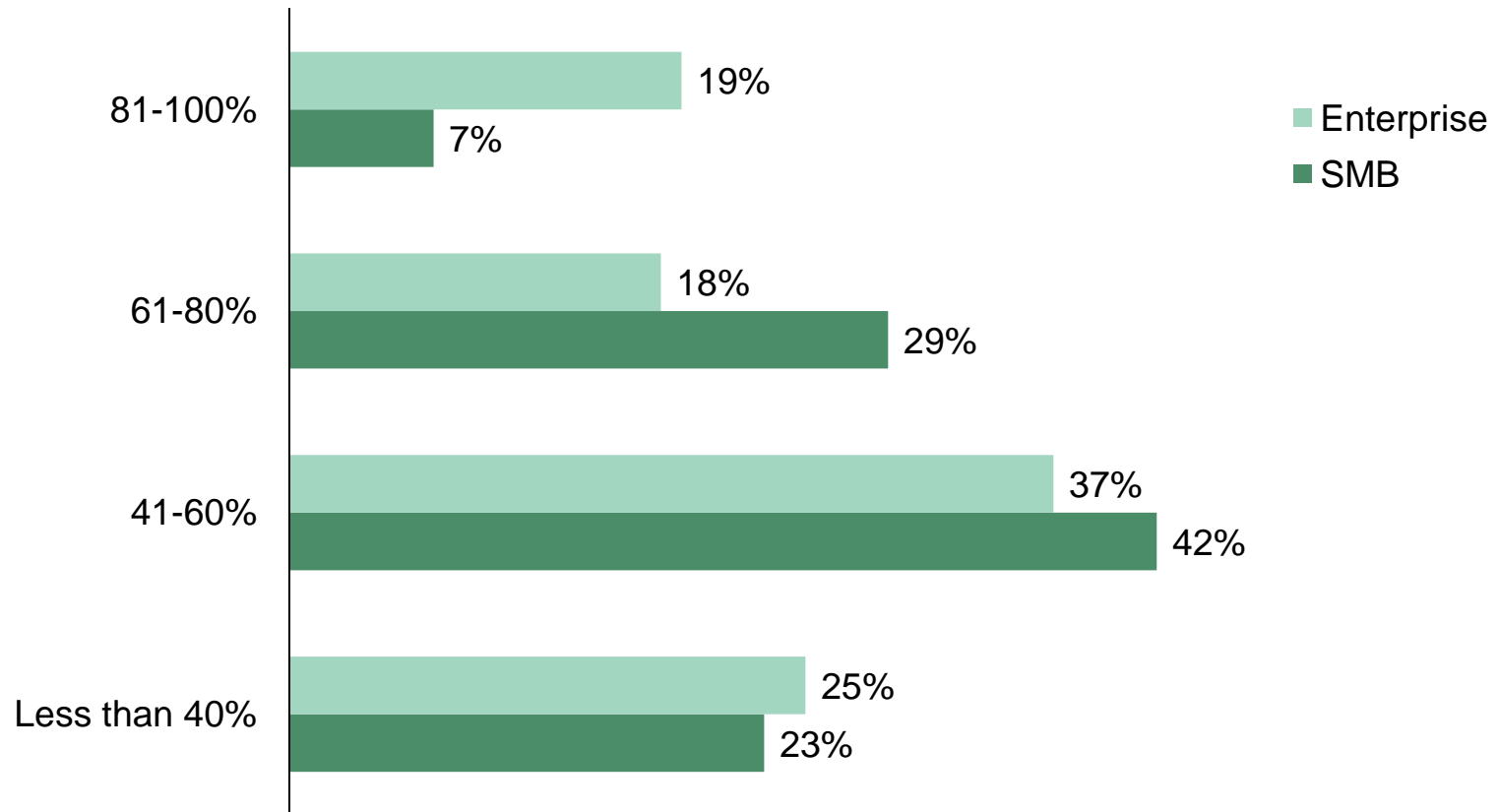


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Percentage of EDI/B2B capable trading partners by size

“What percentage of your trading partners are you able to exchange EDI/B2B documents with?”

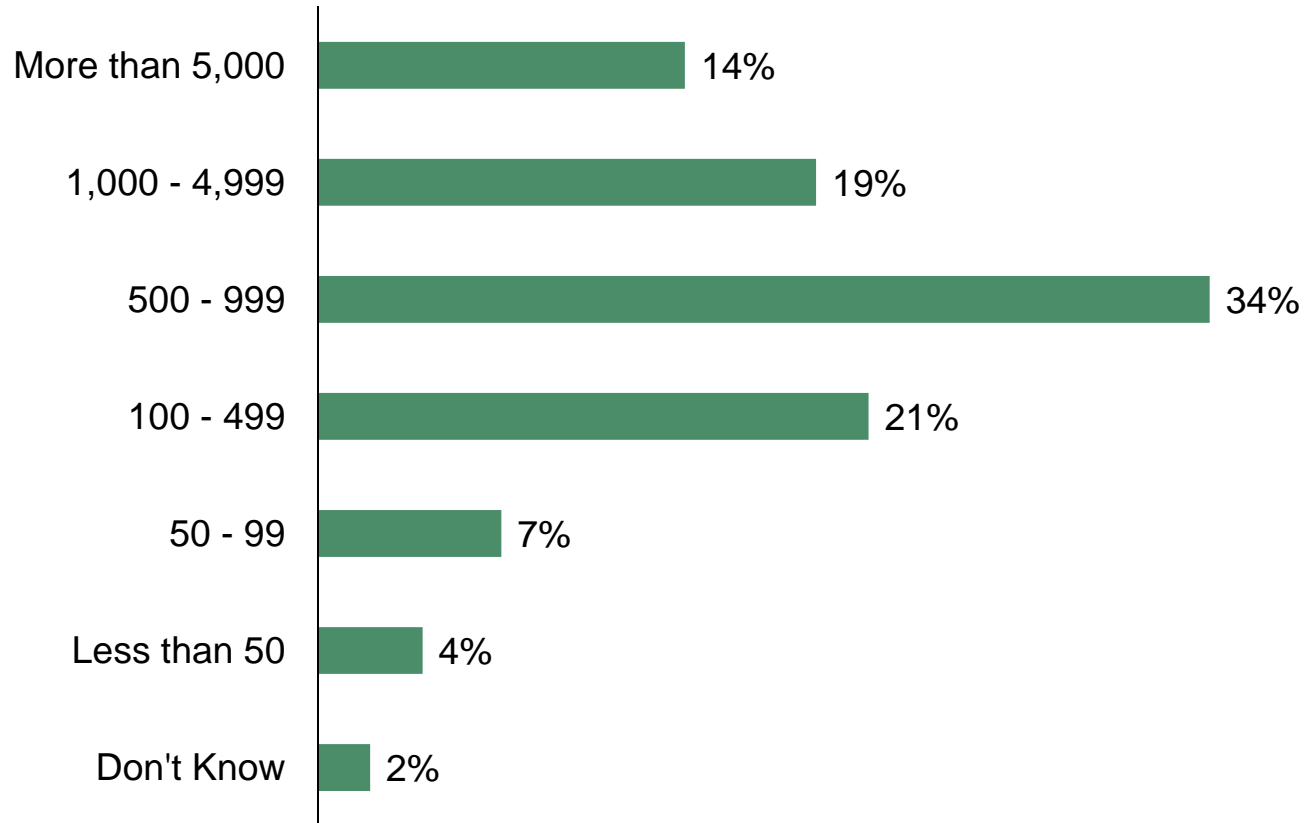


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Size of trading partner community

“How many trading partners does your enterprise exchange EDI/B2B documents with?”

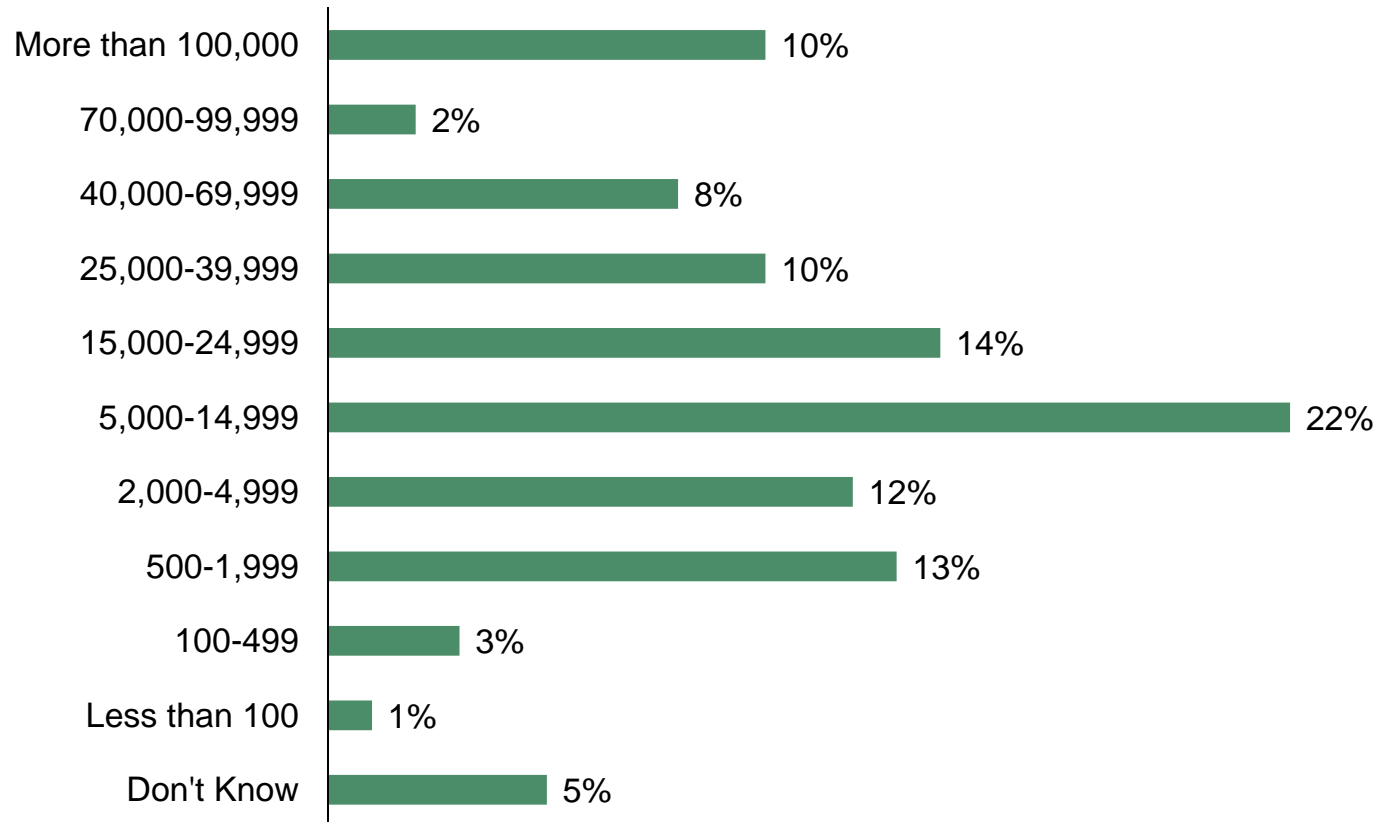


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Monthly volume of EDI/B2B documents

“How many EDI/B2B documents do you exchange with trading partners on a monthly basis?”

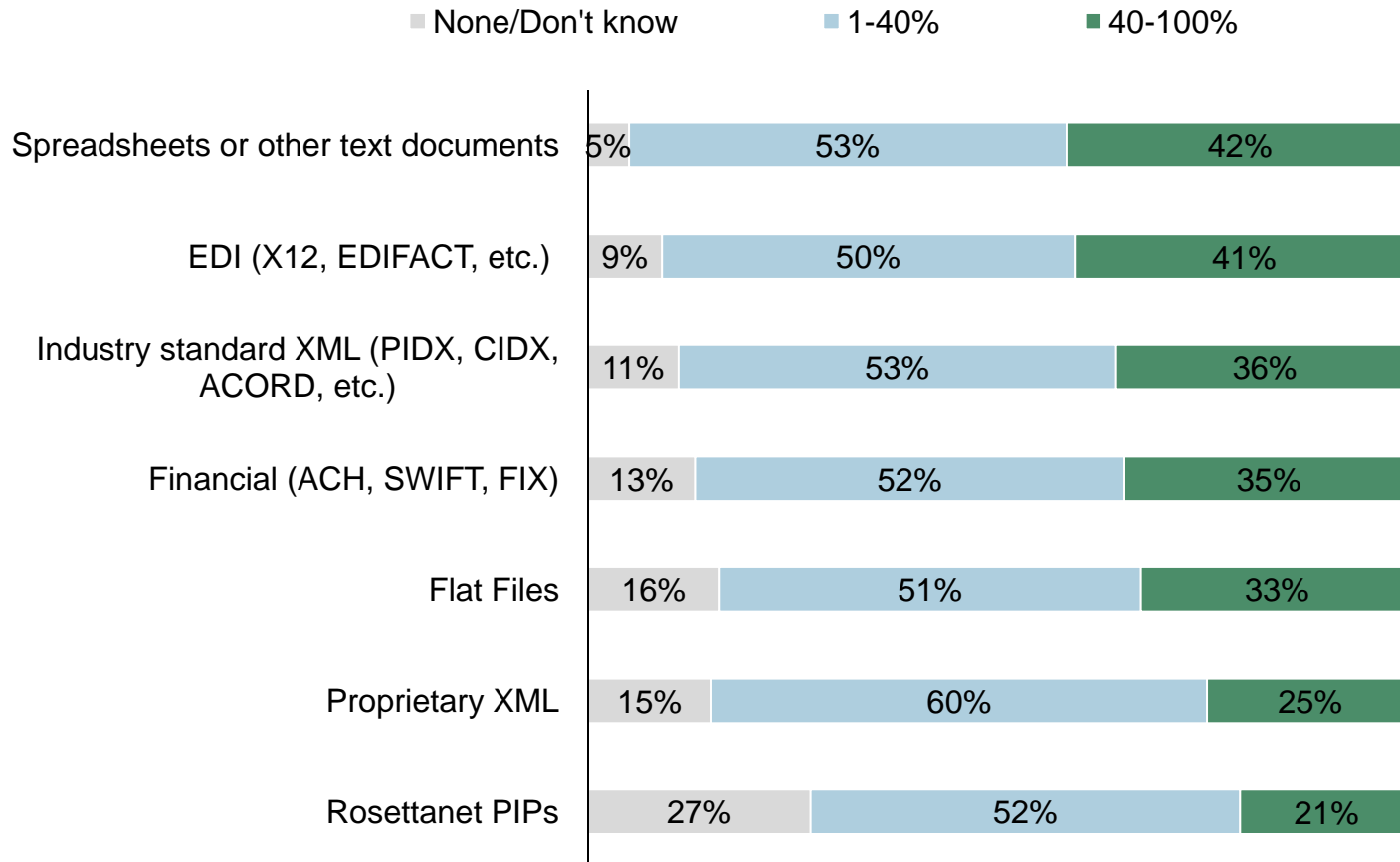


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Most widely used data formats

“What percentage of your B2B traffic uses the following formats?”

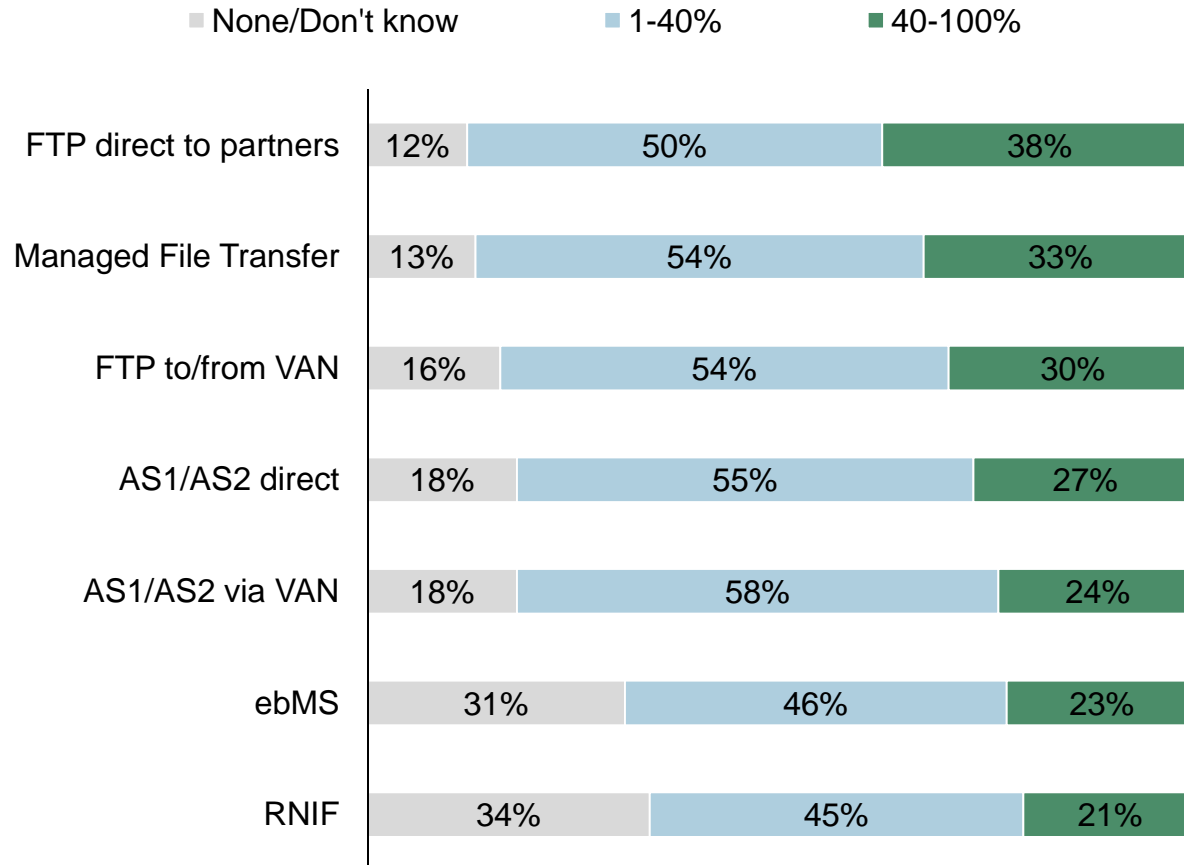


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Most widely used transport options

“What percentage of your B2B traffic uses the following transport options?”

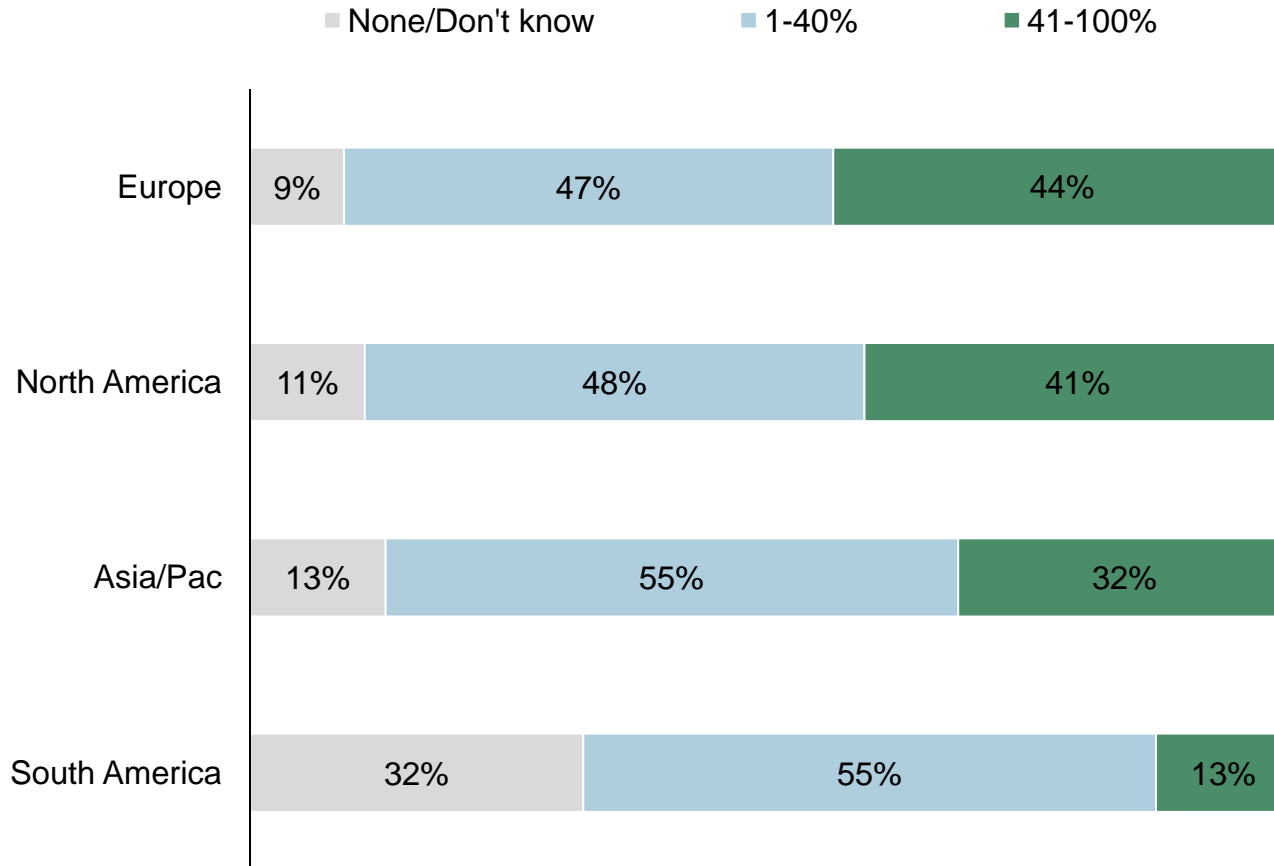


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Geographic distribution of trading partners

“Please indicate an estimated percentage of your total B2B transactions that take place with trading partners in the following regions.”

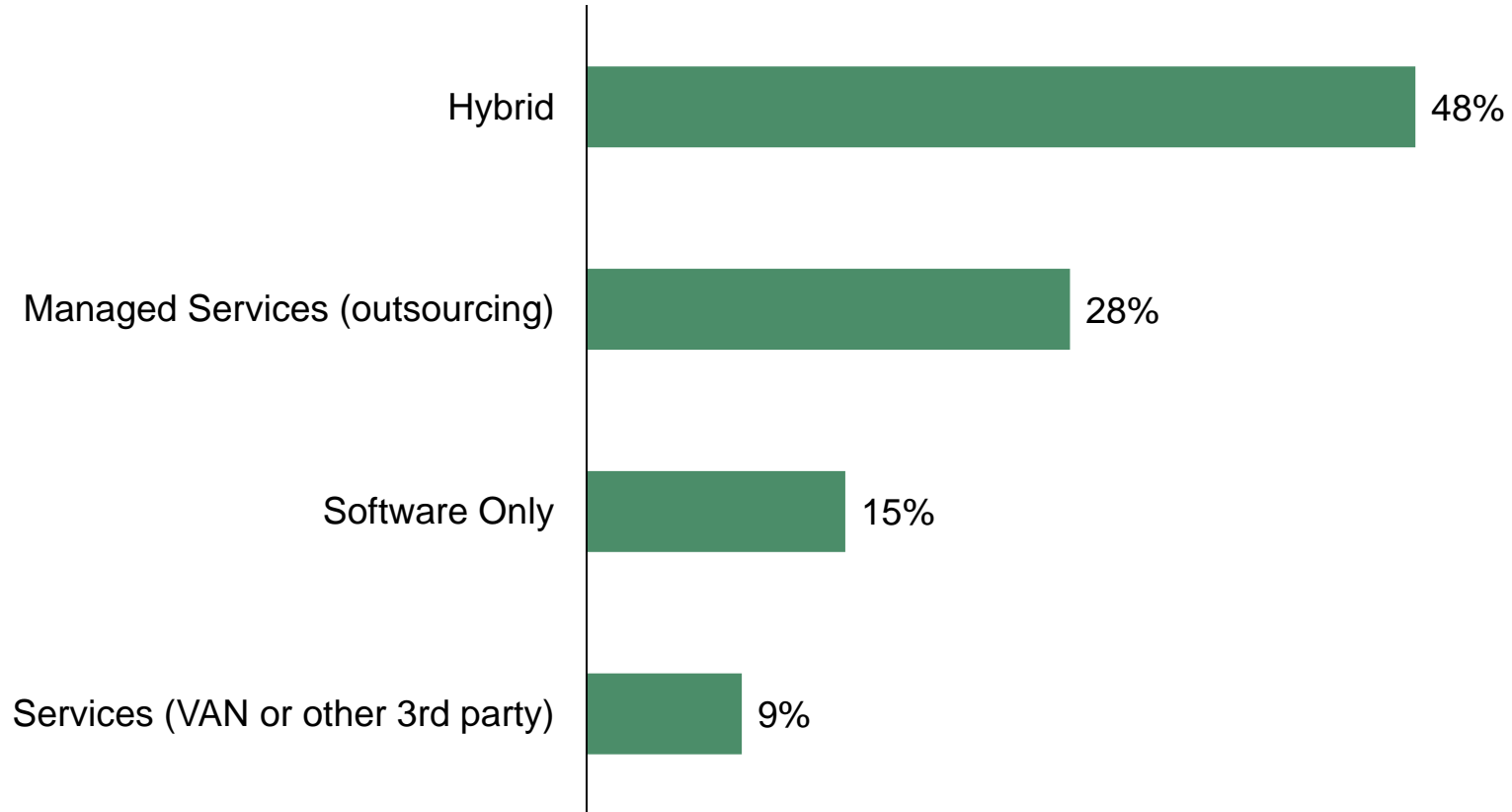


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Transport approach

“What approach does your enterprise use for the transport of EDI/B2B documents?”

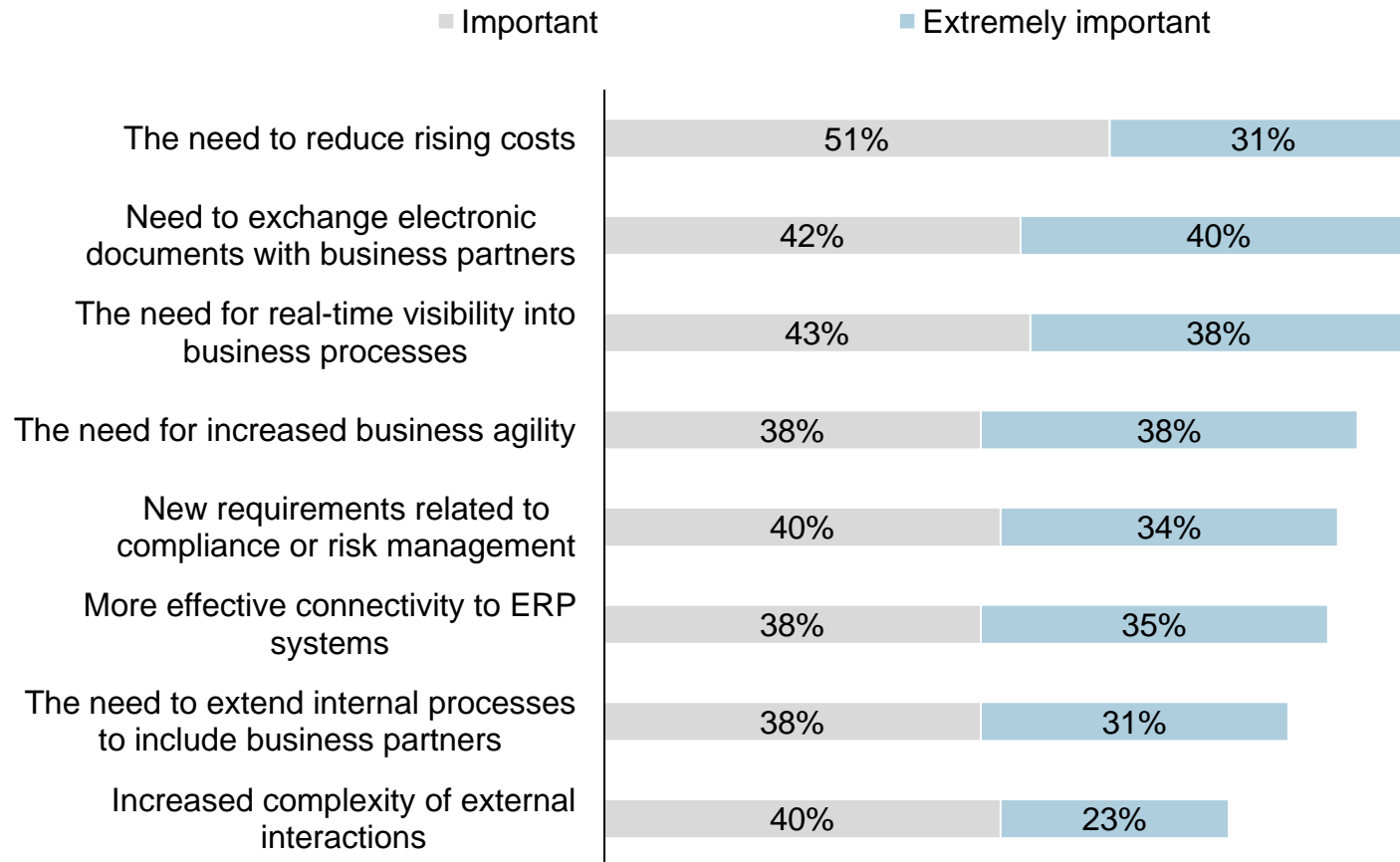


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Business issues driving need for improvement

“ Please rank the following business issues that are driving your need for improved ability for interacting with your trading partners.”

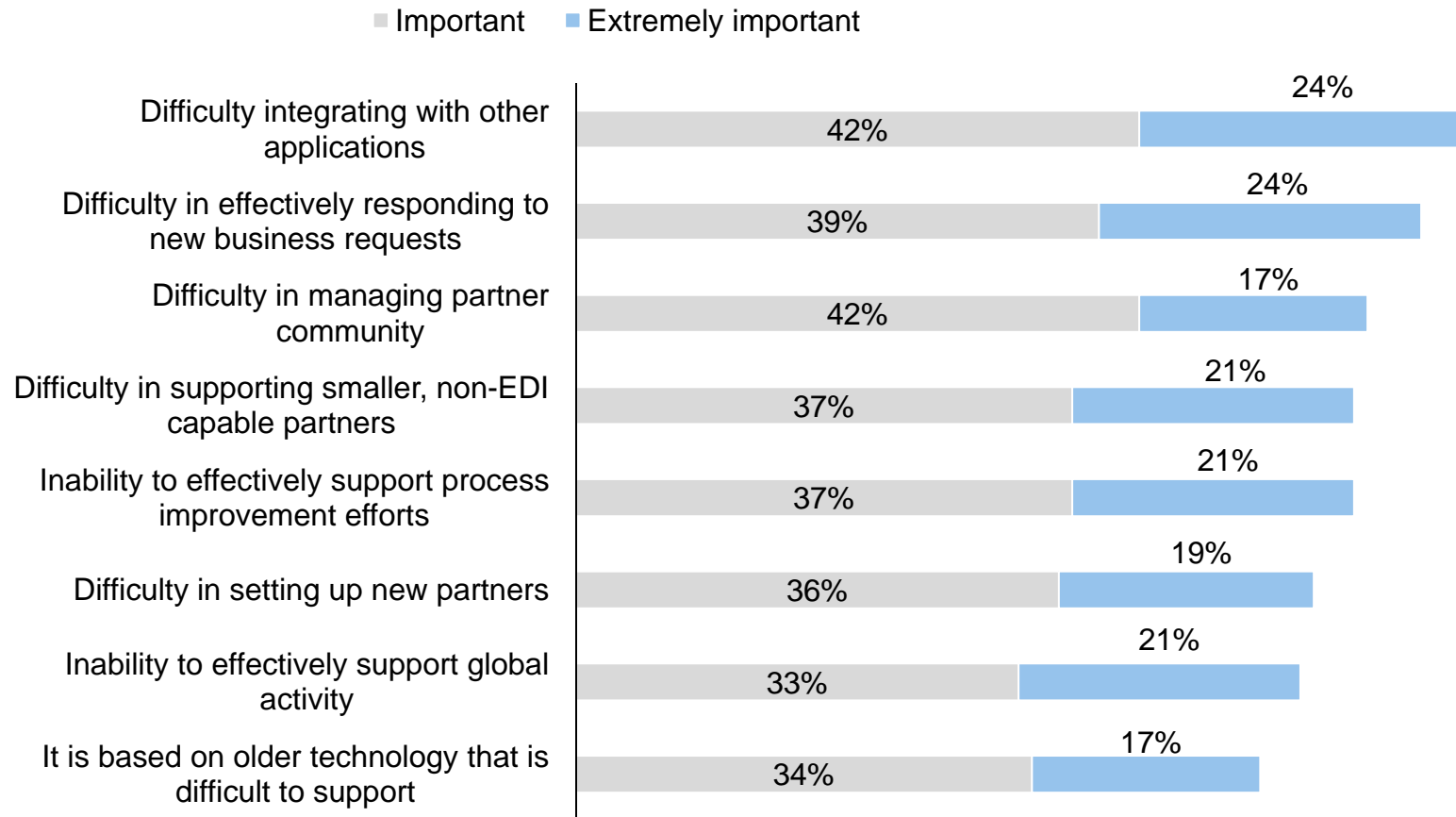


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Technical problems with existing EDI/B2B solution

“ Please rank the following technical problems with your existing EDI/B2B system.”

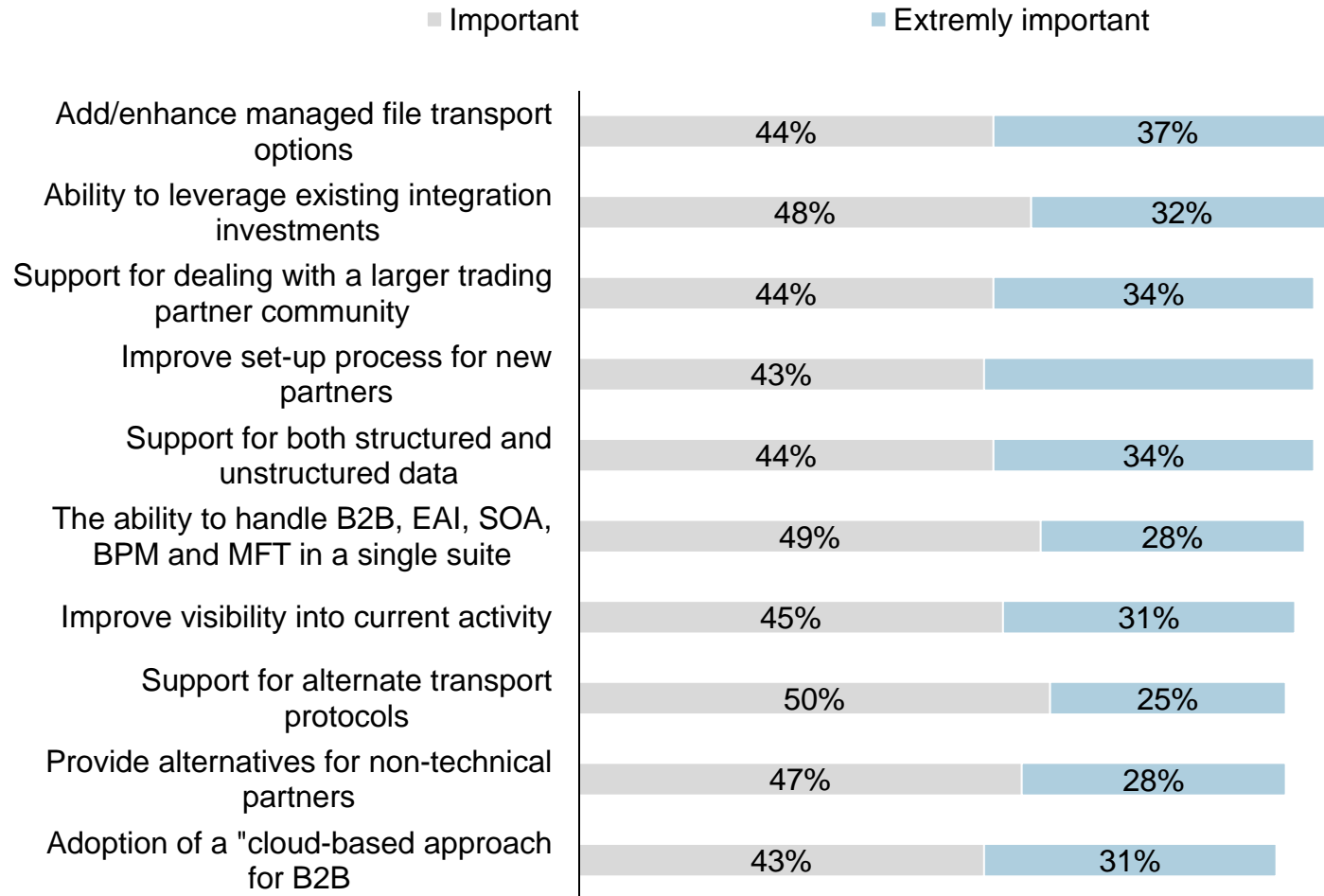


Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Focus of planned improvements

“Please rank the issues that will drive your planned improvements.”



Source: Q4 2009 Global EDI/B2B Survey

Base: 300 Senior IT Managers from North America, EMEA and Asia Pacific regions

Additional information

For additional information on this study and its findings,
please contact GXS at 800-931-9464
or managementservices@gxs.com.