



# Mitsubishi Motors Uses GXS Managed Services to Support Global Trading Partner Network

Achieves Optimal Ordering Process by Using GXS Trading Grid® Globally

## Corporate Profile

Headquartered in Tokyo, Mitsubishi Motors is a leading manufacturer and distributor of cars and quality replacement parts. Mitsubishi automobiles are manufactured in multiple countries, and Mitsubishi Motors products are sold in more than 170 countries throughout the world.

## Business Challenge

Mitsubishi Motors needed a B2B e-commerce partner that could provide global support to improve the efficiency of the company's B2B e-commerce operations. Mitsubishi exchanges a massive amount of transaction-based information daily between its offices in Japan and abroad, as well as with a significant number of partner companies around the world. In-house resources were being used to develop and maintain proprietary communications software and middleware for each customer. In addition, Mitsubishi was seeking more resources to maintain the company's B2B processes and keep up with standards complexity as more trading partners joined the network. The company's transactions, which include ordering and procurement documents, required detailed translation and manipulation including the conversion of electronic data for adherence to automotive industry standards, country-specific standards, communications protocols used by each partner and more.

## The Solution

Mitsubishi Motors chose GXS's B2B outsourcing solution, GXS Managed Services, and quickly began using the solution to support transactions with trading partners in Germany and France. The Managed Services environment allows Mitsubishi and their global trading partners to share information seamlessly. Mitsubishi has previously used GXS's services to facilitate the exchange of vehicles and automotive parts between Mitsubishi offices worldwide. With GXS Managed Services, Mitsubishi was able to enlarge its B2B network to include external trading partners. Since many trading partners of Mitsubishi Motors already use GXS Trading Grid, the transition to GXS Managed Services was conducted quickly and efficiently.

## The Benefits

GXS's on-demand solutions enable Mitsubishi to use internal resources to focus on core business objectives, reduce costs of B2B operations, and fill gaps in internal expertise. With GXS Managed Services, Mitsubishi Motors has boosted its B2B e-commerce capabilities significantly and achieved stronger integration with its suppliers in Europe without making additional investments in headcount or software.

## 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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