

# Business Value of IBM Sterling B2B and Managed File Transfer Solutions

IDC's research demonstrates the **significant value** that IBM customers are achieving by **improving the robustness, capabilities, and security of their B2B platforms** for exchanging documents with partners, customers, and other third parties.

## Key Results



**85%**

Higher productivity, document management teams



**291%**

3-year ROI



**\$108,700**

Total benefits per 100 users per year

### Customer Quote:



"The decision was made for reasons of security and standardization that it was essential to consolidate our B2B activities onto a single platform. We assessed the marketplace, including several other solutions, and made the determination that IBM Sterling B2B was the best enterprise scale solution, especially for the type of work that we do and the size of work that we do."

## Business Impact, Contributing Factors



**\$1.45M**

Higher annual revenue per 100 trading partners



**45%** **faster onboarding**, new trading partners

**61%** **faster delivery** of documents

**12%** **more documents** delivered on-time

**99%** **less unplanned downtime**

## Benefits in Terms of



### Document Quality

**80%** **fewer** document transactions with errors

**53%** **less** time to resolve per error



### Staff Efficiencies

**36%** **more efficient**, partner onboarding and management

**55%** **more efficient**, IT staff for B2B environments