



Collaboration Manager

The Collaboration Manager provides a straightforward mechanism to enable your OneOffice system to converse with the systems of your customers, suppliers and logistics partners, as well as other systems inside your business.

Key Features at a Glance

- Share information in real-time with trading partners
- Standards based architecture
- Supports multiple message types
- Pluggable architecture to enable future extensions

Benefits

- Quicker access to and delivery of information can improve customer service
- Removes cost and delay of manually processing transactions
- When used in conjunction with OneOffice Active Intelligence™, Collaboration Manager can automate processes with trading partners offering potential cost-savings to both parties

Introduction

As an enabler for Business-to-Business (B2B) e-commerce, the Collaboration Manager supports industry standards such as XML (eXtensible Markup Language), SOAP (Simple Object Access Protocol) and HTTP (HyperText Transfer Protocol).

chains. In many communities manufacturers, as part of their partnering criteria, are driving these initiatives. The Collaboration Manager is designed to make it straightforward for businesses using OneOffice to take an active part in these programmes.

Supply Chain Management

Collaboration Manager is a key component to help you participate in Supply Chain Management (SCM) initiatives to share information in real-time with your partners across your supply and value

Web Services

Web Services are becoming an important route to share information business partners. For example a Web Services could be made available to provide price and stock availability information to the

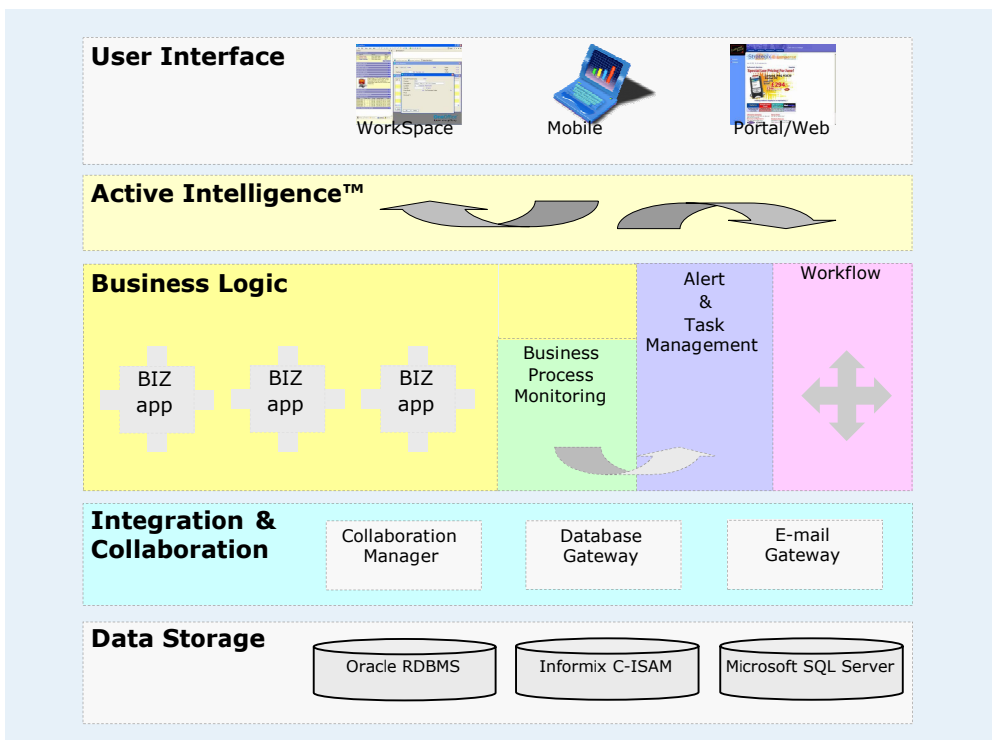


Figure 1. OneOffice Schematic—Multi-Tier Architecture. Collaboration Manager is a component in the Integration & Collaboration layer of OneOffice which shares information and processes with trading partners and other 3rd parties.



systems of customers and resellers. In this scenario when a reseller required price information, their system would ask your system to provide it in real-time across the internet. Web services can also be used to share information between internal systems across your intranet.

Messaging Scenarios

There are four basic messaging scenarios in B2B collaboration:

- **Import.** A message is sent to OneOffice from some external system containing data that it imports for processing.
- **Export.** A transaction in OneOffice sends a message to some external system for processing.
- **Response.** OneOffice is sent a message from an external system containing a request for information. OneOffice responds by sending an appropriate message.
- **Request.** OneOffice sends a message to some external system requesting information it requires in order to process a transaction.

These scenarios may operate synchronously or asynchronously: the sending system may wait for a response or it may expect a response to be sent later.

OneOffice Collaboration Manager fully supports all of these scenarios. Configuration information is used to determine the routing of messages: incoming messages are identified and passed to the appropriate OneOffice application and outgoing messages from OneOffice applications are routed to the appropriate external application.

The Collaboration Manager configuration also identifies the scenario in use for any given message, and if the message is to be handled synchronously or asynchronously. Asynchronous messages are queued within Collaboration Manager for processing later.

Collaboration Manager Architecture

The Collaboration Manager is a OneOffice application that may be run on the same server as OneOffice or, more commonly, on a separate server.

Since collaboration may well involve direct communication with systems outside your organisation, placing Collaboration Manager on a separate server allows this communication without the risks associated with exposing the OneOffice server to the internet. The separate server approach also ensures that Message Requests and Web Services can be managed during times where OneOffice may be unavailable.

Collaboration Manager consists of a set of core functionality that is extended by plugging in a variety of components to support different specific requirements. It may be extended through Transport Adapters, Transformation Services, Import Handlers and Export Handlers.

Message Transport Mechanisms

To be able to pass messages between different software systems, some communication channel is required. This is normally referred to as a message transport; a way of moving the message from one place to another.



Collaboration Manager provides Transport Adapters to allow communication between specific transport mechanisms and itself. These adapters may operate at one of three levels:

- Protocol Adapters. These provide communication to and from a specific communication protocol such as HTTP
- Messaging Adapters. These provide communication to and from a specific messaging standard such as SOAP or XML.
- Application Adapters. These provide communication to and from a specific middleware application that supports messaging.

The use of plug-in adapters provides flexibility over the communication channels between OneOffice Collaboration Manager and external systems. Collaboration Manager includes Transport

Adapters to support a wide range of intranet uses. These include HTTP Intranet with optional SOAP Enveloping and file access from disk.

This enables data to be sent and received as XML across your intranet and to be passed to messaging middleware to support external systems. Additional services provided by Collaboration Manager include:

- Transformation services for XML to XML via XSLT
- Full monitoring services

Message Scenarios

Where application functionality is symmetric, OneOffice acts as both a source and destination of a given message.

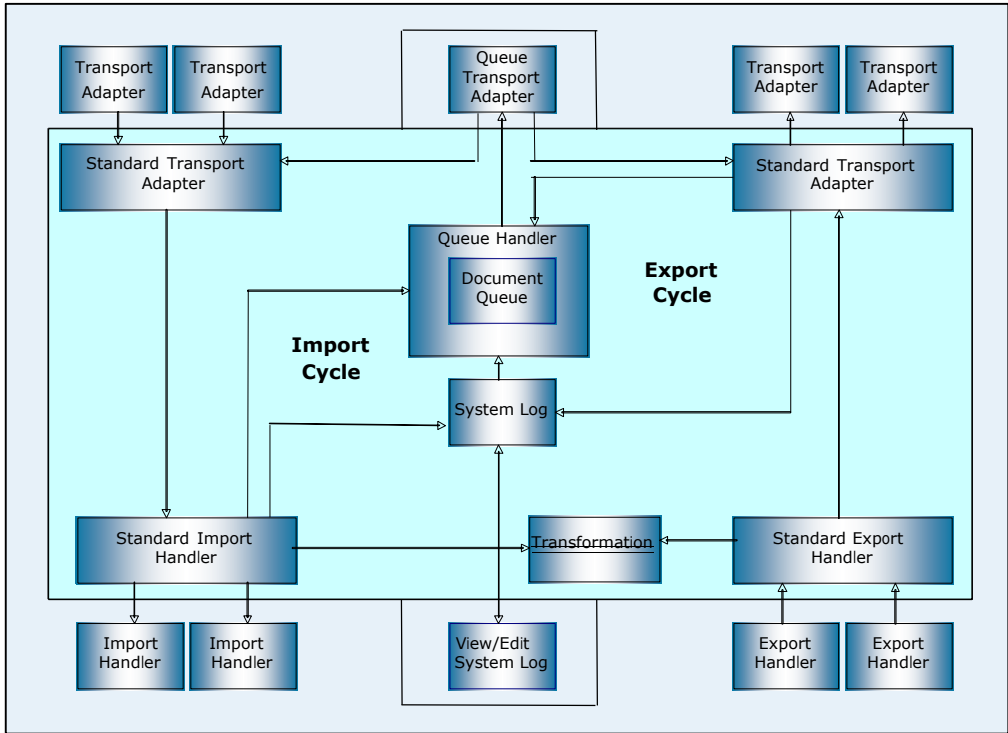


Figure 2. OneOffice Schematic—Multi-Tier Architecture. Collaboration Manager is a component in the Integration & Collaboration layer to share information and processes with trading partners and other 3rd parties.



With Collaboration Manager, OneOffice can support a wide range of messages scenarios, including:

- quotation request & acknowledgement
- sales order request & acknowledgement
- purchase order request & acknowledgement
- sales and purchase invoice acceptance
- sales order status enquiry
- sales price & availability

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