



## KEY FEATURES

- » Customizable, client-branded front-end design
- » Increased efficiency
- » Full integration support
- » Code development
- » Code testing
- » Code implementation
- » Streamlined multi-method data transmissions
- » Consolidated performance measurement and status reporting
- » User-managed escalation and routing system
- » Seamless partner data consolidation and information integration
- » Business-to-business integration for two or more partners
- » Multiple formats (flat file, HTML, FTP, web service, etc.)
- » Customized data mapping
- » Real-time or batch processing
- » Monitoring of partner performance

## DEX INTEGRATION APPLICATION

*DEX Integration seamlessly displays the activities and communications of multiple suppliers and vendors in one common and easy to understand view. Using custom DEX Portal design capabilities, DEX Integration eliminates the information silos that are common when multiple partners are involved in managing a project or delivering a service. DEX Integration's custom web portals offer centralized views of all partner data in one easily accessible location. This streamlines data transmissions and consolidates status reporting. Real-time interaction through status inquiries and alerts helps improve communications with subcontractors, minimizing delays, discrepancies, and errors caused by miscommunications.*

### DEX Integration Overview

DEX Integration is a custom design and development capability offered by DEX Systems, the IT solutions division of DEX. Using knowledge DEX has gained through more than ten years of creative web application and portal development experience, DEX Systems will design and create intuitive and robust web portal user interfaces to Oracle®. DEX Integration is specifically designed to link multiple vendors or service providers together into one single, virtual world. The DEX Integration module can be provided for applications and databases other than Oracle as well.

### DEX Integration

DEX Integration leverages the skills and competencies of partners in diverse business disciplines, enabling clients to integrate the disparate systems of all stakeholders into one robust integrated network. The solution enhances the effectiveness of the partner network by automatically generating alerts, orders, requests, reports and other system actions.

Following is an example of a DEX Integration solution that DEX Systems developed for one well-known manufacturer of high-end consumer electronics equipment:

- » The OEM outsources its call center, field service, and parts distribution and depot repair functions to different service providers. The service providers are also geographically dispersed: The call center is in the Southeast, the parts distribution and depot repair facility is on the West Coast, and the field service engineers are spread throughout the United States. Each of these vendors keeps track of the activities it performs for the OEM in its own separate system. The OEM needed a way for these diverse service providers to update and share information, even though that information was in separate and distinct systems. DEX Integration provided the solution.
- » When a consumer experiences a problem with a product the manufacturer produces, a television for example, the consumer can log a service call with the company that handles the manufacturer's call center operations. If the call center can resolve the problem over the telephone, that information is recorded in its service request database. Occasionally the call center can determine that a defective component needs to be replaced or that the entire unit should be exchanged. In these cases, DEX Integration automatically generates a parts order or an "advance exchange" order and immediately delivers the order to the parts distribution vendor on the West Coast via the DEX Integration portal. If it is an "advance exchange" order, DEX Integration also automatically creates the RMA record for tracking the return of the defective unit from the consumer and alerts the West Coast depot repair facility about the pending return.

The manufacturer, the call center, and the parts distribution and repair depot vendors now all have common access to the complete service request record via the DEX Integration portal.

- » If the call center is unable to resolve the consumer’s problem using the phone, a field service dispatch request can be automatically created and transferred via DEX Integration to the field service vendor. The field service engineer responding to the request then updates the service call record in the DEX Integration portal. Again, DEX Integration gives each service provider in the service chain complete access to the service event history.

This is just one example of DEX Integration for a customer service business process. DEX Integration will facilitate any business operation where multiple partners need access to the same data.

**Improved Management Visibility**

DEX Integration unites information in disparate systems at different companies into one common centralized view. Information that has typically been in stored in disassociated, silo’d systems can now be viewed and updated on a shared network.

**Consistent Process**

Process consistency is a hallmark of good process controls. DEX Integration design and development follows a consistent, proven methodology. The client is intimately involved throughout the design, testing, acceptance, and deployment processes. The result is the development and implementation of quality custom DEX Integration portals and satisfied customers.

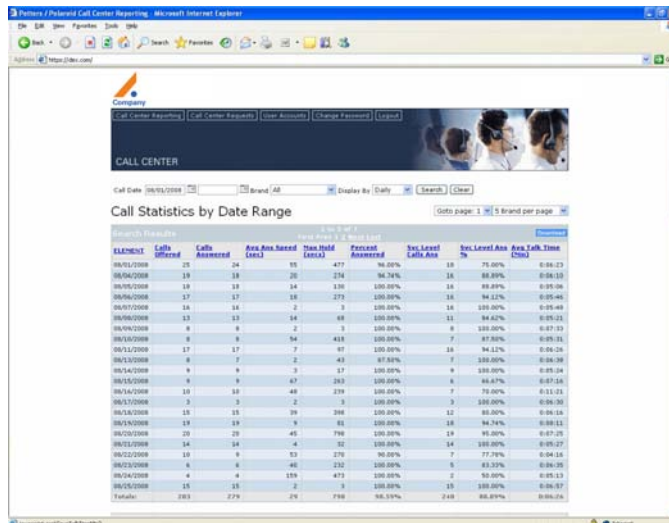


Figure 1: Call center example

**Improved Financials**

The DEX Integration module allows for the detailed monitoring of all partner activities, which results in tighter oversight of all cost elements.

**DEX Systems – Your Complete Solution**

DEX Systems, the IT solutions division of DEX, was created to respond to real world problems in IT business processes. To address those issues, DEX Systems developed application solutions that specifically address areas not handled by Oracle applications. As a result, DEX Systems is now able to provide software solutions that have been developed, tested, and used in support of hundreds of clients worldwide. Our clients have the ability to select one or multiple modules based on their unique needs, enjoying “best in class” software solutions for all of their business requirements.

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