



Brochure | SEEBURGER Cloud Services


## Flexibility With **SEEBURGER iPaaS** – An Overview


# What is SEEBURGER iPaaS?


SEEBURGER iPaaS combines all the benefits of a modern iPaaS (Integration Platform as a Service) with bookable packages that tailor the service to your business needs. In addition to updates and business continuity services, we offer a range of operational options. You choose whether the platform is hosted in our cloud, on a hyperscaler or in your own cloud. The following integration services are available to you:


 **MFT**  
The Managed File Transfer (MFT) capabilities ensure that files of any size are transferred securely and reliably. It meets all the compliance requirements to protect your sensitive data.







 **Onboarding and Self Services**  
Our partner onboarding tools help you reduce manual intervention and ensure your partner connections are up and running quickly.

 **B2B/EDI**  
Take advantage of powerful B2B/EDI capabilities for seamless and secure business partner connectivity – flexibly tailored to industry standards and protocols.

 **Supplier Connection**  
Our WebEDI capabilities enable smaller suppliers to exchange electronic documents efficiently over the internet without having to invest in expensive EDI systems.

 **API Service**  
API management and gateway capabilities help you manage, protect and monetize your APIs, allowing you to deliver all your enterprise applications to internal and external partners in a secure manner.

 **E-Invoicing**  
Our Global E-Invoicing Services enable you to comply with e-invoicing legislation in more than 35 countries.

<b>Integration Services</b>	 MFT	 B2B/EDI	 API Service	 Onboarding & Selfservice	 Supplier Connection	 E-Invoicing
<b>Extended Services</b>	Advanced Process Monitoring Incident Handling & Management					
	Emergency Backup & Restore Service					
<b>Operating Services</b>	Support/Helpdesk, BIS Release Management, Application Event Monitoring					
<b>Infrastructure Services</b>	Infrastructure: Operation, Monitoring, Incident Handling, Release Management					

Basic

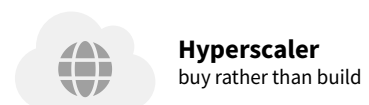
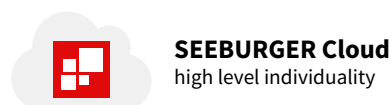


Figure: SEEBURGER iPaaS

# SEEBURGER iPaaS Infrastructure Services

SEEBURGER's iPaaS Infrastructure Services provide you with a comprehensive package for operating the BIS Platform in a public cloud or in one of our three global data centers. They include all IT components for the reliable operation of your BIS platform, including operations management, continuous monitoring, proactive incident handling, and release management to ensure seamless functionality at all times.

With SEEBURGER iPaaS Infrastructure Services, you benefit from a powerful platform for the secure and reliable operation of your applications. With redundancy, fail-safety, and high availability, we ensure maximum operational stability. The platform is flexibly scalable to meet growing demands and adheres to the highest quality and compliance standards, as confirmed by independent certifications such as ISO 27001, TISAX®, and ISAE 3402 SOC 1.

## Our services include:

- + Provision of infrastructure
- + Set-up and management of communication endpoints
- + Implementation of advanced security measures in compliance with international security standards
- + 24/7 monitoring and error resolution
- + Continuous optimization of operations through automated alarms, detailed analyses and risk reduction
- + System access monitoring and management
- + Regular updates



# SEEBURGER iPaaS Operating Services

With SEEBURGER iPaaS Operating Services, we provide a comprehensive platform that keeps your systems up to date while ensuring the highest security standards. At the same time, we take care of the entire application operation and maintenance, relieving your IT team and minimizing the effort required for knowledge transfer. With guaranteed availability of over 99.9%, you also benefit from constant accessibility for your trading partners and external applications.



## Support & helpdesk service

We provide first-class support based on agreed Service Level Agreements (SLAs). Our helpdesk is accessible through a variety of channels, so you can always get the support you need. Our experienced support staff are on hand to respond to your concerns quickly and efficiently.



## BIS release management

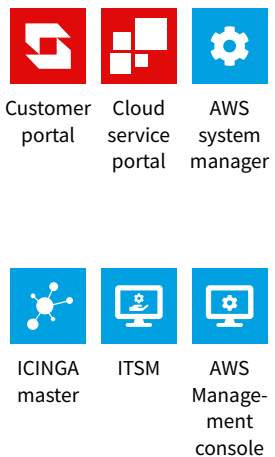
We take care of regular security patches and service packs to keep your system consistently up to date. Updates are tested and implemented without interruption, with maintenance schedules and downtimes coordinated with you in advance. For major updates, we also provide regression testing and hypercare support, while executing migration projects in close collaboration with you to ensure a smooth transition.



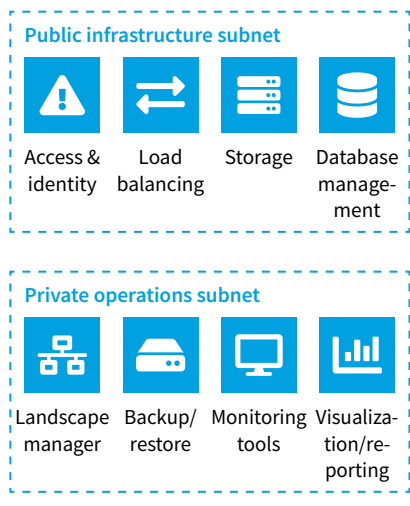
## Application event monitoring

To ensure the stability and security of your BIS, we collect and analyze system messages and event logs. Our incident management takes immediate action when necessary and proactively informs you about relevant events. Additionally, we monitor every incoming message through log files. If required, we will contact you directly to implement optimizations and conduct regular service reviews.

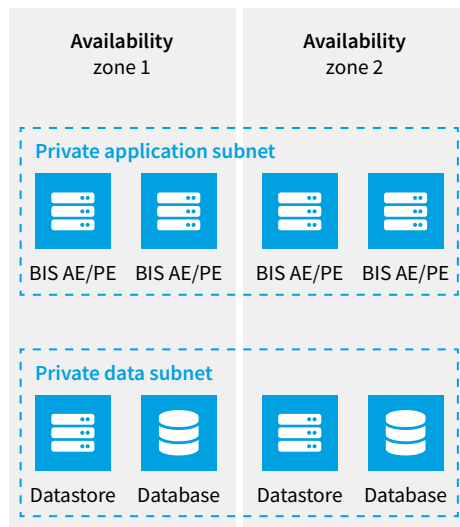
### SEEBURGER service net @SEEBURGER Cloud



### iPaaS operation VPC SEEBURGER @ AWS



### iPaaS customer VPC SEEBURGER @ AWS



### SEEBURGER services @SEEBURGER Cloud

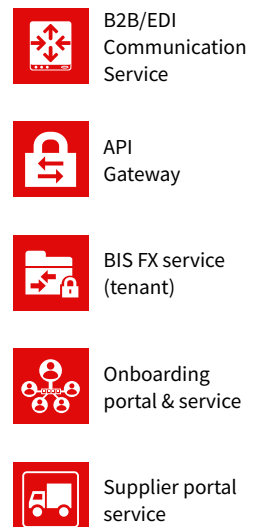


Figure: SEEBURGER iPaaS infrastructure and operating services in the AWS schema

# SEEBURGER iPaaS Extended Services

Advanced Process Monitoring enhances the iPaaS with comprehensive and intelligent monitoring capabilities to optimize your business processes and quickly detect and resolve process errors.

## Intelligent monitoring

- + **Process monitoring:** Detailed, real-time monitoring of all relevant processes.
- + **Event analysis:** Precise analysis of events to quickly identify anomalies.
- + **Categorization & grouping:** Automated sorting of incidents according to severity and urgency.
- + **Information & Support:** Comprehensive incident handling support and information for rapid troubleshooting.
- + **Advanced analysis:** Specialist support for analyzing atypical errors that require deeper investigation.

## Incident handling & management

- + **Automated incident handling:** Efficient and rapid fault resolution through automated processes.
- + **24/7 Operational Teams:** Available around the clock to resolve incidents immediately.
- + **Customer and partner integration:** Customers or partners can be involved in the resolution process if required.
- + **Flexible pricing:** based on actual incident volume to make costs transparent and fair.



**Maximum Flexibility  
with iPaaS**

> Watch now

## Direct Contact



**Holger Fiederling**  
VP Cloud Business Development





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