



Brochure | SEEBURGER Cloud Services

## iPaaS – Integration Platform as a Service, Combined With Value-Added Services and Solutions

# Management Summary

SEEBURGER iPaaS addresses your integration needs with a flexible portfolio of services. These range from infrastructure provision in the SEEBURGER Cloud or a public cloud of your choice to operating services such as support, release management and event monitoring.

SEEBURGER also offers extended services including an emergency backup and restore service, advanced monitoring and incident handling. The SEEBURGER iPaaS is a full installation of the Business Integration Suite (BIS) Platform with capabilities for B2B/EDI data exchange, MFT scenarios and API or EAI use cases. This makes it easy to map direct integrations and business processes with integration elements.

Further services make it easy to onboard suppliers or to integrate functional processes such as e-invoicing. Discover the full range of services and benefits SEEBURGER iPaaS can provide to meet your integration needs.

## Table of Contents

<b>What is the SEEBURGER iPaaS?.....</b>	<b>3</b>
<b>SEEBURGER iPaaS Infrastructure Services .....</b>	<b>5</b>
<b>SEEBURGER iPaaS Operating Services .....</b>	<b>6</b>
<b>SEEBURGER iPaaS Advanced Monitoring &amp; Incident Handling.....</b>	<b>9</b>



# What is the SEEBURGER iPaaS?

## SEEBURGER iPaaS: A flexible solution for your integration needs

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. Run the iPaaS – or have it run for you – from the cloud of your choice. The SEEBURGER iPaaS comes equipped with the following capabilities and solutions:



### MFT

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



### Onboarding and Self Services

SEEBURGER's partner onboarding tools and services greatly simplify the onboarding of new business partners. These tools speed up the integration process, reduce manual intervention and ensure your partner connections are up and running quickly.



### B2B/EDI

SEEBURGER iPaaS has comprehensive B2B/EDI capabilities to enable seamless integration and communication with your trading partners. These capabilities support a wide range of industry standards and protocols, allowing you to exchange data efficiently and securely.



### Supplier Connection

SEEBURGER offers WebEDI access to smaller suppliers who do not have their own EDI infrastructure. This solution enables smaller partners to exchange electronic documents securely and efficiently over the Internet without having to invest in expensive EDI systems.



### API Service

Integrated API management and gateway capabilities help you manage, protect and monetize your APIs. They enable you to deliver your enterprise applications and services to internal and external partners in a secure and controlled manner.



### E-Invoicing

Our Global E-Invoicing Services enable you to comply with e-invoicing legislation in more than 35 countries. SEEBURGER provides a central platform for creating, validating and archiving e-invoices that comply with country-specific regulations.



**+ BIS Update Service**

The BIS Update Service ensures that your Business Integration Suite is always up to date. SEEBURGER takes care of the regular updating and implementation of security patches and new features to keep your platform running at its best.

**+ Business continuity services**

In addition to traditional business continuity measures such as redundant availability zones, SEEBURGER offers advanced services such as its Emergency Backup & Restore Service. These measures ensure that your systems can be quickly restored even in the event of a significant cyber attack.

**+ Multiple options for deployment and operation**

The platform can be operated in the SEEBURGER Cloud, by SEEBURGER at a hyperscaler of your choice or in your own cloud. SEEBURGER provides support, regular BIS Platform updates and monitoring up to a fully managed service level where SEEBURGER manages all your integration processes.

<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



**SEEBURGER Cloud**  
high level individuality



**Hyperscaler**  
buy rather than build

Figure: SEEBURGER iPaaS

# SEEBURGER iPaaS Infrastructure Services

SEEBURGER's iPaaS Infrastructure Services provide you with a comprehensive package for operating the BIS Platform.

We manage and maintain the entire platform, including all updates, continuous monitoring, troubleshooting, and implementing and monitoring security measures. We also ensure business continuity to keep your integration processes running smoothly. Whether in one of our state-of-the-art data centers in Karlsruhe, Atlanta or Shanghai, or in a public cloud such as AWS, we ensure that your infrastructure is always running at peak performance.

## Deployment options:



SEEBURGER  
AWS public cloud



SEEBURGER  
data centers



## Our services include:

### Provision of infrastructure

We provide you with all the IT components you need to run the BIS Platform reliably. This includes comprehensive operational management, continuous monitoring, proactive incident handling and release management to ensure your integration platform always runs smoothly. Whether you deploy your systems from the SEEBURGER Cloud or on a hyperscaler such as AWS, we ensure you will always enjoy seamless integration and maximum performance.

### Set-up and management of communication endpoints

We set up and continuously manage all the necessary communication interfaces to ensure smooth data transfer. Our experts monitor endpoints to proactively identify and resolve potential bottlenecks or disruptions.

### Security measures

Our security solutions include firewalls, encryption technologies and robust access management to protect your data. We adhere strictly to international security standards and continually adapt our measures to new threats.

### 24/7 monitoring and error resolution

Our 24/7 monitoring ensures that all infrastructure components are always working optimally. In the rare event of a problem, our experts respond immediately to resolve issues before they impact your business.

### Business continuity and operational security

In the event of anomalies, the support team is automatically alerted to take immediate action. Detailed analysis of any recurring problems and their root causes optimizes operations on an ongoing basis to reduce the risk of business disruption. We contractually guarantee availability and performance through comprehensive Service Level Agreements (SLAs).

### System access management

We monitor and manage access to your systems to prevent unauthorized access and ensure that all access is compliant. Access rights are regularly reviewed and adjusted to ensure the highest level of security at all times.

### Regular infrastructure updates

All infrastructure components are regularly updated to address potential security vulnerabilities and keep your systems performing at peak levels. Our update procedures are designed to minimize any impact on your business.

## Benefits and added value of SEEBURGER iPaaS Infrastructure Services

With SEEBURGER iPaaS Infrastructure Services, you get a platform that not only keeps your applications running, but also delivers numerous benefits:

### + Redundancy, reliability and high availability

To ensure high availability, all infrastructure components are operated redundantly across multiple availability zones. This means that your service will continue to be available without any downtime, even in the event of unexpected incidents or during planned maintenance work. This enables continuous, uninterrupted service delivery.

### + Scalability

Is your business growing? No problem – with SEEBURGER iPaaS Infrastructure Services, you can add more infrastructure components as needed to meet your growing needs.

### + Quality and compliance certification

SEEBURGER iPaaS is subject to regular independent certifications and audits to ensure the highest standards of quality and compliance. This includes a regular audit of the information security management system in accordance with DIN EN ISO/IEC 27001:2017, TISAX® certification at assessment level 2 and overall maturity level 3.0, and ISAE 3402 SOC 1 certification audited by KPMG.

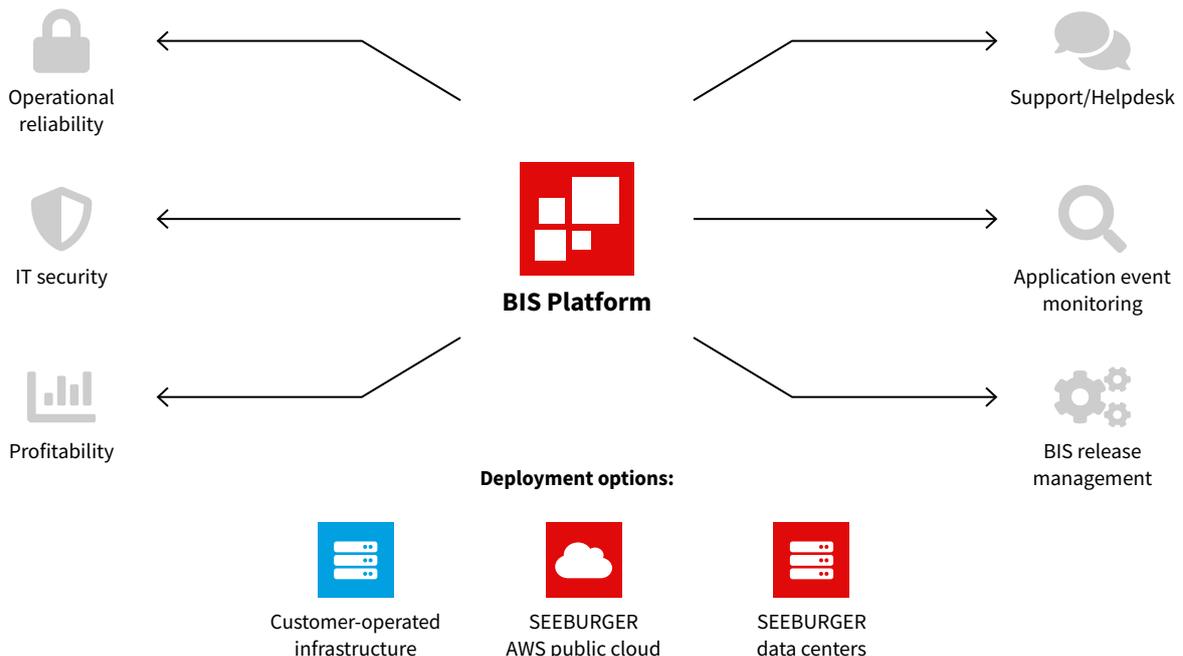
---

*Choose SEEBURGER iPaaS Infrastructure Services and benefit from a robust, secure and highly available infrastructure that is flexible to your business needs and monitored around the clock.*

---

## SEEBURGER iPaaS Operating Services

SEEBURGER iPaaS Operating Services provide a solid operational foundation, support and management for your integration platform.



## The advantages and added value of SEEBURGER iPaaS Operating Services

SEEBURGER iPaaS Operating Services offer key benefits that go beyond the mere provision of support and infrastructure. These value-added services help your business operate more efficiently while maximizing the security and availability of your IT systems.



### 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, whether by phone, email or a web-based ticketing system. Our experienced support staff are on hand to respond to your concerns quickly and efficiently.



### Release management

Regular service packs and security patches installed by our expert teams ensure that your BIS Platform is always up to date. Our release management system ensures that your systems remain high-performance and secure by delivering critical updates quickly and without disruption to your business.



### Application event monitoring

To ensure the stability and security of your BIS Platform, we use sophisticated application event monitoring. This involves the continuous collection and analysis of system messages and event logs. All relevant information is forwarded to our Incident Management team, which takes immediate action when required and proactively informs the customer of significant events.

---

*These Operating Services form the backbone of your SEEBURGER BIS, not only ensuring smooth operation, but also enabling continuous improvement and rapid response to incidents.*

---

#### + Solid security

We keep your systems up to date with regular updates and the highest security standards. This protects your data and integrations from potential threats and ensures compliance with all relevant security regulations.

#### + Ongoing platform optimization

Our experts continuously develop and optimize the BIS Platform to ensure that your systems are always at the cutting edge of technology. This supports the long-term scalability and adaptability of your IT landscape.

#### + Reduced workload for operations, maintenance and platform knowledge

SEEBURGER iPaaS Operating Services take on the complex tasks of operating and maintaining the capabilities and solutions on the BIS Platform. This reduces the burden on your corporate IT team and minimizes the need to maintain an in-house knowledge base, as our experts are available 24/7. We take care of the complex IT tasks so you can focus on your core business.

#### + Permanent access to trading partners and external applications

Together with the Infrastructure Service, SEEBURGER iPaaS Operating Services guarantee over 99.9% availability, ensuring that your trading partners and external applications are always available. This ensures the continuity of your business processes and strengthens your position in the market.

With SEEBURGER iPaaS Operating Services, you benefit from a stable, secure and highly available IT infrastructure that is flexibly scalable and seamlessly integrates with your existing business processes.

## Support/Helpdesk

Access: Access SEEBURGER Support by phone, email or the web portal. This allows for flexible and fast communication depending on urgency and preference.

## BIS release management

### Security patches and service packs:

SEEBURGER ensures that regular security patches and service packs are rolled out. These updates are tested and approved by the Quality Assurance team to ensure smooth implementation.

### Maintenance and downtime:

Maintenance and potential downtime are planned in advance to minimize the impact on your business. We can also provide regression and user acceptance testing and hypercare support if required.

### Migration projects:

A migration project may be required for major update releases and will be carried out in close consultation with you to ensure a seamless handover.

## Application Event Monitoring

### Technical monitoring:

SEEBURGER monitors the BIS Platform by collecting, consolidating and analyzing log files. This ensures that every incoming message on the platform has been correctly handled by a processing rule.

### Process incident reporting:

Errors in the processing procedure are detected as process incidents and reported to the customer via an incident management ticket. These include missing receipts, connection errors due to incorrect communication master data, conversion errors due to incorrect mapping instructions and unusually long processing times due to endless loops.

### Customer Communication and Optimization:

If necessary, we will contact you directly to make adjustments and optimizations. We will also suggest improvements that would benefit your system and regularly conduct service reviews to continually improve the efficiency and security of the platform.

Taken together, SEEBURGER iPaaS Operating Services ensure that your integration platform operates reliably and securely, while guaranteeing continued flexibility and responsiveness.

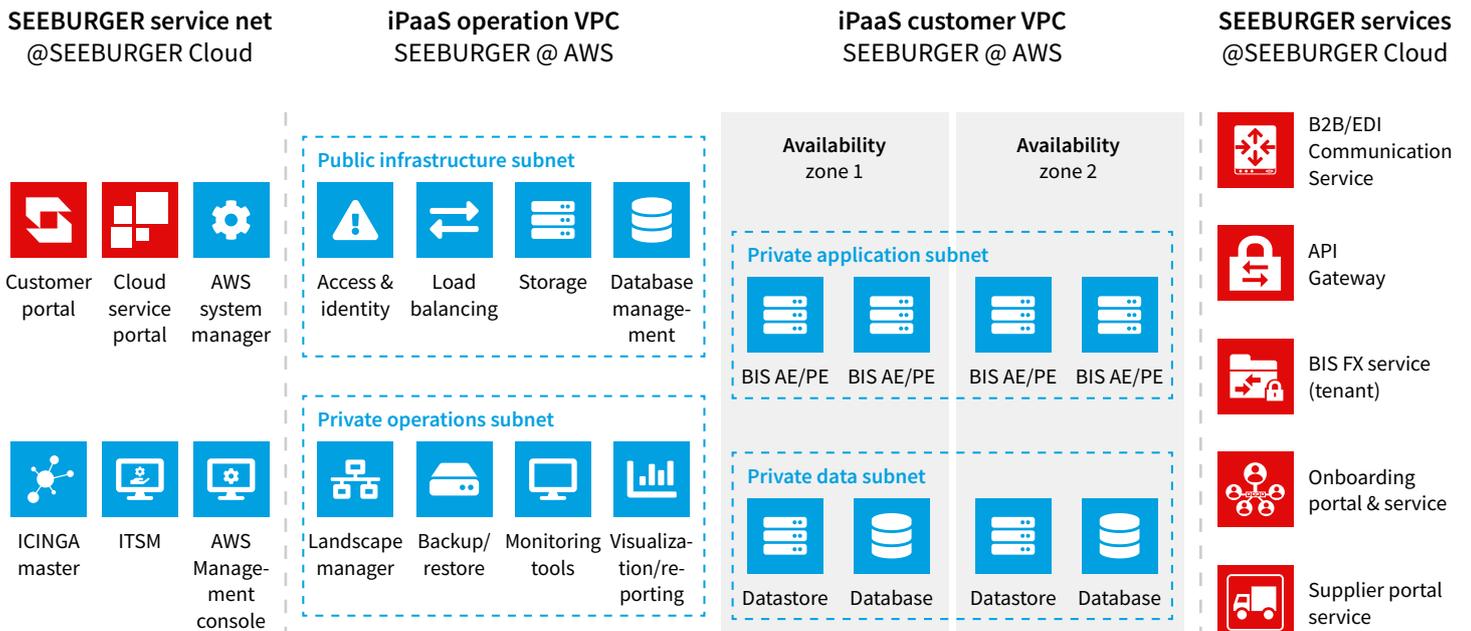


Figure: SEEBURGER iPaaS infrastructure and operating services in the AWS schema

# SEEBURGER iPaaS Advanced Monitoring & Incident Handling

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.

---

*SEEBURGER iPaaS Advanced Monitoring & Incident Handling can be deployed in various environments:*

---



Customer-operated  
infrastructure



SEEBURGER  
AWS public cloud



SEEBURGER  
data centers



**Maximum Flexibility  
with iPaaS**

> Watch now

## Direct Contact



**Holger Fiederling,**  
VP Cloud Business Development





[www.seeburger.com](http://www.seeburger.com)

**Disclaimer**

This publication contains general information only. SEEBURGER does not provide any professional service with this publication, in particular no legal or tax consulting service. This publication is not suitable for making business decisions or taking actions. For these purposes, you should seek advice from a qualified advisor (e.g. lawyer and/or tax consultant) with regard to your individual case. No statements, warranties or representations (express or implied) are made as to the accuracy or completeness of the information in this publication, and SEEBURGER shall not be liable or responsible for any loss or damage of any kind incurred directly or indirectly in connection with any information contained in the presentation.