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Ecolab improves customer onboarding and expands trading partnerships with OpenText™ B2B Integration Enterprise

Published: October 04, 2024

CUSTOMER PROFILE

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 Materials

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INTRODUCTION

This customer spotlight highlights Ecolab, who leveraged OpenText B2B Integration Enterprise to address the complexity of managing B2B integrations and high costs associated with maintaining an in-house B2B integration infrastructure, utilizing the solution for trading partner integration, business expansion, customer onboarding, financial transactions, and ERP modernization. Ecolab chose OpenText B2B Integration Enterprise over competitors for its security and compliance, scalability, integration capabilities, and managed service advantages, which resulted in reduced costs, strengthened security and compliance, increased efficiency and productivity, improved visibility and control, and a return on investment in less than 6 months. The feedback featured in this spotlight was collected and verified through a survey conducted by UserEvidence, an independent research firm, on OpenText's customers.

KEY STAT

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/10 Likely to Recommend

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Great service

 THOMAS KIRKLEY
Senior Business Analyst
Ecolab

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Adding OpenText B2B Integration Enterprise has allowed our team to focus on the customer more than the documents we trade with them. It has streamlined our process with the customer from start to finish.

 THOMAS KIRKLEY
Senior Business Analyst
Ecolab

SCENARIO

Ecolab faced challenges managing B2B integrations and trading partners for transactions in various data formats and protocols. The complexity and high costs associated with building and maintaining an in-house B2B integration infrastructure burdened their business.

OpenText B2B Integration Enterprise provided Ecolab the security, compliance, scalability, integration capabilities, and managed service advantages they needed to address their challenges. By selecting OpenText, Ecolab reduced costs, strengthened security and compliance, enabled scalability and growth, increased efficiency and productivity, and improved visibility and control. Ecolab now leverages OpenText for key use cases such as trading partner integration, business expansion, customer onboarding, financial transactions, and ERP modernization.

Which of the following challenges does OpenText B2B Integration Enterprise help you address?

- Complexity in managing B2B integrations and trading partners for transactions in various data formats, and protocols
- High costs associated with building and maintaining an in-house B2B integration infrastructure

Which of the following use-cases are you leveraging OpenText B2B Integration Enterprise for?

- Trading Partner Integration
- Business expansion
- Customer onboarding
- Financial transactions
- ERP modernization

What are some of the reasons you selected select OpenText B2B Integration Enterprise over similar or competitive solutions in the market?

- Security and compliance
- Scalability
- Integration capabilities
- Managed service advantages

What improvements have you made by using OpenText B2B Integration Enterprise?

- Reduced costs
- Strengthened security and compliance
- Scalability and growth
- Increased efficiency and productivity
- Improved visibility and control

OUTCOME

Ecolab achieved a rapid return on investment in less than 6 months after implementing OpenText B2B Integration Enterprise. The quick ROI realization demonstrated the effectiveness and value of the solution for Ecolab's business needs.

How quickly did you get your Return On Investment (ROI) from your investment in OpenText B2B Integration Enterprise? Please select based on your best estimate.

- Less than 6 months

ABOUT OPENTEXT

OpenText is a world leader in Information Management, helping companies securely capture, govern and exchange information on a global scale. OpenText solves digital business challenges for customers, ranging from small and mid-sized businesses to the largest and most complex organizations in the world. For more information about OpenText (NASDAQ/TSX: OTEX), visit www.opentext.com



Source: THOMAS KIRKLEY, Ecolab. Independent research conducted by UserEvidence. Data verified September 26, 2025.

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