Eliminate the friction, complexity, and effort for ecosystem integration

Cleo Integration Cloud simplifies ecosystem integration, providing maximum agility and insight to enable multi-enterprise business workflows, such as order-to-cash (OTC), load tender-to-invoice, and procure-to-pay. Cleo offers powerful capabilities designed to eliminate integration friction and complexity while increasing business readiness, process adaptability, and business-process enablement across your ecosystems. Cleo’s single, cohesive platform helps your business:

- **Rapidly onboard partners**, systems, marketplaces, applications, and data for creation of streamlined integration workflows
- **Drive intelligent decision-making** and comprehensive trading partner community governance with real-time visibility through content-rich and context-aware operational views
- **Accelerate the creation of new revenue streams** by rapidly defining and driving new business outcomes tied to optimized business processes such as order-to-cash or procure-to-pay
- **Eliminate operational complexity** with flexible deployment models by utilizing services managed by Cleo in combination with self-service elements for operational control and insight

Ecosystem Integration Platform Architecture

Cleo Integration Cloud is a cohesive ecosystem integration platform centered on core capabilities to orchestrate end-to-end multi-enterprise workflows.
Core Capabilities
At the center of Cleo Integration Cloud is a set of core capabilities to design, deploy, operate, and optimize end-to-end business workflows.

ROUTING AND ORCHESTRATION
Dynamic data movement of multi-enterprise, multi-application data flows that power business ecosystems
• Protocol connector depth and preconfigured trading partner connections
• Batch and real-time transfers; scheduled and event-based
• Secure content collaboration and file acceleration

DATA MAPPING AND TRANSFORMATION
Multi-pattern data integration that helps drive revenue-creating business processes through optimized integration, including order to cash
• Any-to-any data mapping and transformation
• Diverse support for EDI and non-EDI format requirements
• B2B and API-based integration capabilities

PROCESS DESIGN AND DEVELOPMENT
Multi-enterprise EDI and API-based integration for complete integration, and streaming and batch dataflow management
• Fully-managed service integration development
• Intuitive application integration process design and development
• Data looping and conditional constructs for complex-API batch and streaming processes

PERSONA-BASED VISIBILITY AND INSIGHTS
Comprehensive visibility across end-to-end business processes that enhance business insight and drive better decision-making
• Real-time operational and business activity views for business and technical users
• Metrics to rapidly identify new revenue opportunities
• Provide critical data-based value to your ecosystem of partners, suppliers, and customers

ECOSYSTEM-ORIENTED COLLABORATION
Eliminate the black-box approach to integration, and maintain operational control over your trading community and integration environment
• Provide secure access to operational visibility
• Communicate directly with key stakeholders both internal and external
• Collaborate with key external trading partners to drive new revenue

Key Business Outcomes
Cleo Integration Cloud empowers technical and business users to deliver business outcomes that result in improved customer experiences and stronger ecosystem partnerships.

OPTIMIZE EXCEPTION MANAGEMENT
Take direct action to proactively address issues
• Hands-on troubleshooting to ensure critical response-time SLAs
• Share tickets and collaborate to accelerate resolution

EXCEED PERFORMANCE SLAS
Meet even the most stringent SLAs tied to your integration performance
• Tighten process orchestration to eliminate white space
• Sync data across systems, reducing errors and manual intervention

IMPROVE ECOSYSTEM COMMUNITY GOVERNANCE
Dynamically manage integrations across external ecosystem partners
• Rapidly adapt to meet evolving trading partner change requirements
• Handle any integration demand

RAPIDLY ONBOARD PARTNERS AND APPLICATIONS
Eliminate complexity to save time and resources in onboarding
• Increase onboarding and migration process automation
• Simplify design-time and onboarding work

SPEED UP TIME TO REVENUE
Accelerate multi-enterprise trading partner and application integration
• Streamline and automate integration across entire business processes
• Simplify design-time by eliminating custom coding

Key Technical Outcomes
The depth and breadth of the technical capabilities empowers organizations to deliver technical outcomes with ease, resulting in improved organizational agility.

CREATE FRICTIONLESS END-TO-END PROCESSES
Business process optimization and integration on a single platform
• Optimize key revenue-driving business processes
• Enable integration that spans business and operational ecosystems

ORCHESTRATE AND AUTOMATE INTEGRATION FLOWS
Connect and integrate partners, SaaS, and legacy systems for seamless integration across your ecosystem
• Increase data accuracy and reliability
• Leverage a rich and diverse library of business and application connectors

CENTRALIZE THE FULL ISSUE LIFECYCLE
Take direct action with self-service exception management
• Resend, reprocess, and share transactions with trading partners and internal stakeholders
• Single pane of glass for all stages of the support process

ELASTICALLY SCALE
Gain the power of resilient web-scale platform technologies
• Support propulsive business growth
• Flexibly scale and dynamically adapt to meet peak seasonal demand

99.95% UPTIME SLA
Advanced support for always-on business continuity
• Maintain highly available, highly reliable relationships across your ecosystem
• Avoid data loss, and enable disaster recovery and event handling
Business Ecosystem Connectors

Cleo centralizes and supports diverse business and application integration needs on a single platform, offering enhanced integration capabilities through hundreds of available connectors designed to flexibly integrate your partners, applications, on-premise systems, data and infrastructure.

PRECONFIGURED MULTI-ENTERPRISE CONNECTORS

Eliminate manual onboarding processes and speed the time to value with prebuilt connectors to accelerate your ability to do business across the world’s largest supply chain ecosystems.

RETAIL

- Walmart
- Target
- Amazon

LOGISTICS

- XPO
- UPS
- FedEx

WHOLESALE

- Sysco
- Reinhart
- Cardinal Health

And hundreds more trading partner connections for every industry.

SUPPORTED B2B/EDI STANDARDS

ANSI X12 *Includes VICS and UCS subsets

- 002001
- 002002
- 002003
- 002004
- 003010
- 003020
- 003030
- 003040
- 003050
- 003060
- 004010
- 004020
- 004030
- 004040
- 004050
- 005010
- 005020
- 005030
- 005040
- 005050
- 005060
- 005070
- 006020
- 006030
- 006040

EDIFACT

- D 00A
- D 00B
- D 01A
- D 01B
- D 01C
- D 02A
- D 02B
- D 03B
- D 04A
- D 04B
- D 05A
- D 05B
- D 06A
- D 06B
- D 07A
- D 07B
- D 08A
- D 08B
- D 09A
- D 09B
- D 10A
- D 10B
- D 91A
- D 91B
- D 92A
- D 92B
- D 93A
- D 93B
- D 99A
- D 99B
- D 94B
- S 93A
- 900001
- 900002
- 901001
- 091101

TRADACOMS

9

NON-EDI

- XML / cXML
- iDOC
- JSON
- Flat file (single format, delimiter, single / multi-record)
- Database
- Spreadsheet
- CSV

Operational Ecosystem Connectors

Integrate your entire ecosystem. Achieve frictionless integration with flexible and versatile connectors to enable on-premise and cloud application integration use cases, supporting a wide array of modern technical or business requirements.

APPLICATIONS

Seamlessly connect and integrate data across critical cloud applications and core on-premise business systems to rapidly configure and orchestrate frictionless, fully-automated integrations.

CRM

- Salesforce

E-Commerce platforms and marketplaces

- Amazon Marketplace
- Magento
- Shopify

ERP

- Acumatica
- NetSuite
- Oracle E-Business Suite
- Oracle JD Edwards EnterpriseOne
- SAP R/3

Finance

- Intuit QuickBooks Online
- Sage Intacct

Payments

- PayPal

CIC AGENT

Support hybrid integration and connect private infrastructure with mTLS encryption, x509 certificate exchange, and control in the cloud

- File system integration
- Database integration

INTERNET PROTOCOL CONNECTORS

Leverage standard data transfer protocols to universally move data with time-tested security

- HTTP, HTTPs
- FTP, FTPs client/server
- SFTP (SSH FTP) client/server
- email (SMTP/SMTPs)

BUSINESS PROTOCOL CONNECTORS

Gain speed in business transactions by utilizing protocols with built in business controls including digital receipts and signatures for your business document exchanges

- AS2

SMART INTEGRATIONS

Accelerate the optimization of dynamic end-to-end business processes, simplifying EDI-to-ERP integration with fully-formed, prebuilt workflows for order to cash

- Acumatica
- Oracle JD Edwards EnterpriseOne
- Oracle NetSuite
- SAP R/3
- Sage Intacct
Developer Features

Extend the power of Cleo Integration Cloud. Cleo can help you design and build custom integrations. Provision systems and instrument highly efficient, fully-automated integration operations.

BUILD ECOSYSTEM CONNECTORS

Our team can help you create and support custom integrations to any core business application, database, or ecosystem endpoint with the Cleo platform.

Platform APIs
- SOAP/XML
- REST/JSON
- API Consumer
- API Provider

Database (via JDBC type 4 or greater)
- DB2
- MS SQL Server
- MySQL
- Oracle
- POSTgreSQL

Flat file

Connector framework
- SOAP Web Services (SOAP/WSDL)
- RESTful Web Services
- Cleo Connector Shell API
- Cleo Unified Adapter/Monitor

Developer resources
- Cleo GitHub
- Cleo Developer

Security Features

Cleo Integration Cloud provides flexible control to ensure the integrity and security of your sensitive and proprietary data.

- Verify signed payloads
- Accept encrypted payloads
- Require HTTPs
- Sign, encrypt and compress payloads
- Customizable connection timeout
- Checkpoint restart to resume failed transfers

Authorization
- OAuth 2.0 access tokens

Authentication
- SAML integration with identity providers including OneLogin, Auth0, Azure Active Directory, and more

Encryption Mode
- PGP encryption-handling capabilities
- Explicit/implicit FTPs

Cryptographic Protocols
- TLS (1.0, 1.1, 1.2), TLS-C, TLS-P
- SSL 3.0

Content Type
- Cleo Integration Cloud data movement is contentagnostic
- Support transfer of any data type including, ASCII, Binary, EDIFACT, X12, XML, Text and more

Data Mode
- Active, Passive

Compression Algorithms
- ZIP, ZLIB

Certificate/Key Exchange Algorithms
- RSA, PSK
- diffie-hellman-group-exchange-sha256
- curve25519-sha256

Data Integrity Algorithms
- SHA-1, SHA (256, 384, 512)

Encryption Algorithms
- RC2 (40, 64, 128), DES, TripleDES, CAST5, AES (128, 192, 256), Camellia (128, 256), RC4 (40, 60, 128), Twofish, Blowfish

Platform Certifications

Cleo Integration Cloud is designed for data security, process integrity, and system interoperability. Tested and certified, Cleo solutions enable customers to comply with constantly evolving industry regulations and mandates.

- SOC2 Type II
- Drummond Certified AS2

Platform Support

Cleo Integration Cloud support outcomes are backed by over 700 collective years of team experience in driving expedited resolutions to even the most complex integration issues.

SUPPORT

Cleo provides exceptional customer support to optimize incident management and accelerate resolution for production and non-production technical issues.

- 24/7 technical support coverage
- Phone, web, email
- Anytime access via customer portal and knowledge base (KB)

SERVICES

Your roadmap to successful integration modernization starts with Cleo for end-to-end implementation, migration, and operations

- Business consulting, strategy, design, testing, and deployment
- Fully-managed integration services available
- Cleo University (training) and Cleo Connect (annual customer conference)

CLOUD OPERATIONS

Mitigate risk, stay ahead of compliance requirements, and keep your integration capabilities on the cutting edge

- Seamless cloud platform updates
- Frequent feature enhancements
- Eliminate downtime from traditional patches and batch updates

CUSTOMER SUCCESS

Dedicated to your success with dynamic support for every integration stage backed by experience from thousands of successful deployments

- Dedicated customer success manager
- Guidance based on well-established best practices
- Metric-driven health score monitoring relative to benchmarks
Deployment Options

Cleo’s platform is available as a multi-tenant cloud solution offering a combination of cloud-based infrastructure and flexible service models.

- Get integration backed by experts
- Extend your integration center of excellence
- Leverage a powerful blend of self-service and managed services

Cleo Integration Cloud provides the industry’s most flexible and versatile deployment options that easily map to your business objectives. As such, Cleo Integration Cloud is available via private cloud deployment as a user-managed solution. For more information on private deployments, contact Cleo today.