Cleo

CIC Cockpit

Real-time visibility dashboards and actionable insight designed to empower all users

To thrive in a complex and interconnected digital world, supply chain-oriented companies must find ways to deepen collaboration with their ecosystem of customers and partners. Increasing access to information to make more-informed data-driven decisions and the capacity to quickly take the pulse of your operations are top priorities when looking to enhance business performance.

Today, continuous intelligence – your ability to view data in real-time with contextually rich and human-understandable business visibility, and directly actionable insights – starts with a bedrock of seamless integration visibility.

Disconnected systems, dark data, and business process visibility gaps often lead to missed SLAs, lost opportunities, uninformed decision-making, and a battery of issues impacting customer experience, operational KPIs, trading partner trust, and even cash on hand.

Cleo Integration Cloud brings together visibility across your full ecosystem of API and EDI-based integrations, unifying insight on a real-time visual control panel. CIC Cockpit provides comprehensive operational visibility that democratizes the value of integration with actionable insights for users regardless of role.

CIC Cockpit provides Cleo customers with

1. Extensive visibility for executive, line of business, administrative and technical users

2. End-to-end process visibility that provides the pulse of your operations

3. Glass box transparency for collaborative exception management
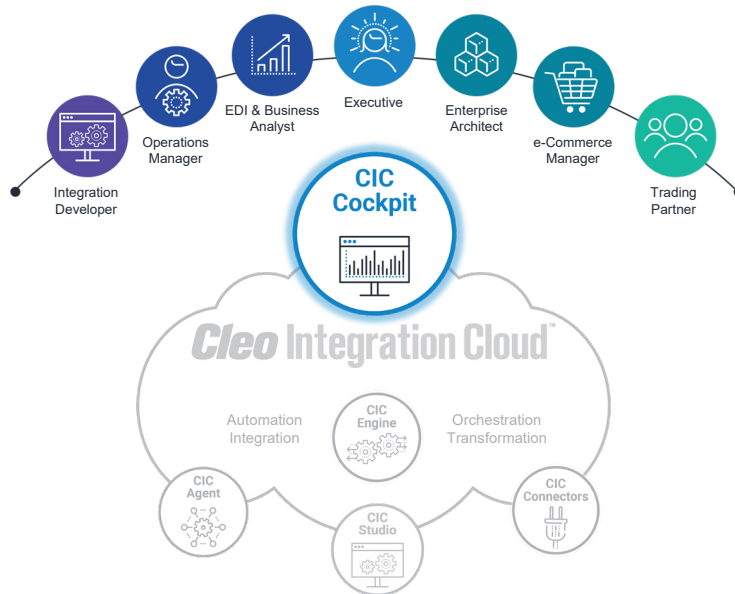
CIC Cockpit empowers your users regardless of role. With in-depth technical views, and higher-level business visibility, CIC decentralizes the value of integration insight with actionable intelligence and hands on capabilities directly in your line of sight.

KEY BENEFITS & CAPABILITIES
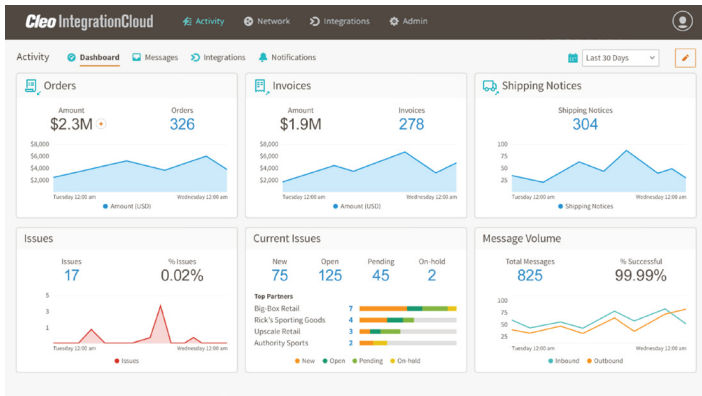
Accelerate Decision Making

- Real-time visibility to understand the operational health of your business at a glance
- View and act on leading indicators enriched by intuitive filtering of aggregate data

Personalize your insights

- Quickly add or remove dashboard views to zero in on the most meaningful data and insights
- Increase relevance, engagement and efficiency of users across your organization
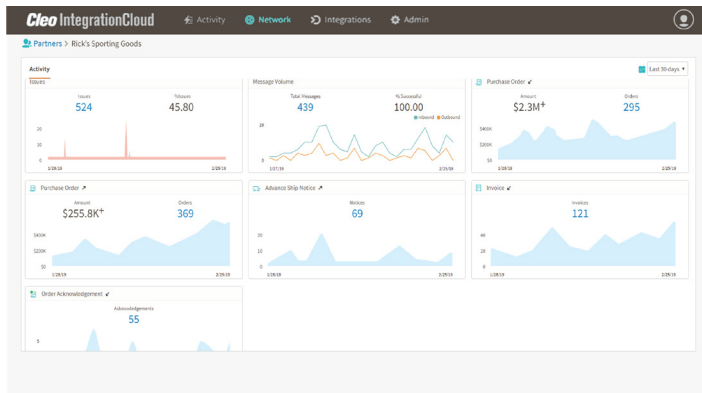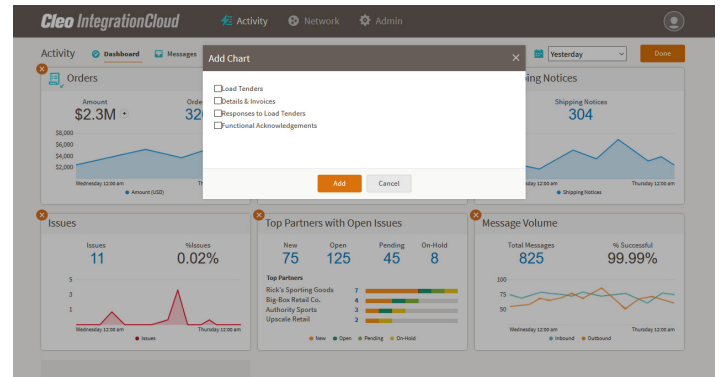

Improve Customer Experience

- Rapidly identify trends, monitor mission-critical KPIs, and provide insight back to your ecosystem of trading partners and customers
- Expand collaboration by extending secure network scorecard visibility to trusted connections and internal users

Eliminate Missed Transactions

- Leverage end-to-end integration visibility for faster root cause analysis
- Accelerate issue resolution and reduce risk to your business-level SLAs
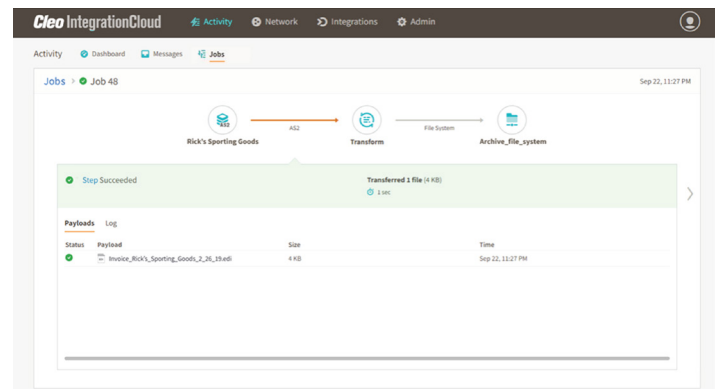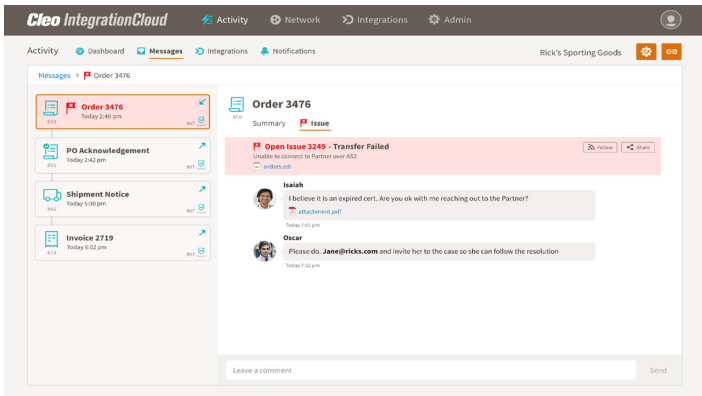
Gain Glass Box Transparency

- Centralize the full issue life cycle with collaborative and transparent customer support
- Escalate as needed, follow issues, subscribe to status change notifications, and securely share tickets to keep key stakeholders plugged in

Manage exceptions by business priority

- Pinpoint partners with high incidence rates and identify where risk needs to be mitigated first
- Look for exception fluctuations, proactively engage your partners and improve transparency to drive mutually beneficial outcomes
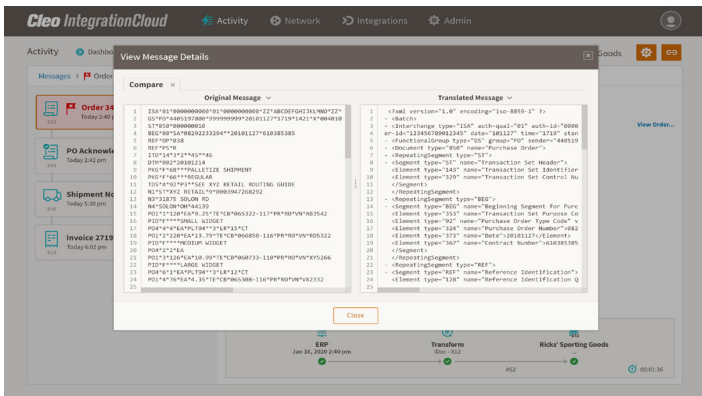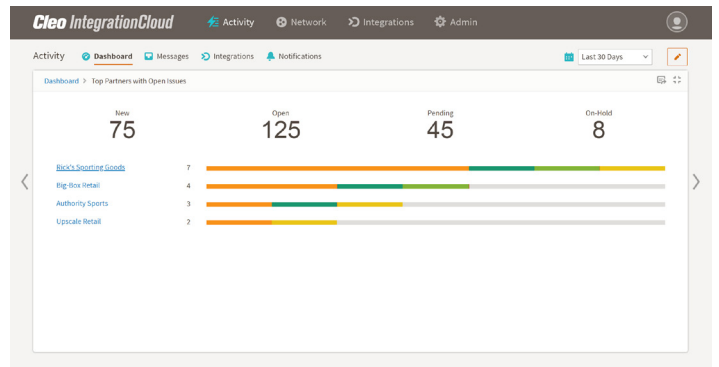

Hands-on Issue Identification

- Compare original and translated documents along with acknowledgements for faster root cause analysis and resolution
- Quickly address the issue source to positively impact transactional efficiencies and mitigate risk of penalties

Tap into Contextually Rich Visibility

- View complete end-to-end business processes, including order-to-cash, procure-to-pay, load tender-to-invoice, and more
- Customize your Message Summary views at design-time to bubble up the most meaningful data and actionable insights

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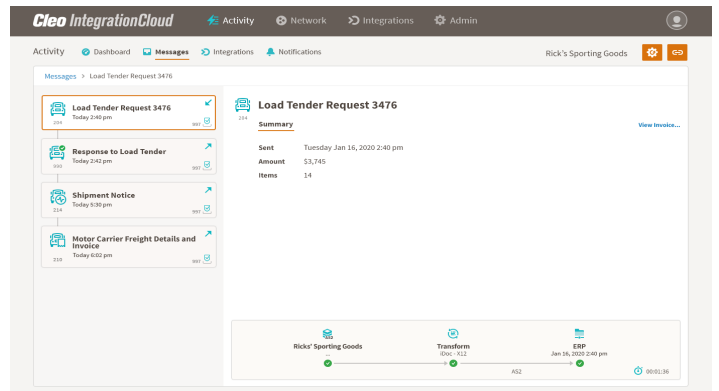
Take Direct Action on Insights

CIC Cockpit gives business and technical users hands-on capabilities to transform insight into action with the click of a mouse

Reprocess

- Quickly solve transactional errors, including addressing dropped documents
- Fix issues when corruption happens downstream

Share

- Increase transparency by securely sharing links to specific messages or issues
- Collaborate more and keep stakeholders tuned in

Follow

- Stay on top of issues with automated notifications any time a ticket gets updated
- Escalate issues as needed

Download

- Export data in CSV format to support BI and Analytics outcomes
- Store for compliance or share with partners and customers

Compare

- Add velocity to troubleshooting
- See exactly where and how issues occurred

ADMINISTRATIVE FEATURES

Deliver a consistent brand experience

- Customize the color, image, font, and name of CIC
- Deliver a consistent brand expression to your internal users, customers and trading partners

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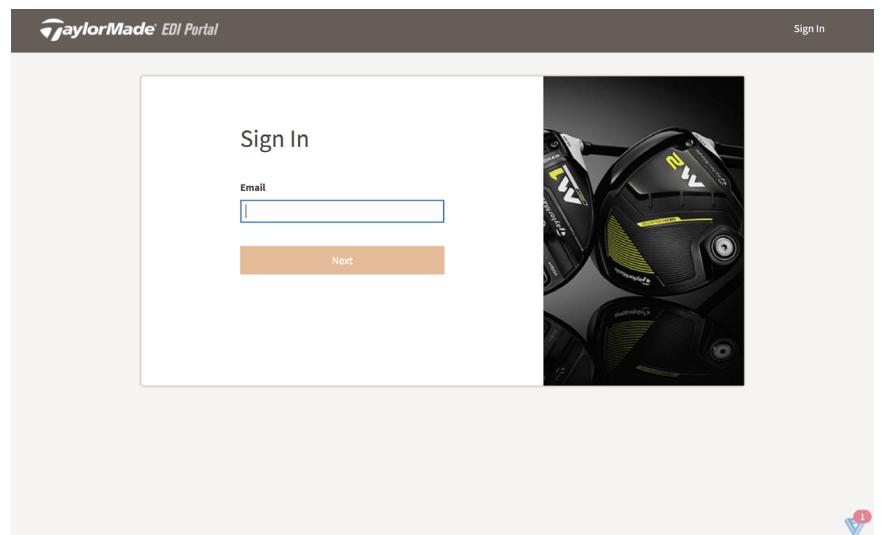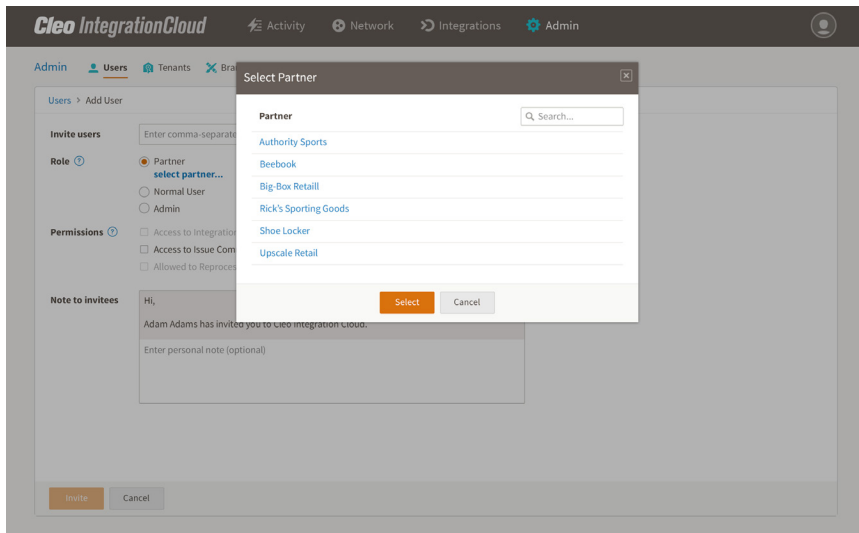
Easily add users, collaborators, and stakeholders

- Add users by type including Partner, Read only, and Administrative
- Delegate and control access permissions by role for tighter security

SAML support for Single Sign On

- Bring on their own authentication system with support for OneLogin, Auth0, Azure Active Directory, and more
- Eliminate the time-consuming task of managing IDs separately
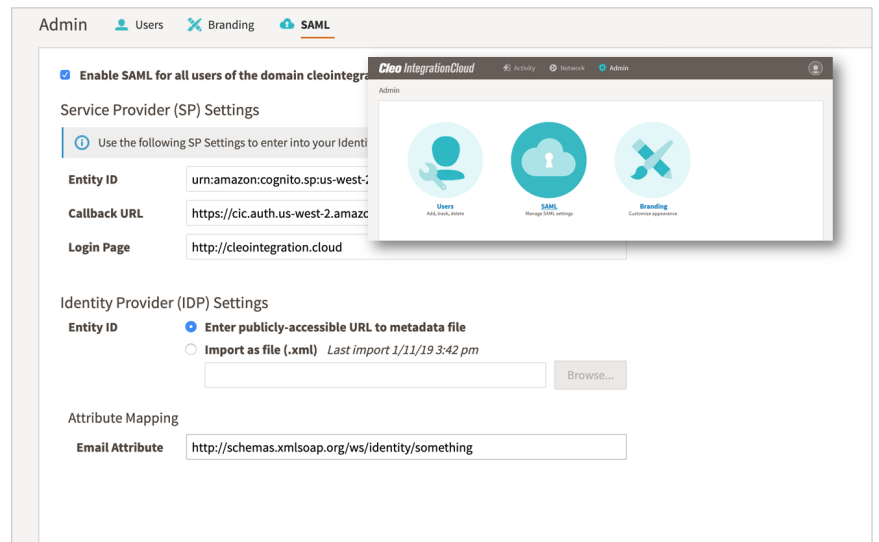
Recognized "Leader" in iPaaS and EDI categories on G2 Crowd

About Cleo Integration Cloud

Cleo Integration Cloud (CIC) is a cloud-based integration platform, purpose-built to design, build, operate and optimize critical ecosystem integration processes. The CIC platform brings end-to-end integration visibility across API, EDI and non-EDI integrations that gives technical and business users the confidence to rapidly onboard trading partners, enable integration between applications, and accelerate revenue-generating business processes. On the platform, businesses have the choice of self-service, managed services, or a blended approach – ensuring complete flexibility and control over their B2B integration strategy.

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