

## Largest Provider of Enterprise Integration Solutions

**Project:** Enterprise solution development, maintenance and testing

### About the Customer

The customer is one of the largest providers of enterprise integration solutions. Its Integration solutions automate and simplify the management of critical, complex business processes resulting in significant business performance improvements. Its end-customers have realized benefits such as optimized operational efficiency, achieved lower operational costs and improved customer satisfaction while at the same time reducing errors, increasing agility and time to market using its Business Process Applications.

### Background & Business Drivers

The customer decided to outsource the development of its flagship integration solution and chose InterralT as its preferred offshore development partner. The relationship started 5 years back when initially the team consisted of 3 engineers who developed and tested the core BusinessWare connectors. Today, the team has grown to a considerable headcount expanding into other business domains and technologies.

The prime reason for outsourcing the development was to have a dedicated extended engineering team consisting of solution development and testing experts at a low cost. InterralT has a well-defined and mature methodology to establish an offshore development center (ODC) for customers, which has been successful in catering to customer requirements for providing quality IT services at lower costs through a dedicated delivery model.

InterralT also demonstrated capability to provide 24X7 support to the end-customers hosting production environments on a dedicated customer engineering support model. The InterralT support team was required to co-ordinate with the US support team, work as per different time zones and cater to end customer support calls across the globe.

### InterralT's Value Proposition

Some of the unique strengths that helped InterralT deliver successfully were

- Ready availability of well-trained EAI resources who are experts in the domain and proficient in EAI solution development
- Proven cost effective specialized offshore delivery model - ODC
- Proven expertise in Healthcare and Telecommunication domains
- Proven 24x7 support model leading to reduced turn around time and increased application uptime
- Expertise in QA tools used for automation testing
- Reliable communication links for easy and effective collaborative effort

## Scope of services & Solution

The customer provides integration solutions for complex implementations which require expertise right from the core framework to the end-user presentation layer. This required not just an in-depth understanding of the EAI concepts and the technological realm, but also necessitates domain expertise ranging from Healthcare standards to Financial and Telecommunication domain terminology.

As a result of this, InterraIT has become a Healthcare Excellence Centre for the customer, thereby understanding and providing optimum and well-proven solutions to real-time Business use cases. In the field of telecommunications, InterraIT has the experience of adopting and implementing e-Tom methodology. InterraIT also quickly assumed major responsibility of driving the development and QA processes with the entire set of customer supported platforms and technologies.

InterraIT worked on releases starting from BusinessWare 3.x version onwards of the product and helped the customer successfully meet its tight release deadlines every time. The key-activities included:

### Product and Solution Development & Enhancements

- Development of Connectors for Business Process Integration products
- Development of Core BusinessWare Components
- Development of Modelling components for BusinessWare
- Development of Custom Solutions built on top of BusinessWare platform, which are as per end-user requirements and in different domains like HealthCare, Finance and Telecommunication

### Product Testing

Testing of Core BusinessWare Components, 3<sup>rd</sup> party Application Connectors and custom solutions built on top of BusinessWare platform.

- System Testing
- Bug Fixing and Verification
- Regression Testing
- Sanity Checks for Patches and Installer
- Customer Use Cases
- Platform Testing
- Migration Testing

### Product Support

24X 7 Level-1 Customer support

### Release Engineering

Managing product releases on:

- Microsoft Windows NT, 2000, XP, Windows 2003
- Sun Solaris

- HP-UX
- IBM AIX
- Linux

#### Leveraging its Domain Expertise in

- HealthCare
- Telecommunications
- Finance

### **Business Challenges**

The engagement posed many challenges, the major ones included

- The product – a complex combination of components that provided services for Business Process Modeling, Messaging and Channel Analysis, Security Manager, Transaction Manager, Naming and Remote Object Invocation Services and the System Administration Services
- The releases – on the Microsoft Windows NT, 2000, XP, Windows 2003, Sun Solaris, HP-UX and IBM AIX platforms. Any enhancement on the product needs to be tested on all platforms.
- The product has been evolving over the years, based on changes driven by the business, technology advances, research and development, problem resolutions and customer requirements. The latest effort is in the direction of Service Oriented Architecture.
- Understanding of the functionalities required reverse engineering of the product.
- Functional expertise in other third party software such as Clarify, Remedy, Portal, Vantive, Siebel and SAP was needed

### **Technologies**

#### **BusinessWare**

- Java, CORBA, LDAP
- Web Servers – Apache, IIS
- Application Servers – Websphere, JBoss, Iplanet, Weblogic
- RDBMSs – Oracle, SQL Server, IBM DB2, Sybase, Informix
- X12 and HIPAA standards
- XML, Schematron, XSL, XPath, DTD, Parsers – Saxon and Xalan