



Proposal: Process Integration - Consultative Services

We seek to empower small-to-medium businesses and their people, to be more effective, responsive and innovative, in context of the work they do, everyday!

Who can benefit from this solution?

- A business that wants to automate work and simplify making improvements by laying the foundation for a service-oriented architecture (SOA – contact us for more information) approach for managing business processes;
- A business that wants to increase productivity through process reengineering and automation and realizes it will need to integrate multiple business applications to achieve these goals;
- A business that wants to streamline and automate steps in their business process, eliminating manual data entry to reduce delays and errors;
- A business with multiple applications, which are used for a common business process, task, or transaction, where the applications are disconnected from each other or used independently of one another;

Mid-market businesses today are looking for ways to respond to external pressures and operate in a more responsive and flexible way - to better serve customers and increase revenue, reduce inventory levels or to reduce costs in their current business processes.

To achieve these goals, businesses are thinking about radically redesigning business processes and the infrastructure that supports them in fundamentally new ways. They are looking beyond their own processes (that includes their suppliers' and customers' processes) to see where integration of their disparate applications can help meet these objectives.

Start Small-Plan Big... We can help you each step of the WAY!

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More reading material ...

Mid-market businesses can find it difficult to be competitive when their business depends on manual processes using various independent applications. These applications could include off-the-shelf, customized, and internally developed applications.

Over time, this collection of applications and ongoing customization to them can continue to grow until problems such as the following become too painful:

- Data is not synchronized because it is maintained in multiple places or it is synchronized using a conglomeration of complex technologies running in batches late at night
- Users are frustrated having to input redundant data in multiple user interfaces, which results in lost time and risks introducing additional input errors
- There are delays in making decisions internally, such as approving purchase orders, because each step in the approval process uses a different application
- There are complaints about the lack of responsiveness, which is the result of the time it takes to retrieve information from multiple applications
- Errors are occurring because users do not see the latest data in real-time and base their decisions on faulty or stale information
- Management reporting is flawed or delayed, as the data need to be consolidated from various sources
- Addressing these types of problems requires finding ways to eliminate manual steps and to integrate different applications based on their role in a particular business process. This means coordinating the exchange of information between the applications while at the same time executing the particular business task or process for which they are used.
- Business integration technology allows companies to reuse and leverage their existing assets as they grow and extend their systems to meet increasingly complex requirements. It allows companies to connect the applications, people, processes, and information they need to run their businesses productively.



To be successful, a business integration solution should be capable of one or more of the following:

- Combining processes (how), information (what), and people (who) to achieve a business goal
- Connecting disparate applications so information can be shared
- Exchanging information between and across systems that were not designed to work together
- Be robust with transaction and rollback support built into the solution
- Be scalable to grow to meet the organization's needs as it grows
- Be adaptable, so as the solutions in the organization change, one solution can be substituted for another without a complete 'rewiring' of the connections between the applications involved.

Other solutions to common business requirements include but are not limited to:

- Organizing information from multiple sources through aggregation
- Supporting mergers and acquisitions by connecting, consolidating, or integrating disparate systems
- Extending the value of legacy or back-office systems to customers, partners, or employees
- Providing relevant real-time and near real-time data synchronization.

Business integration is an excellent way to move forward with a Service-Oriented Architecture (SOA) as an architectural style. The primary goal of SOA is to align the business world with the world of information technology (IT) in a way that makes both more effective. By using a SOA-based style and principals to manage business processes, you can address the following business needs:

- Integration implemented with flexibility that is easy to adapt as business changes
- Leverage existing business critical legacy systems and custom business applications
- Improved productivity and responsiveness