

## IBM Middleware Practice

Infosys has addressed the enterprise integration and process management needs of clients leveraging the power of IBM Middleware product portfolio. IBM Middleware portfolio has invested significantly to train and enable its consultants on the latest offerings from the IBM Middleware portfolio. The research and training is done in partnership with IBM and is augmented by the learning from past engagement. A combination of technology leadership and large base of expertise has given us the ability to scale up to the needs of executing large and complex engagements within shortest possible time.

Our expertise across the technology areas on the IBM Middleware product line has enabled us to provide customized solutions that are agile enough to address the changing industry and market needs. A combination of shorter delivery time and agile solution results in lowering total cost of ownership for the clients.

The ICC model based IBM Middleware delivery portfolio helps customers Reduce total cost of ownership, Address regulatory requirements, Bring in process improvement for respective industries, Establish agile infrastructure, and Achieve enterprise visibility

### Service Offerings

The service offerings covering the IBM Middleware portfolio cover the breadth of technology areas encompassing SOA, ESB, Messaging, Application Integration, B2B Integration, Legacy Application /Mainframe Integration, Business Process Management, and System Monitoring and Management.

<p><b>Service Oriented Architecture (SOA)</b></p>	<p>Utilize standards-based design approach to create integrated IT infrastructure to realize greater business agility and delivery value across both applications and IT infrastructure layer. Infosys has leveraged the capabilities of WebSphere Process Server (WPS), WebSphere Business Monitor (WBM) and WebSphere MQ and Enterprise Service Bus (ESB) to design and implement a standards-based approach which addresses business issues like redundancy, business process streamlining and operational effectiveness.</p>
<p><b>Application Integration</b></p>	<p>Connecting applications and services to raise operational efficiency and achieve cost optimization. Infosys utilized functionalities offered by WebSphere Business Integration (WBI) to integrate distinct business processes, thus addressing business needs like performance throughput, application maintainability and application support turnaround.</p>
<p><b>Business Process Management</b></p>	<p>Achieve competitive advantage and improved customer service by designing end-to-end workflows to manage, automate and optimize business processes. Infosys has utilized Business Rule Management (BRMS) functionality of ILOG to design a Loyalty Program which addresses business issues like customer grievance management, time to market for new offering and overall customer experience. Infosys has also developed expertise on IBM WebSphere Process Server (WPS) and WebSphere Integration Developer (WID).</p>
<p><b>Data Exchange &amp; Transformation Services</b></p>	<p>Handle the expanding diversity of customers and business partner's data to ensure faster on-boarding and provide robust, comprehensive infrastructure to enhance data quality and multi-enterprise visibility and integration. Infosys leveraged the data integration capability of WebSphere DataStage and messaging backbone of WebSphere MQ /MB to address business issues like profitability and complying with statutory guidelines like SOX.</p>

## Infosys IBM Alliance

### Integrated Competency Center Framework

Infosys Alliance with IBM for WebSphere Integration facilitates best-in-class services and solutions around Enterprise Application Integration and Business Process Management to Infosys & IBM customers.

Alliance facilitates:

- Access to multiple IBM divisions including Partner World, BPTSE, SWIC, Lab Services and Product Development Groups.
- Education and certification on IBM integration products through the alliance channel.
- Early briefings on products under nondisclosure agreement.
- Beta Program Inclusion
- Availability of IBM IT architects to help with system design such as a reference architectures
- Availability of Technical specialists by brand to assist with Technical architecture reviews, Performance review (sizing), Configuration, & Proof of Concepts.
- Co-development of methodologies and artifacts for accelerated execution of integration projects using IBM integration suite of products
- Co-development of integration frameworks for specific industry verticals, BOKs and whitepapers and Performance testing and benchmarking exercises.

**IBM BPM CoE:** IBM has collaborated with Infosys to set up a BPM Center of Excellence. The BPM CoE at Infosys will focus on developing business solutions catering to industry verticals leveraging the IBM BPM Suite.

## Success Stories

### Case Study 1

Infosys has helped a leading financial services provider to improve field productivity, reduce operating costs, and enhance underwriting process and efficiency of IS application. Infosys integration team partnered with Customer's Integration Competency Centre (ICC) to provide to the client an efficient, cost effective business integration solution that is aligned with the client's Enterprise Architecture. The project is implemented using the WebSphere Business Integration (WBI) Suite of products (primarily MQ-Workflow and Message Broker). The WebSphere Business Integration suite of products offer a wide range of products for business modeling, process execution and monitoring.

### Case Study 2

A large specialty retailer was in the process of rolling out a new online brand for shoes. Infosys was engaged to analyze, design, build and implement the application integration for this project. Project involved building integration framework using WBI Message Broker using GDM model to ensure guaranteed delivery. Infosys provided integration logic within the Message Broker by building custom scripts for data and business validations before sending the data to destination applications for further processing. The successful implementation achieved resulted in the integration taking care of near real-time, guaranteed transaction management between systems ensuring data integrity and consistency of all the relevant systems.

## Allied services

### Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

### Enterprise Solutions

Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.

### Trading & Risk Management

Provides deep business process knowledge with cutting edge technological capabilities to optimize information sharing, minimize exposure, and integrate business processes in trading operations.

### Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosys.com](http://www.infosys.com).