

Case Study



Infosys developed TIBCO-BW based application for a large CPG Company

Abstract

The Client is world's leading fortune 100 CPG Company. The client wanted to replace the existing Fleet Management System (RPM) due to unavailability of support from the existing vendor and also enhance the existing functionality provided. Therefore the need was to understand and analyze existing Fleet Management System, understand the expected enhancement and come up with new system which will provide the capability of existing RPM with additional capability of integrating with external financial applications. This led to increased business Productivity, Flexibility and Scalability, and also resulted in an Effective & Pro-active monitoring & support.

Client Description

The Client is world's leading fortune 100 CPG Company.

Problem Statement

The existing Fleet Maintenance system, RPM (Repair and Prevention Maintenance) did not have the facility to integrate with handheld devices as well external financial applications. Support from the existing software vendor was also expiring.

It was identified to develop World Class Maintenance system (WCMS) as a replacement to existing RPM to provide the functionalities such as

- Existing Fleet Maintenance functionality of RTM application.
- Facility to integrate with handheld devices.
- Provide interface with external financial applications.

Business Drivers and Objectives

Solution provided was an improvised version of RPM in terms of functionality and integration with external system.

Key Objectives of the solution:

- Develop system which will replace existing RPM system.
- Develop enterprise solution so as to provide scalability.
- Develop EAI interfaces to integrate with any external application as well as Handheld devices.
- Gain competitive advantage by conforming to standards on time

Infosys Approach

Infosys adopted a single phase approach for World Class Maintenance System (WCMS) implementation.

- Infosys carried out an application functional analysis to understand the current functionality and the limitations of RPM application.
- Designed the new application World Class Maintenance System (WCMS) that is scalable and extendable using standard TIBCO Enterprise Architecture
- Designed Interface with external application such as Oracle Financial application and Handheld devices.
- Identified key financially critical functional area to provide security via basic authentication process.
- Designed framework for automated exception management and email alert notifications

Solution

- All the functional requirements were addressed by providing interfaces which comply with enterprise architecture standards.
- Developed highly scalable and extendable interfaces with appropriate error handling and business exceptions identified
- Enabled the critical financial applications to interact with the WCMS in real time.
- Developed secured http communications between WCMS and middleware with basic authentication at the HTTP header level.
- Developed reusable components/functions and frameworks to reduce the development work for subsequent releases.
- Provided automated exception handling process and email alerts for proactive monitoring.
- Developed interfaces to integrate WCMS with mainframe systems to enable WCMS integration with the handheld devices.

Benefits to Client

- Business is expected to realize \$2.9MN in ongoing productivity.
- Capabilities to integrate WCMS with the Oracle financial applications.
- Basic authentication to prevent illegal or regulatory exposure in financial accounting controls
- Productivity improvement by the introduction of handheld (HH) devices to increase efficiency in the processing of work and completion of activities
- Extensible solution to a wider enterprise by adding a new division with minor changes to the solution.



For more information, contact askus@infosys.com

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