

Infosys E-SOA for Business Agility

Overview

Outsourcing a non-critical business process or its parts to a third party enables companies to free up management time for strategic and critical business functions.

Processes that were once strictly kept inside the organization are being outsourced today. Take purchasing, for instance. Large organizations are increasingly outsourcing procurement of MRO (maintenance, repair and overhaul) indirect materials where, typically, the cost of processing purchase orders (PO) exceeds the value of the ordered materials.

However, companies that outsource face several technical challenges stemming from the proprietary integration with the vendor's IT systems. A key security area is limiting access of third party employees to confidential business data.

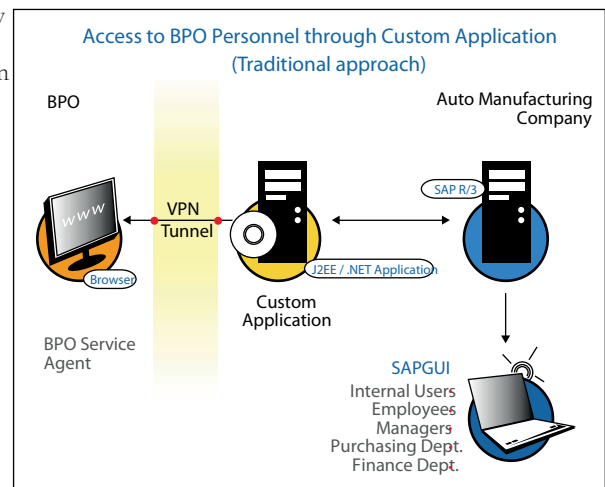
As organizations compete globally and outsource non-critical processes to focus on core-competencies, their traditional IT landscape hinders adoption of new business models and innovative market practices. Service-oriented architecture (SOA) enables business agility allowing participation by suppliers, customers and business partners – without compromising security.

ESOA Technology and Components

The E-SOA (Enterprise-SOA) concept development facilitates interoperability by streamlining processes and enabling interaction between multiple heterogeneous systems. The services leveraged in the application are common across processes and geographies. Hence they can be used anywhere for any process. The process-based modeling enables a business centric approach to IT implementations. This application is flexible enough to be adapted to different architectures and extensible for future requirements. This approach protects legacy investments while enhancing the life and performance of applications.

The key challenge in E-SOA based development is accurate identification of the services to be used. While designing services it is important to consider communication mechanism, choice of parameters / encoding format, and number of network trips to complete one logical operation can create

Once developed, these services can be deployed across enterprise applications. Independent of application implementation, enterprise services are identified at the business or supporting business process level.



In a nutshell, E-SOA is a suite of Web services providing enterprise-level business functionality. These services range from simple look-up to more complex and composite services — but what they have in common is that they're highly integrated into the process or application. Typically, E-SOA comprises high-level components aggregating granular Web services into reusable elements with enhanced business value.

Advantages

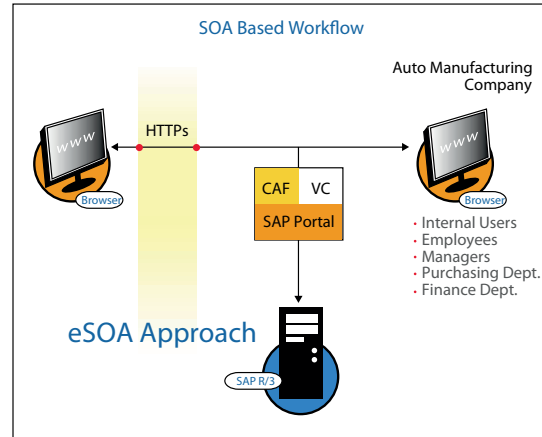
ESOA offers several benefits to enterprises. Some of these are:

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| <ul style="list-style-type: none"> • Synergy of applications • Loose coupling of applications with seamless integration • Reduced manual intervention • Reduced turnaround time and overheads • Lower IT costs | <ul style="list-style-type: none"> • Data and information synchronization • Effective system integration • Increased reusability when extended to processes not initially included • Single view to all stake-holders |
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Why Infosys E-SOA?

A Charter Member of the SAP Enterprise Services Community Process (ESCP), Infosys provides:

- Expertise to build an SOA enterprise by exposing current applications through Web services enablement platforms such as SAP J2EE and ABAP server.
- Assistance in establishing a Center of Excellence and Governance towards harmonizing services across various business units in the organization.
- Support in setting up an SOA governance committee with representatives from business units and central IT function.
- A design and implementation philosophy of identifying coarse-grained interfaces (services) at a business application level.



Case Study 1: ESOA in BPO Scenario

Infosys built this application to facilitate the material procurement process involving a third party BPO agency.

The Infosys SOA application illustrates the indirect material procurement process outsourced to a third party BPO agency. It leveraged SAP SOA tools (SAP CAF, Visual Composer) and Enterprise Services to build a composite application. The Infosys SOA application helped the client achieve business agility in a secure flexible manner.

Case Study 2: HR integration using ESOA

Imagine two companies with diverse technical landscapes merging, resulting in another organization with a bigger, complex IT landscape. After merger, companies continued to run their systems in silos resulting in operational issues and lack of synergy. With SOA, seamless integration can happen between IT systems of both the organizations, which can result in operational efficiencies.

Allied Services

Enterprise Application Integration

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

Enterprise Solutions

We provide services and solutions spanning the enterprise value chain with focused groups aligned to products and functions built around centres of excellence. ES has delivered services and solutions in more than 28 countries spread across the globe.

Technology Consulting

We work with you to develop and deploy architecture and technology solutions that help you leverage technology to enable business strategy. Our solutions help you make your IT more effective and better aligned to business.

Business Consulting

We help companies gain competitive advantage by linking operational advantage to shareholder value. We help clients transform their business through strategy, operations, marketing, and technology.

Infosys | Building **Tomorrow's** Enterprise

For more information, contact askus@infosys.com | infosys@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.

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