ACCELERATING DIGITIZATION THROUGH NEXT-GENERATION INTEGRATION
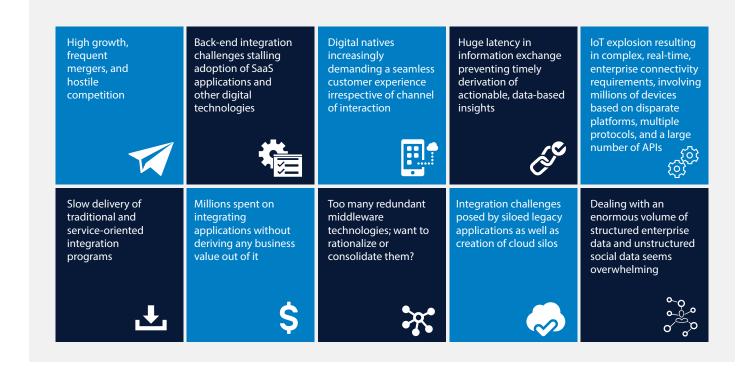
Infosys®
Navigate your next

Introduction and market scenario

An explosive nexus of four digital forces – mobile, cloud, social media, and big data – combined with the Internet of Things (IoT), is rapidly disrupting traditional businesses everywhere. It is forcing them to expose almost every aspect of their operations to these digital forces, in order to stay competitive. It then becomes imperative for enterprises to re-engineer their business models, products and services, customer segments, channels of interaction, as well as business processes, and do this at a velocity never imagined before. All this will introduce new and renewed modes of interaction between systems and users, as well as the multiple ecosystems within and beyond the enterprise boundaries. This only adds to what is an already complex set of integration requirements for enterprises.

Integration – one of the biggest enablers of digitization, modernization, and IoT

Enablement of new and renewed modes of interaction is the key to implementing new digital service platforms, modernizing the legacy application landscape – or connecting to the ever-increasing numbers of disparate devices that comprise IoT. However, this requires enterprises to ensure that their applications can be integrated rapidly and seamlessly, irrespective of whether they are hosted on-premise, on-cloud, or exposed via an API or a B2B interface. The complexities of such enterprise integration needs are further amplified by contemporary integration challenges, such as:
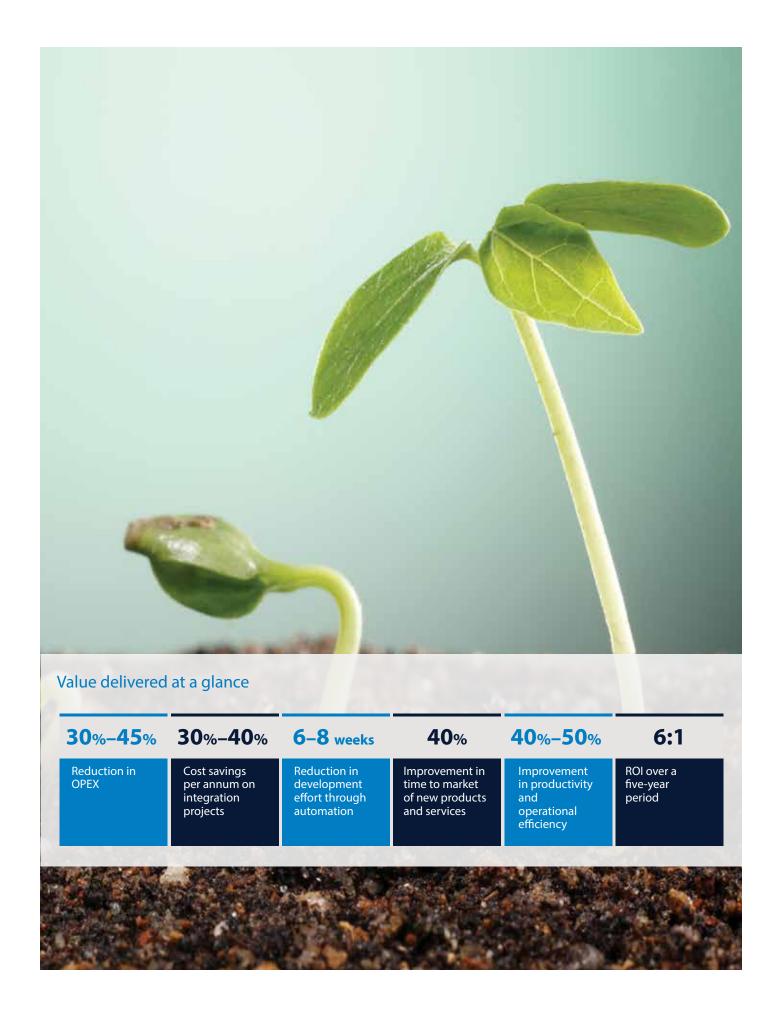
High growth, frequent mergers, and hostile competition	Back-end integration challenges stalling adoption of SaaS applications and other digital technologies	Digital natives increasingly demanding a seamless customer experience irrespective of channel of interaction	Huge latency in information exchange preventing timely derivation of actionable, data-based insights	IoT explosion resulting in complex, real-time, enterprise connectivity requirements, involving millions of devices based on disparate platforms, multiple protocols, and a large number of APIs
Slow delivery of traditional and service-oriented integration programs	Millions spent on integrating applications without deriving any business value out of it	Too many redundant middleware technologies; want to rationalize or consolidate them?	Integration challenges posed by siloed legacy applications as well as creation of cloud silos	Dealing with an enormous volume of structured enterprise data and unstructured social data seems overwhelming

Integration simplified and delivered the right way

The Infosys integration solution helps you overcome all these challenges by enabling a holistic service integration platform that transforms your integration landscape at three strategic levels, allowing you to –

- Accelerate traditional and service-based integration leveraging service-oriented architecture (SOA), automation, and continuous delivery; building a solid platform for rapid digitization, while helping you reduce your operating expense (OPEX)

- Rapidly integrate Software as a Service (SaaS) applications and other digital service platforms with your back-end systems, thereby enabling your traditional data centers and enterprise services to seamlessly connect with cloud, mobile, and other API-led digital ecosystems

- Innovate at speed and achieve unparalleled efficiency by helping you derive actionable insights from millions of data points generated from within and beyond the enterprise, in real time

Infosys integration offerings at a glance

The Infosys integration solutions are tailored to help organizations become efficient and agile, and be able to adapt to the pressures of a rapidly maturing digital consumer economy.

Three digital steps to building a truly integrated agile enterprise

What?	Accelerate implementation of traditional and service-oriented integration within the enterprise	Improve connectivity between multiple ecosystems within and beyond the enterprise	Build a truly event-driven enterprise that can dynamically adapt and respond to changing market conditions automatically
How?	**1** Improve integration efficiency	**2** Adopt next-generation integration solutions	**3** Implement event-driven platforms
Leverage Infosys solutions	Traditional and service-based integration implementation, upgrade, and support	SOA / API-driven legacy modernization	Enterprise event infrastructure assessment
	Workbench automation	Federated SOA architecture consulting	Roadmap definition for event-driven enterprise and package evaluation
	E2E managed services	SOA catalog definition	Customer-journey-driven CEP consulting and implementation
	Integration factory	iPaaS and cloud integration	Operational-excellence-driven CEP consulting and implementation
	Integration rationalization / middleware consolidation	Hybrid integration platform	
	Open-source integration	SOA CoE setup	IoT enablement using CEP
	Virtual support services	Microservices architecture consulting	

Value delivered at a glance

30%–45%	30%–40%	6–8 weeks	40%	40%–50%	6:1
Reduction in OPEX	Cost savings per annum on integration projects	Reduction in development effort through automation	Improvement in time to market of new products and services	Improvement in productivity and operational efficiency	ROI over a five-year period

Experience stories / Client case studies

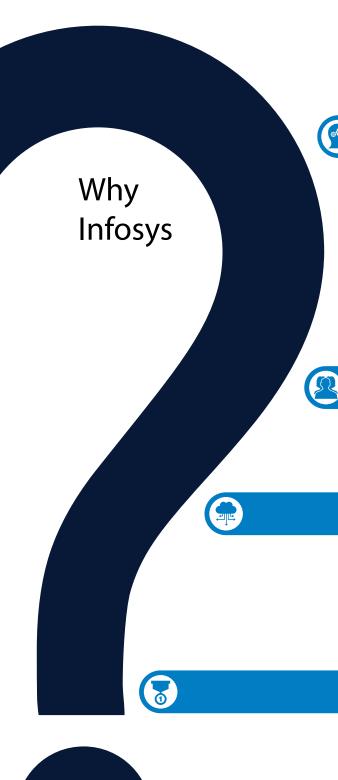| Client context	Infosys solution	Value delivered
End-to-end consulting and implementation for a major Australian telco, in one of the largest SOA and B2B programs	A strategic and complex implementation of multiple SOA and B2B integrations across the OSS / BSS landscape handling around 25 million business-critical transactions a day	• Rapid solution delivery at low cost, leveraging Infosys global agile delivery model and accelerators for integration delivery automation
A holistic, cloud-based, omnichannel retail service integration platform for a leading US retailer	A unique plug-and-play abstraction layer between user experience and core business functionality, exposed via a set of intuitive web APIs	• Major boost to omnichannel end-user experience • Improved time to market of new business functionalities
Rapid integration of SaaS CRM for a leading freight and railroad company in North America	Successful migration of their on-premise CRM to cloud, by ensuring seamless integration of customer MDM hub, and other back-end applications with Salesforce.com	• 360° view of the customer • Significant savings on annual maintenance and licensing costs
Complex event-processing (CEP) solution to enable real-time visibility and management of shipments and invoicing for a global logistics company	CEP solution for track and trace of shipments and movement, to enable real-time visibility and auto-routing of shipments and movement, as well as auto-rating for invoicing	• Significant reduction in delivery lead time, shipping costs, and invoicing errors • Major boost to operational efficiency
Managed services for a leading global CPG company	Center of Excellence (CoE) set up for integration and B2B support	• US$2.9 million in productivity savings • Up to 35% reduction in ticket volumes

Why Infosys

Scale of talent

- Top SOA / middleware services vendor
- Enabled by 2,700+ exceptional SOA and EAI experts
- Proven global track record endorsed by 100+ active engagements across 50+ global clients

Competencies and skills

- Consulting, technology delivery, and operations for digital SOA and enterprise application integration landscape encompassing cloud, on-premise, as well as hybrid integration

SOA and enterprise integration CoE

- Specialized innovation labs
- A robust global partner network
- Enablement on leading, as well as emerging integration technologies
- Incubation of reusable industry solutions and delivery accelerators

Delivery accelerators and differentiators

- Interface development workbench
- Automated code review tool
- Continuous integration and deployment suite
- Automated monitoring dashboard
- Cloud integration tools and accelerators
- Ready-to-use, industry-focused point solutions
- Multiple point tools for support and maintenance

Best practice frameworks

- Integrated middleware delivery framework
- Unique CEP project delivery kit
- Framework for integration competency center setup
- Strategic service platform framework