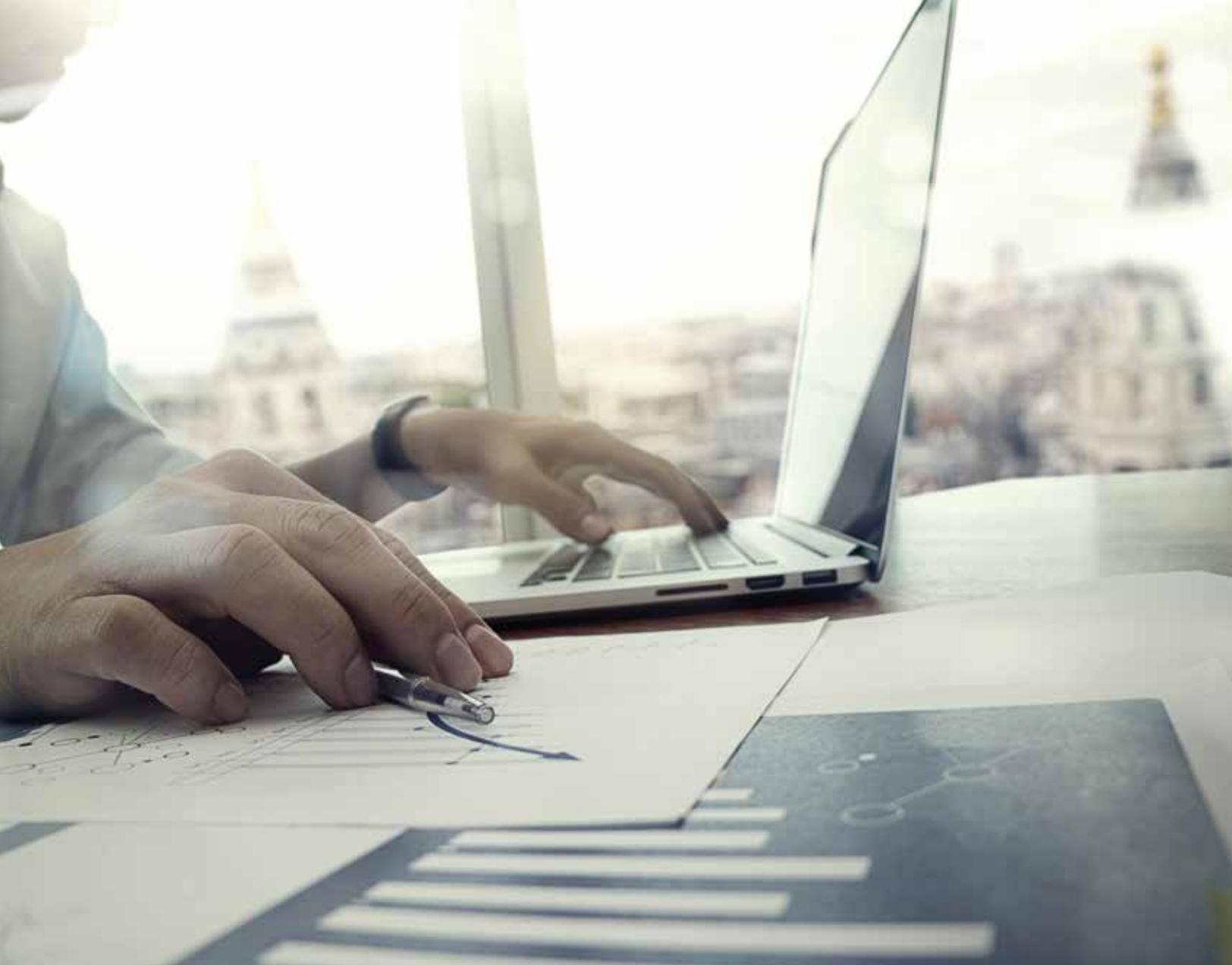


# ADVANTAGE YOU

DRIVE TCO\* REDUCTION  
THROUGH INFOSYS TIBCO  
SOLUTIONS

Infosys<sup>®</sup>  
Navigate your next



## Overview

Even with the list of comprehensive features provided by the TIBCO suite of products, organizations face varied challenges in successfully implementing, maintaining, and upgrading their middleware platforms.

The process of modernization and building solutions to cater to an increasingly complex digital landscape poses

challenges of a technical nature – bridging the gap between IT and business while delivering all of this on increasingly stringent budgets – and is a recurring issue faced by organizations around the globe.

We at the TIBCO CoE at Infosys appreciate and understand these challenges and bring forth a proposition to not only

address these challenges but also provide our clients with cost benefits at every stage of the middleware solution life cycle. This would empower companies to invest the freed capital for next-generation technologies like mobile, API management, or analytics, without impacting their overall IT spend.

## Integration: Challenges faced today



- Focus shifting towards time-to-market rather than efficiency and quality
- Increasingly stringent IT budgets



### Modernization challenges

- High risk and cost of modernization versus high maintenance costs of legacy apps make it a difficult decision
- Low RoI in the initial phase / longer time for break-even



### Skillset

- Difference between the functional knowledge of the product vendor and technical knowledge at the user's end
- Required techno-functional skills come at premium rates



### Finding the right solution

- Increasingly complex digital ecosystem
- Challenge to find the right solution to cater to all possible future digital channels



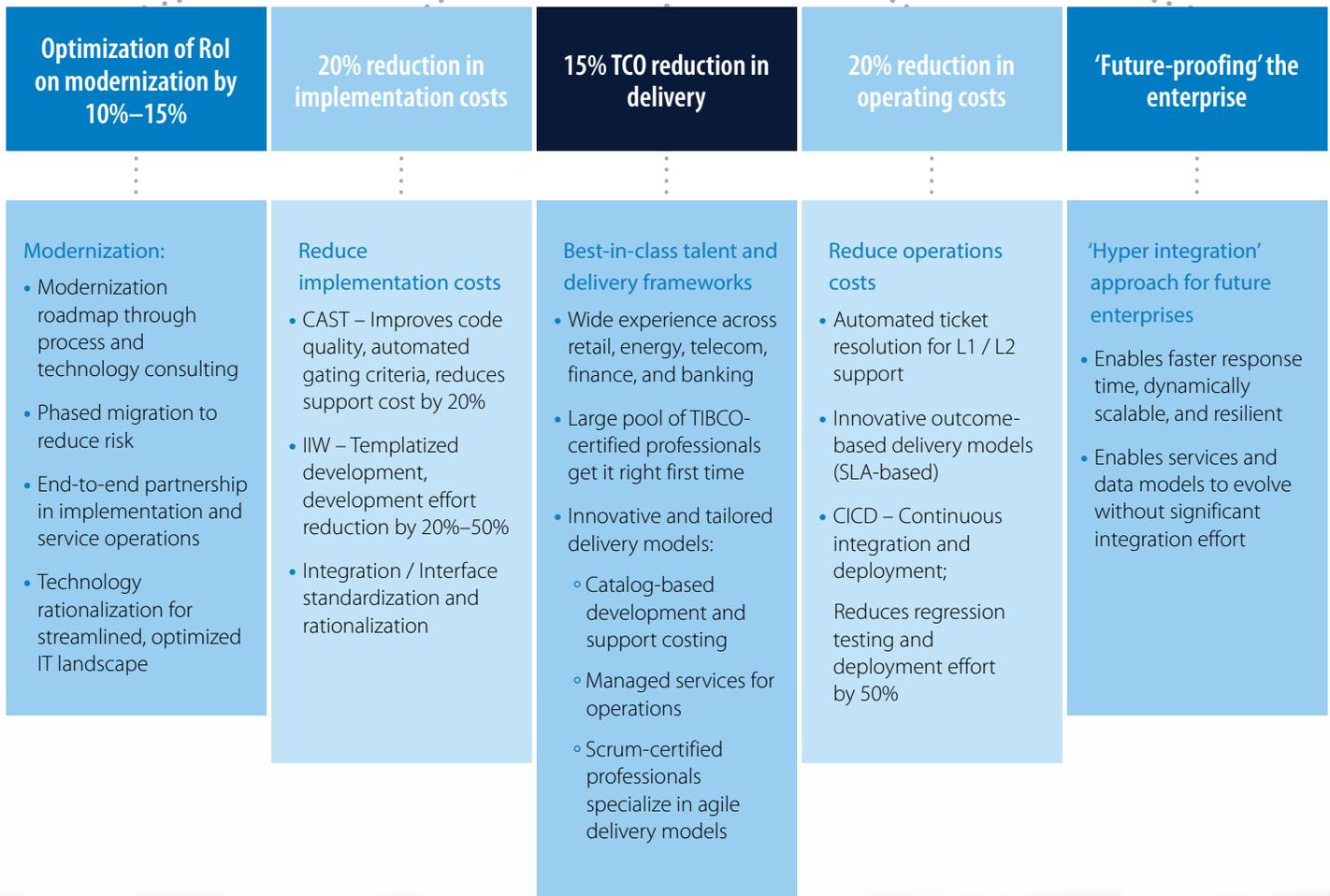
## The Infosys difference

Infosys aims to address these challenges by turning them into an opportunity to build an enterprise for the future and do it in the most cost-efficient manner possible. Through our tools and frameworks, we aim to help clients reduce the go-to-market time. We leverage learnings and best practices from various programs to draw up a modernization roadmap for your enterprise – and unlock the varied benefits that the latest in technology has to offer.

Our 'hyper integration' philosophy ensures clients are never caught off guard by advances in digital technology and our solutions are 'future-proof'.

We also have unique and varied delivery models, which enable us to partner with our clients in realizing the full potential of their TIBCO platform.

# The Infosys difference





## Case studies

### TIBCO platform maintenance for a leading global CPG company

#### Client

The client is an American multinational food, snack, and beverage corporation with products distributed across more than 200 countries and an annual net revenue of more than US\$43 million, making it the world's second largest company of its kind.

- **Duration:** 2012 to date (ongoing)
- **Product:** TIBCO suite (TIBCO Business Works, Adapters, EMS, Administrator, Smart Mapper)

- **Average team size:** 7
- **Peak team size:** 11

#### Services

Infosys conducts middleware server and application monitoring as well as administration on a 24x7 basis for the client's mission-critical TIBCO solution. This consists of close to 3,000 components catering to the client's global business.

#### Business value

Infosys delivered the following benefits through process improvement, efficient knowledge management, and automated monitoring and deployment:

- Reduced operating costs by 40% over four years, notwithstanding a 25% increase in components in scope
- Incident volume reduced by over 70%
- Monitoring effectiveness increased by over 20%
- More than 8%–9% increase in SLA adherence

## Multiple implementations for a large global bank

### Client

The client is a global banking and financial services company based in Europe. It has more than 100,000 employees in over 70 countries and has a large presence in Europe, the Americas, and Asia-Pacific.

Infosys is engaged with the client for various TIBCO implementations.

- **Duration:** 2012 to date (ongoing)
- **Average team size:** 12
- **Current team size:** 10
- **Product:** TIBCO Business Works 5.x, JAVA

### Services

Infosys is involved in maintenance and development of TIBCO components for the client's application landscape. As part of the engagement, we built the Integration Workbench, the Infosys Continuous Integration and Deployment framework, which has reduced the build effort of new implementations by over 50%.

### Business value

Infosys delivered the below benefits by introducing cutting-edge accelerators and by carrying out an exercise to consolidate the client's existing application landscape:

- More than 50% effort-saving achieved for new interface development through use of IIW
- Lowering long-term TCO (total cost of ownership) and consolidation of applications
- Faster time-to-market (up to 15%) for new implementations
- Managed services model for TIBCO development





## Continuous integration of a large retail bank

### Client

Our client is one of the leading retail banks in Europe and has selected Infosys as their strategic IT partner. We have been a key partner of the bank's business transformation journey over our 10-year relationship with the client.

At present, Infosys is involved in four key strategic initiatives with the bank:

- Digitalization
- SOA services implementation
- Agile transformation
- Cloud migration

### Products

TIBCO suite of products (TIBCO BW, BE, Spotfire, Iprocess)

### Team size

80

### Services

Infosys is a key IT partner in all areas of digitalization as described above. Infosys is helping to drive the digitalization of business processes across domains

and four customer channels. The digital architecture encompasses core principles in terms of redesign of processes for an improved customer experience. The solution is state-driven and based on the TIBCO stack of products. Infosys has developed various digital capabilities such as partial process, orchestrator, and a generic process for sales to ensure that the IT solution meets the bank's vision of an omnichannel experience making the customer experience simplified and intuitive.

Towards the realization of this goal, Infosys implemented the Continuous Integration platform to eliminate bottlenecks including:

- Longer code review times and inefficient reviews
- Manual or partially automated build and deployment steps
- Human errors while building and deploying

### The Infosys solution

Implemented the Infosys Continuous Integration and Continuous Delivery platform to fully automate the build and deployment pipeline that includes:

- Code validation and review
- Automated configuration updates
- Automated deployment and testing

### Business value

- €541,000 cost savings per year delivered to the bank in 'unit test' and 'system test' environments
- Fully automated and standardized deployment pipeline
- Integrated code review for improved code quality
- Elimination of human errors during configuration updates
- Quicker build and deployment times to help agile teams with productivity
- Integrated test suite invocation
- Improved deployment architecture for faster and simplified deployments
- Better flexibility with release planning

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



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