INTEGRATION SERVICES

INTEGRATION SERVICES

To have the right information at the right time is critical for business success. Since 2001, we have focused on helping you transform your business needs into implemented integration solutions quickly, easily and at a low cost.

ADVISORY

Our advisory services include our consultancy services and popular workshops, which help you create a business case for investing in an API platform, integration platform or an integration center.

We have developed several tried-and-tested best practice projects in which we deliver all or part of our Baseline Integration Toolbox in combination with infrastructure and integration software. Common to all our projects is that you already know from the start what you get, when you get it and how much it costs.

IMPLEMENTATION

Our implementation services are the perfect continuation to our advisory services making it easy to realize your decisions. We can offer a development team with a mix of resources, including resources outside of the integration area, working in everything from the waterfall methodology to agile. We believe teams are the perfect delivery for long-term commitments as a team works better over time.

Our newest implementation service allows you to order integrations with a defined SLA and price. That way the focus of managing a consultant or a developer is moved to us and it will be easy to budget your integration costs.

With our Baseline Start-kits we can set up your integration capability within a set deadline. It is a simple proof of concept project to ensure that the platform is correctly installed including training in the usage.

CARE

Our standalone care services fit well as a building block after an implementation project. The main operation service is based on Enfo's longstanding experience and best practice. The pillars of the care service are support, monitoring and management of platforms, APIs and integration solutions.
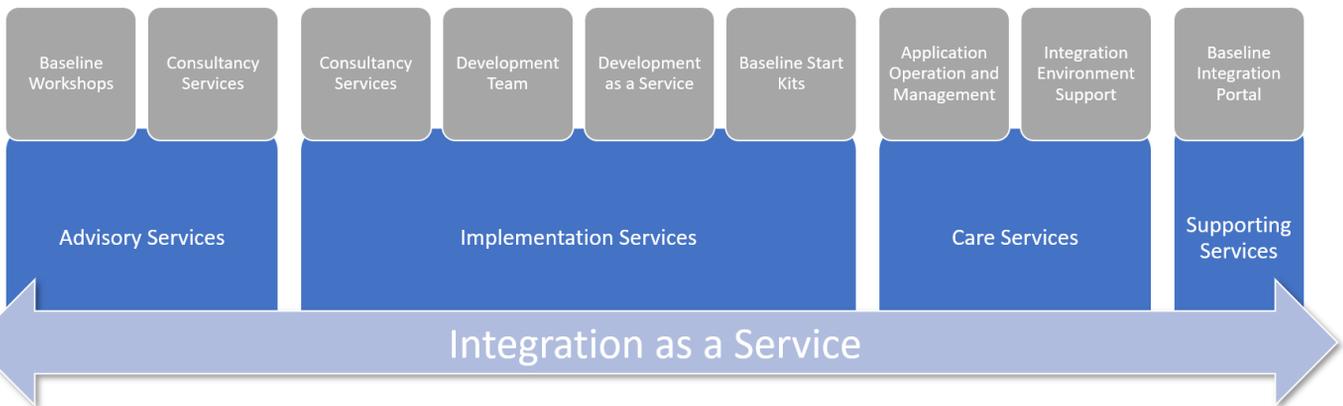
We also provide a light-weight service if you want to take care of your platforms by yourself and would like the backup of our experienced specialists with an SLA when you are in a pinch.

INTEGRATION AS A SERVICE

Through this service you can order integrations and we will deliver them with a defined time frame to a cloud platform, where we will manage and support your integrations and APIs. It is our responsibility to make sure everything works smoothly. With this service you don't have to invest in an expensive and inflexible platform, manage consultants or deal with expensive migration projects.

SUPPORTING SERVICES

Baseline Integration Portal is a software we offer as a service, either cloud or on-premise, which combines Enfo's decade-long experience building integration solutions with a tool which offers full data logging, smart monitoring of flows and a flexible system for reporting as well as a set of tools that let you manage and understand your integration landscape.

Baseline Workshops	Consultancy Services	Consultancy Services	Development Team	Development as a Service	Baseline Start Kits	Application Operation and Management	Integration Environment Support	Baseline Integration Portal
Advisory Services		Implementation Services				Care Services		Supporting Services

Integration as a Service

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BASELINE WORKSHOPS

The concept of the Baseline Methodology with combining Workshops with Baseline Best Practices together with specialists doing the actual work of putting you wanted position in place has been proven innumerable times to be the success factor for customers journey to reach their visions.

The way we do it is by customizing workshops where Enfo provides our expertise and semi-manufactured artifacts and our customer supplies business knowledge and knowledge of where they want to go. When you collect the central stakeholders for an entire day to discuss the same topic all will get the same view, the same knowledge and same perception of how to reach the wanted goal, it is fantastic to see how much a group can achieve during a one day's workshop. We have experienced with our customers that the workshop method saves weeks of investigations, discussions and false starts.

BASELINE MATURITY MODEL

The back bone of the Baseline Methodology is the Baseline Maturity Model which ensures that we can provide our workshops in a structured manner.

THE FORMAT

In the Startup meeting we set the objectives for the workshop or workshops and provide the Fact Collection Form. By having your specific facts beforehand we ensure that the workshop sessions are focused on that which is important for you. During the full day Workshop sessions, we provide our expertise and semi-manufactures, and you provide your business knowledge. Together we will achieve wonders.

The outcome will be a Workshop report and relevant draft artifacts

Finally we meet for a Presentation of our findings, where we go through a summary of the Workshop Report.

THE REPORT

The report is built on the different parts of the Baseline Maturity Model for each part there is best-practice provided. The report includes your current position, wanted position with gap analysis and roadmap to reach the wanted goal. Depending on Workshop additional artifacts can be provided.

BASELINE REFERENCE ARCHITECTURE WORKSHOP

A reference architecture for your integration domain, maps out your needs and helps you choose the appropriate technology to provide the capabilities you need for your organization to function optimally.

BASELINE ESB WORKSHOP

With ESB Workshop you will be able to meet up with our experienced integration architects. During the Workshop we will do a deep dive into your day to day integration reality and look at all relevant areas that need to be addressed to make your ESB investment a success.

BASELINE ICC WORKSHOP

With increasing integration, the need for integration governance is also greater. For many companies, the solution is an Integration Competence Center (ICC). In this workshop, we determine your current situation and desired future in order to create a roadmap for establishing your own ICC.

BASELINE API WORKSHOP

In the full-day API Workshop your team and our specialists will work through your prioritized agenda, highlighting your current situation with current and future initiatives for your company. Depending on your requirements we discuss the API platforms available. We also create a first version of your API strategy as well as preparing a roadmap for your API's. If applicable we sketch one of your API's according to the API strategy.

BASELINE HIP WORKSHOP

Today, new demands are placed on organizations to interact with partners, make information available over new channels and respond to ever changing business needs more rapidly. More and more applications and data reside outside the corporate firewall. Setting up and managing the information flowing in this hybrid world require a new take on integration. Companies and organizations who are looking to Hybrid Integration Platforms(HIP) that span both on-premise and cloud integrations to enable faster time to market in the Digitalization Era can be assisted by Enfo HIP Workshop.
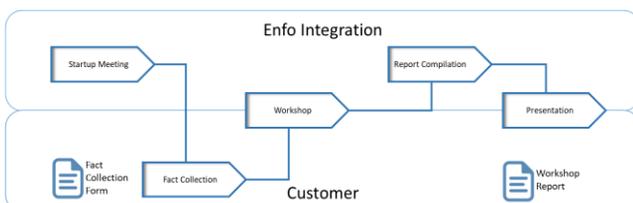
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DEVELOPMENT AS A SERVICE

Development as a Service is a service concept that is implemented for the integration area and other solution domains Enfo has deliveries on. It is about making it easier to order development of new integration flows on an integration platform.
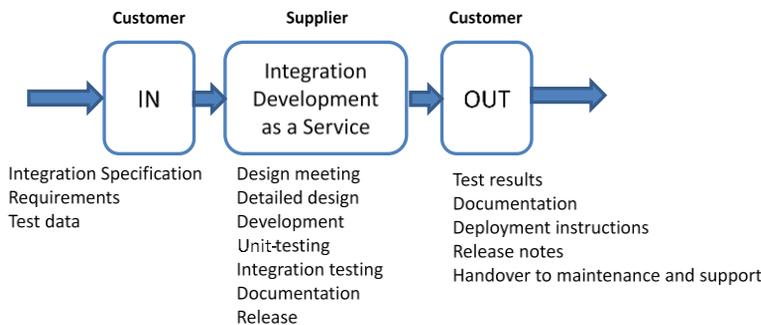
Instead of integrations being delivered by a specific individual consultant and purchased on a regulating time and material basis – this is instead provided as a service with a different delivery model and a different pricing model.

You can focus on the integration needs and we'll take care of the resource handling and quality within the delivery process.

SERVICE MODEL

For the service to be efficiently implemented and clear about what is included and not included, a breakdown has been done to define what is needed as IN-parameters for development and what is OUT-parameters, i.e. the results of the service.

This is illustrated below as IN corresponds to things that are necessary to perform the service, e.g. specification, test data and things like that and OUT is to handover the solution into production.

Customer	Supplier	Customer
IN	Integration Development as a Service	OUT

Integration Specification
Requirements
Test data

Design meeting
Detailed design
Development
Unit-testing
Integration testing
Documentation
Release

Test results
Documentation
Deployment instructions
Release notes
Handover to maintenance and support

CLASSIFICATION

Each request is first classified as request for new development, change to an existing component or a decommission, then it is classified according to the "t-shirt" model according to a definition we have mutually agreed on. This classification is the basis for the service level measurements, where generally the smaller requests can be delivered quicker.

DEMAND MANAGEMENT

Through the demand management process you can submitting demands such as for integrations and APIs, which we will receive, categorize, dispatch and monitor all the way to the realized outcome of the demand.

By centralizing the demand pipe we can offer you metrics that will reflect our efficiency in terms of throughput, lead times, quality, resource availability etc.

The service contains a structured way for you and us to conduct resource requirements and development assignments forecasting, enabling us to provide the right skills at the right time. This process can also be used to coordinate demands that are not realized by us, thereby leveraging potential synergies between different technology stacks and solution domains.

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DEVELOPMENT TEAM

The Development Team service offers you a flexible and agile team with the capacity and skills optimized for your delivery. The development team may have skills from all different parts of Enfo and not limited to the integration area. The members fulfill different roles such as architects, designers, developers and technicians.

The team will adopt to changes in demands and the combination of roles and capacity will be adjusted to perform the requested projects and activities. This also ensures the efficiency of resource utilization. Enfo will make sure that knowledge is spread within the team in order to minimise the dependencies on individuals over time.

DELIVERY METHODOLOGIES

The service is delivered using different methods depending on needs and processes used. The models can also be combined so that the best possible setup is achieved.

Agile delivery using SCRUM - This is our main delivery model for development projects using agile development methods.

Waterfall delivery - Used when the demand from the customer needs to be planned with a pre-defined content and is planned in milestones and gates.

Resource, activity and ticket delivery - Intended to be used for smaller activities that do not relate to each other. Typical activities are Pre-studies, Proof-of-Concepts, corrections, change requests and resource delivery.
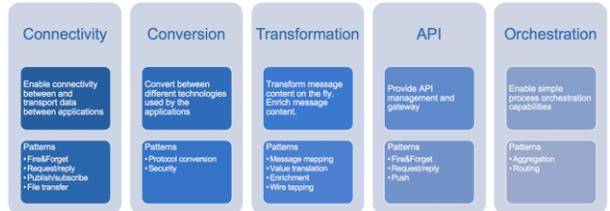
DEMAND MANAGEMENT

The incoming requests are managed by a Service Delivery Manager that will take the ownership of all deliveries and ensure that the activities are performed. There is a well defined process to steer the capacity needed and a portal exist where all activities can be followed up.
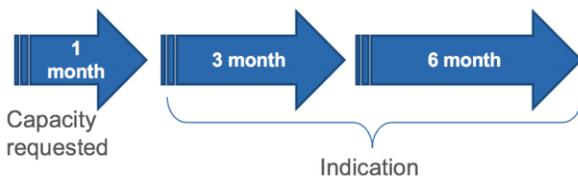
SUPPORTED PATTERNS AND TECHNOLOGIES

Integration development is based on IBM, Microsoft, Tibco, Mule, open source and other leading integration technologies. All integration patterns and areas are included.

Connectivity	Conversion	Transformation	API	Orchestration
Enable connectivity between and transport data between applications	Convert between different technologies used by the applications	Transform message content on the fly. Enrich message content.	Provide API management and gateway	Enable simple process orchestration capabilities
Patterns • Fire&Forget • Request/reply • Publish/subscribe • File transfer	Patterns • Protocol conversion • Security	Patterns • Message mapping • Value translation • Enrichment • Wire tapping	Patterns • Fire&Forget • Request/reply • Push	Patterns • Aggregation • Routing

BENEFITS

Resource management flexibility - The supplier fully manages the team of resources needed with well defined process for resource allocation, that can easily scale up and down.

Improved cost efficiency - Only pay for actual deliveries as waste can be minimized. A person/role only participates with the time needed.

Correct competencies - Possibility to combine a team with different roles and competencies adjusted to your needs and access to all Enfo's competence areas.

Continuity - A team that learns your business and work with you for a long time. The team will share knowledge between each other so that dependencies on individual persons are minimized.

SLA and KPI - Possibility to set SLA on deliveries and measure on KPI's such as request response time, cost estimate delivery time and integration development delivery time.

FINANCE AND REPORTING

Charging can be setup with hourly rates, fixed price or a combination of those.

- Hourly rates can be set by role or it can be a flat rate for all roles.

- Fixed price can be delivered for certain activities.

A report is always delivered covering all activities that has been performed by the Development Team.

1 month — 3 month — 6 month

Capacity requested

Indication

BASELINE START-KITS

Today with digitalization, new demands are placed on organizations to interact with partners, make information available over new channels and respond to ever changing business needs more rapidly. Integrating all the required applications to meet these requirements is getting increasingly more demanding. Investing in integration capability is a vital part of the solution for many companies, but how do you get started?

Baseline Start-kit is the answer. The purpose of the Baseline Start-kit is to get the you up and running with the selected integration technology, train you in using it, and complete a simple proof of concept project to ensure that the platform is correctly installed, and you know how to use it. The aim is to have a capability in place on-premise, hybrid or in the cloud that meets your demands today as well as tomorrow.

You are also given the free option of evaluating Baseline Integration Portal which enhances the value of the integration technology investment.

INSTALLATION

We will install and configure your integration platform. It will be designed and configured to meet your needs in the cloud, hybrid or on-premise based on your need. A development environment including CI/CD is included.

We will install and configure your demo Baseline Integration Platform in the cloud or on-premise depending on your requirements

TRAINING

To better understand the capabilities and features of your new Integration Capability and the Baseline Toolbox, we will train you and your team:

Integration Platform. We introduce the products that make up the Hybrid Integration Platform

Baseline Methodology. How should you work with the new platform? The Baseline Methodology helps you set up and adapt best practices to maximize the value of your investment.

Baseline Integration Portal Training. How should you use BIP to optimize the use of BIP together with your Integration Architecture

BENEFITS

Installation, training and first project – 2 weeks, fixed price We have installed and operated Integration capabilities since 2001 – and we have been helping and guiding our customers with hybrid solutions from the very start. We have distilled our extensive experience into a set of packaged services and tools that will get your Integration Capability up and running quickly and efficiently:

- Installation

- Training

- Proof of Concept Project

- Next Steps workshop

- Baseline Integration Portal Demo license

We are leaving you with all you need to start delivering integration solutions on your new integration capability.
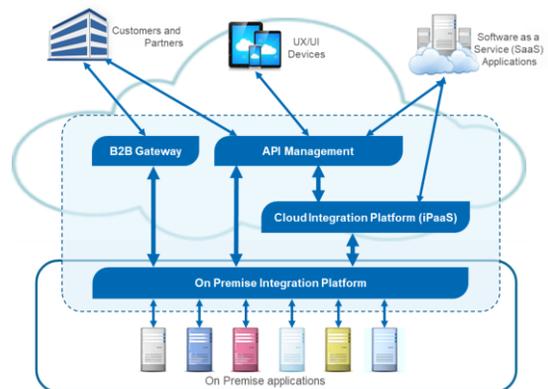
PROOF OF CONCEPT PROJECT

Together with you, we build and deploy a simple integration solution integrating your applications with your data. We will use Baseline to document both requirements and the implementation, and you will get hands-on experience using all the tools available to you.

NEXT STEPS WORKSHOP

Now that the integration capability is up and running, and your staff is trained and ready, we want to make sure that you get the most out of your investment in time and money. We spend a day together with you and your staff to pinpoint what activities you should focus on to make sure that you maintain the momentum you've created with the Baseline Start-kit. We put together a roadmap with activities and a rough timeline.

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APPLICATION OPERATION AND MANAGEMENT

THE SERVICE

Application Operation and Management combines well proven routines, tools and methodologies with a set of processes, architectural guidelines and support policies to create a best practice for fast, reliable and cost-efficient support, monitoring and maintenance of integration platforms and integration solutions.

SUPPORT

Enfo will take care of incidents and problems and make sure the Customer has a stable integration environment.

Continuous proactivity is included in the service and can initiate problem management, which will regularly investigate the overall condition of the service and try to improve slow work processes, decrease the number of recurring issues and issues with high impact. Likewise, the function will investigate new versions of integration platforms and suggest upgrades as needed to prevent known errors.

TOOLS

To provide better service the Supplier uses selected software tools. These tools can for example be used for administrative tasks, automation, monitoring and as process tools.

BENEFITS

The service offers a best practice for fast, efficient and reliable support, monitoring and maintenance of integration platforms and integration solutions.

Key advantages include:

• Increased Quality of Service

• Decrease of incident and problem resolution time

• Increase of service availability

• Quality assurance toll-gates and verifications

• Continuous operations

• Access to leading edge competence

• A competitive TCO

• Service Level Agreements that support your business

SERVICE OPERATION

The service is based on established ITIL V3.0 defined activities related to integration platforms and integration solutions, including:

• Incident Management

• Message Management

• Problem Management

• Continuous Proactivity

• Application Management

• Quality Review

• Deployment of Integration Solutions

• On-call

BASELINE INTEGRATION PORTAL

The service includes cloud-based monitoring, that can be upgraded to include end-to-end logging, everywhere monitoring and integration documentation that integrates with the alerts.

GETTING STARTED

We will get you started with everything you need:

• Inventory of your integration environment

• Transition in of your environment to our services

• Transparent pricing of the service based on pre-defined configuration items.

Once your up and running, the service is invoiced monthly, including:

• A single point of contact

• Access to certified integration platform technicians

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INTEGRATION ENVIRONMENT SERVICE

THE SERVICE

Integration Environment Support is a lightweight service for reactive support of integration environments. The service contains the most essential things: a cost-effective service level, SLA-options and access to our experts that can help you with your incidents and problems.

SUPPORT

Whenever you are experiencing issues you can contact us. Since the whole service is reactive you initiate the service by e-mail or phone.

Through this service you get access to our technicians who have several years of experience of supporting and working with the integration domain.

NEXT LEVEL

When you are ready, we are ready! Bring your integration environment to life with our managed support services based on ITIL and our long experience from support and integration.

BENEFITS

Integration Environment Support contains the essentials for your integration environment.

Key advantages include:

- Access to leading edge competence
- Low base fee
- Cost control
- No unnecessary extras

PRODUCTS

- IBM MQ
- IBM Integration Bus
- Mule ESB
- Active MQ
- Microsoft BizTalk
- IBM BPM Process Server –Advanced
- IBM Datapower

GETTING STARTED

We will get you started with everything you need:

- A well defined transition process lead by our Service Delivery Managers
- A transition period shorter than one week
- A detailed transition checklist, with a predefined prioritization based on our best practices
- A meeting going through the contents of the service so your personnel can use the service fully

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INTEGRATION AS A SERVICE

Integration as a Service is unlike any other service offering, we have. It is a cloud service and the easiest way to purchase integrations without having to worry about resources, platforms and management.

DEVELOPMENT

You order integrations through our service portal (SPIN) by filling in a form. It includes automatic guidance so that the request is correct. When you have done that the order is categorized and sent to our developers who will develop the integration for a fixed price and within a specified time. During the development you can follow the status of the order through our portal. Once it is deployed you will be able to track the usage and invoicing from the portal.
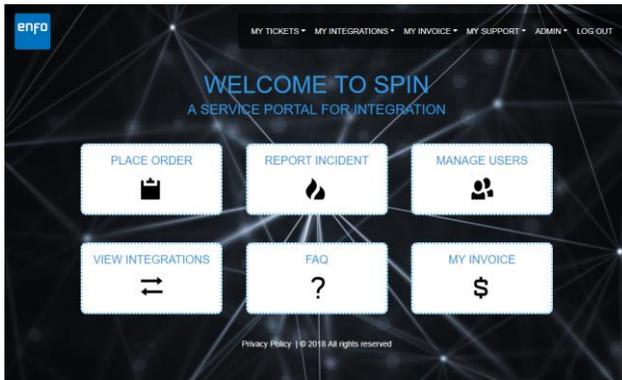
INTEGRATION CATEGORIES

There are four categories that will determine the price and delivery time:

*   X-small: 1 day delivery time. Automated development.

*   Small: 2 days delivery time. Simple mapping. Could involve routing to predefined destinations. Should involve a small amount of testing work

*   Medium: 5 days delivery time. Medium difficult mapping (req-response, cross-ref look-ups). Could involve dynamic routing. Always involves unit and integration testing.

*   Large: 10 days delivery time. A difficult integration that involves several messages, integration and/or business logics. Could involve routing that request custom code, data requiring etc. Could involve development of new adapter components or similar.

PLATFORM

We have partnerships with many cloud providers and will select the cloud platform that is the most suitable for your needs. By choosing this service you don't have to think about another partnership as we will take care of everything for you. This will simplify billing, as you will only receive invoices from us, and you won't have to talk about SLAs with several service providers.

Often time and integration in the cloud is built using many different platform components. As the components are upgraded or discontinued by the cloud provider a lot of work is generated to ensure stability and compatibility. A part of this service includes us staying informed about these changes and then making changes to the integrations to ensure the functionality.

PLATFORM OPTIONS

The service can be delivered on one of these clouds:

*   Microsoft Azure

*   IBM Cloud

*   MuleSoft

RUN-TIME

Using our portal you will be able to see if there are any ongoing incidents and report your own issues and track them from there. The portal also includes information on invoicing that can be easily understood. You won't have to deal with complicated cloud pricing plans, that changes ever so often.

If you have more than 5 integrations, we will reduce the price for any additional integrations. If you have more than 20 integrations, we can offer you a customized price plan.

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BASELINE INTEGRATION PORTAL

When it comes to integration, the old saying "The devil is in the details" is especially true. How do you keep track of which systems exchange what information? How do you know that the connection to a particular system is up and running? How do you answer questions like "What happened to my Invoice"?

The Baseline Integration Portal, from now on called BIP, combines Enfo's decade-long experience building integration solutions with a tool which offers full data logging, smart monitoring of flows and a flexible system for reporting as well as a set of tools that let you manage and understand your integration Landscape.

BIP REPOSITORY

BIP Repository is a complete documentation tool that manages every integration as well as services and components related to the integration. It answers questions such as: "Which integrations are attached to this application?" and "Who uses this service?" The Landscape will give you a picture of your integration. The tool combines the document repository with the logging events to make it quick and easy to find relevant documentation from a log-view. With the assistance of pre-defined meta data fields the documentation portal becomes a place where you can either put your own documentation or link to documentation in other locations.

BIP LOG

The BIP Log is used to create role-based log-views for specific data flows and functions so that the flow of information can be monitored, and potential issues can be resolved efficiently. Search fields can be created to link together business-related information from many different sources. Through logging agents you can log end-to-end, even when reaching beyond the integration platform.

BIP MONITOR

BIP Monitor is there to help you monitor everything, everywhere. This is done with the help of monitoring agents. With the help of an alarm it's easy to make sure that the right party is alerted when an issue arises. The alarm notification contains all relevant information regarding the problem including the documentation in the repository. There is also depending on platform the possibility to use auto-healing and/or manually resolving the issues in the tool.

BIP REPORTING

BIP Reporting offers several graphs that can easily be configured and used at the front page of the Dashboard. This way, you can customize your Dashboard with information that is most relevant to your needs. With the use of the Reporting API it is possible to retrieve historical and current date from logging, monitoring, repository as well as payload if applicable into a BI-tool such as Power-Bi, Qlikview or Excel.

BENEFITS

Baseline Integration Portal combines documentation repository with monitoring, logging and reporting functionality to ensure optimal control of your integration landscape.

Key advantages include:

- Technology agnostic
- Role based access control
- Complete documentation repository
- Powerful tracking with end to end logging
- Automatic alerts including non-event alerts
- Top of Brand Monitoring
- Real time reporting
- Unlimited number of users
- Unlimited number of environments
- Unlimited amount of saved log data

THE FINE PRINT

The service is provided under the following terms:

- The Baseline Integration Portal Cloud Services are provided for a monthly fee
- We will provide customer support according to a specific SLA. A basic SLA that provides customer support during Swedish office hours is included. Other SLA's are available for an additional fee
- Also available as an on-premise managed service

If you have questions or want to order these services, please contact Enfo:

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