

# Scale digital with **ADvantage™** Workato

A recipe for hyper automation



The digital economy views every business as a technology company for whom the time-to-market is a key differentiator. To aid enterprises in achieving its targets related to customer experience, operational excellence, and digital transformation, application integration has never been more critical to an organization's IT environment. Many enterprises have invested in integration platforms that lack a comprehensive strategy. This puts business priorities at the heart of the approach to foundational technologies for overall digital transformation.

**ADvantage™ Workato** is HCLTech's way to ensure productivity and inclusiveness in Workato engagements of varied dimensions. It fulfills the exigencies and maintains a coherence in terms of

customer experience and operational agility, while realizing the overall vision for digital transformation. ADvantage™ Workato accrues best practices from HCLTech's past project experiences, which are essential to create an ecosystem of frameworks and accelerators. This can augment and catalyze the

Workato Integration project execution. It enables the integration platform's key technology decisions related to monitoring, standardized frameworks, and other aspects that ultimately simplifies your integration ecosystem and accelerates delivery of integration solutions.



**A set of accelerators, frameworks and playbooks that facilitate speedy and consistent implementation of Workato based Integration projects.**



**HCLTech ROAR™ for Workato**

A next gen monitoring solution based on open- source frameworks, it delivers a rich console for real time service, APIs and KPI monitoring and reporting too.



**ICC starter kit**

Jump start integration projects in the enterprise by providing reusable frameworks, best practices, conventions, standards, and guidelines for Workato implementations.



**Integration as a service offering**

Includes all application development, application support, and platform management support activities. This packaged offering encompasses catalogue and consumption-based pricing which will cover Workato license costs Access to best practices, standards and guidelines enabled by the CoE.



**Workato Utils**

Set of reusable scripts and utilities which come in handy for any Workato implementation. Includes Custom Connector for PEGA Applications and demos for Integrating with various key applications.

Figure 1: HCLTech's solution approaches for Workato Integration implementations

# HCLTech's Real-time Operations and Analytics Reporting (ROARTM)

Of late, business and IT users have stated an interest in looking at KPIs in real time. The business users' perspective include an intention of analyzing trends and opportunities. The IT users' perspective is focused on identifying failure reasons and quick problem resolution. What if we want to analyze a data set that is larger in size

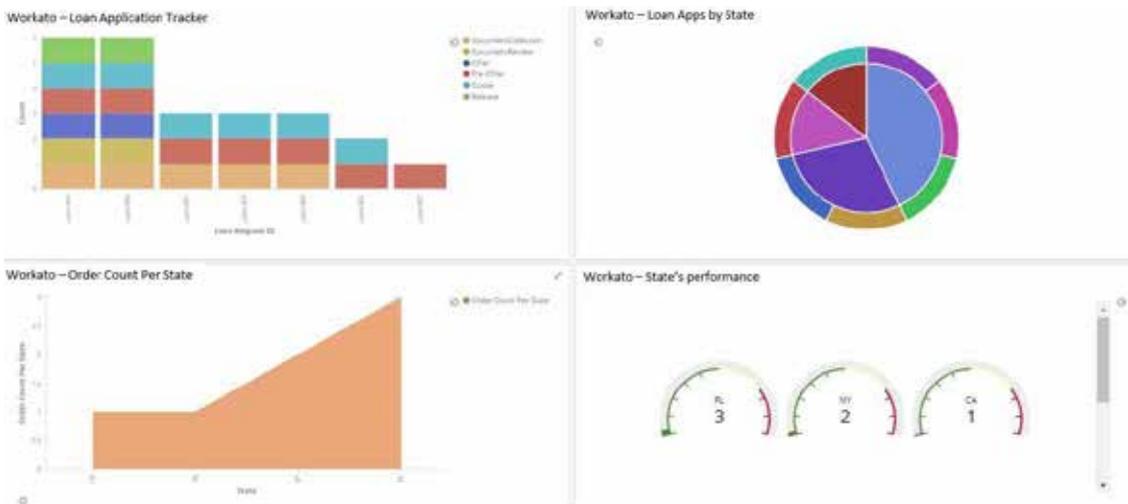
or for a longer period than allowed by Workato platform's data retention policies? How do we view Workato recipe dashboards through our enterprise-wide operational analytics dashboarding tool? How can we get complete end-to-end visibility of a transaction flow that spans multiple IT applications? HCLTech's

ROAR framework provides an ELK-based, real-time view (operational as well as business) summarized by service, operation, partner etc. churning out visuals and dashboards. It is built on next-gen UI frameworks and enabled with a role-based access module, custom developed by HCLTech.



**ROARTM dashboards depicting recipe execution summary counts for various scenarios including repeated jobs**

**Another visualization depicting total executions in a day along with success/failure counts of recipe executions**



**Frameworks aggregates data from multiple data sources including Workato and enables end-to-end transaction visibility as it flows through your IT landscape**

Figure 2: A granular and visible transaction view

## ICC Starter Kit:

HCLTech's ICC setup pack for Workato is a comprehensive set of artifacts, templates, best practices, methodologies and reusable services prepared by HCLTech.

This is based on years of experience in the field of service enablement and application integration within enterprises. It helps in

jump-starting ICC setup initiatives toward achieving goals of enterprise-wide integration solutions of distributed applications.

## HCLTech's Integration-as-a-Service offering:

Through this service offering, HCLTech offers both the Workato platform, as well as recipe design, development, and an Operations-as-a-Service model, all under a

single contract. All the aspects of Workato implementation, including license costs, is included as a single package solution. Best practices related to various

recipe design patterns, standards, and guidelines is supported by HCLTech's Integration Center of Excellence.



### Platform & Application Management

All application & platform support management activities. Product license costs will be included as **Single package solution**



### Catalogue Based Pricing

**Catalogue pricing** model based on service complexities and effort



### Consumption based Licensing

**Tiered consumption -based model** licensing – Configure to your needs



### End-to-End Support

Platform, Design, Development & Operations all under one contract



### HCLTech Value Adds

Best Practices, Standards & Guidelines enabled by CoE

## Workato Utils:

These are a set of utilities such as reusable utility scripts and utility processes which come in handy for any Workato-based integration

Implementation. This includes custom connectors for integrating with BPM tools. Also, demos and recipes on best practices of integration

solutions with various SaaS and on-premises applications such as Salesforce, Jira, SAP, File System, and few others, are included.

# Benefits of ADvantage™ Workato

1

Standardized project execution leveraging artifacts relates to best practices, standards, and guidelines for Workato integration and automation development

2

Efficient operations of the Workato platform as standardization makes the recipes easier to manage and streamline the operating procedures

3

Reduced TTM and cost savings due to reuse of integrations artifacts and frameworks

4

A monitoring solution that spans beyond Workato, enabling real-time operational and business KPI reporting

5

An Integration as a service offering from HCLTech where all recipe development and platform support management activities along with Workato license costs are included as a single-package solution offering, the customer's catalog and consumption-based pricing model is based on specific customer requirements

Figure 3: HCLTech's Workato Integration Platform-as-a-Service offering

## HCLTech's **Workato Practice**

HCLTech has a global alliance agreement and well-established Diamond-level partnership with Workato. HCLTech and Workato have collaborated on many opportunities offering effective and best-fit integration solutions to joint customers. HCLTech maintains a pool of certified consultants, developers, and architects to install, configure, and deliver

Workato-based automation and integration engagements. Today, a diverse set of applications are present in a customer's landscape, ranging from SaaS applications, IoT devices, mobile applications, legacy applications, extended partner integration, and others. Therefore, HCLTech understands that adopting an iPaaS and intelligent

integration and automation platform like Workato can help enterprise automation benefits such as secure data and application integration with greater flexibility, scalability, and reusability. Also, chatbot-driven automations besides modernization of legacy systems through their APIfication is also a key advantage.

	<p><b>Leading American Semiconductor Company</b></p> <hr/> <p>Enabled best onboarding experience for the new employees and enable them right from the start</p> <hr/> <p>Automated bulk onboarding automations triggered by mergers and acquisitions and large number of employees need to onboard quickly</p> <hr/> <p>Enabled Integrations between Workday and ServiceNow so that for a new employee created in Workday, Equipment Provisioning Requests (Phone, Desk, etc.) are automatically triggered in Service Now</p>	<p><b>South East Asia's Largest Super App</b></p> <hr/> <p>Maintains complete lifecycle of an employee onboarding unto onboarding</p> <hr/> <p>Provides best solutions for Finance system integrations</p> <hr/> <p>Workato Recipes designed to exchange sensitive data between various systems like Workday, Jira, Oracle Suite and many more</p>	<p><b>Leading US Based Digital Entertainment Technology platform</b></p> <hr/> <p>Onboard Account information from SFDC to NetSuite ERP as customer, build Recipes for real time sync and Daily Sync and Update and sync Account information from SFDC to NetSuite with approved products</p> <hr/> <p>Onboard Contract information from Conga/Salesforce to Zone NetSuite</p> <hr/> <p>Onboard and update Products information from Salesforce to NetSuite Items</p> <hr/> <p>Roadmap to onboard vendor, invoices from Simple Legal and Orders from Magento</p>
<p><b>Benefits &amp; Learnings</b></p>	<p>Fewer IT/HR Resources required due to Automation</p> <p>16X Faster Employee Onboarding</p> <hr/> <p>Higher new Employee productivity</p> <p>Automated Access provisioning for On Prem as well as Cloud Apps</p>	<p>Lesser Manual tasks in Employee Onboarding/Offboarding there by freeing up resources for other critical work</p> <hr/> <p>The error handling mechanisms-built help in ensuring no loss of data and to intimate the appropriate team</p>	<p>Single source of truth for Account/Customer and products</p> <hr/> <p>The error handling, optimize performance helped data integrity and email notification to keep stakeholders to validate data</p>

Figure 4: Success Stories of HCLTech's Workato Practice

# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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