

Cohesive platform experiences delivered by HCL's Integration Practice



SaaS Integration Capability Overview

- Support for cloud integration patterns, lighter footprint deployments, multiple out of the box application and technology adapters make iPaaS platforms a tool of choice for many scenarios in this age of digital business.
- HCL has developed competency to leverage these newer technologies, to offer simpler, low-code, feature rich robust products based integration solutions focused primarily on Integration with SaaS Applications like Salesforce, Service Now, NetSuite, Workday etc.

SaaS Application



iPaaS Platforms

ADvantage™ Boomi

A set of accelerators, implementation frameworks and playbooks that accelerate and provide consistency across integrations implemented using Dell Boomi

ADvantage™ Code for Mule

The ADvantage™ Code for Mule has Mule specific catalogs that use code snippets and reusable sub-flows to generate scaffolding code for Mule flows. ADC helps to automate and kick-start any project in no time.

ICC Starter Kit

ICC (Integration Competency Centre) lays the roadmap for integrations, establishes best practices, builds generic utility services and provides help/guidance to integration projects within the enterprise.

HCL ROAR™

A next generation monitoring solution based on elastic search & latest open source frameworks, it delivers a rich runtime console for real time service and APIs monitoring.

Snippets of HCL SaaS Integration Experience



Global Information Services & Publishing Company

- After a series of M&As, and with more expected in the future, the customer executed a large program to migrate and consolidate their CRM applications to Salesforce
- Provided sales reps a view of their customers' sales inventory to help with negotiation and renewals
- Provided a 360° view of the customer with access to their complaints and reports

Reduced data redundancy & inconsistency; Integration resulted in fewer hand-offs between teams

Used Boomi to integrate with Unison(OMS), Pardot (Mktg.), MS BI/Cognos, other .Net applications using variety of integration patterns



US Based Networking Hardware Manufacturer

- Integrated Salesforce.com service cloud with a legacy ERP and other interfacing custom applications
- Multiple test loads across functionalities until all errors and omission were addressed
- Migrated data into live Salesforce.com service cloud solution using Informatica cloud

Achieved seamless integrations between SFDC Service cloud and customer's legacy applications

Integrated with Salesforce using SFDC APIs and incremental data integrations using Informatica Power Center and Informatica cloud



Large Pet Food Manufacturing company

- Implemented a combination of real time and batch interfaces, both inbound and outbound from SFDC
- Developed a flexible solution to upload historical ERP data to new cloud based ERP built on Force.com
- Developed EDH Framework to sync data from 150 Salesforce objects to On-premise Enterprise Data Hub

Developed a scalable and extendable solution, equipped with adaptable exception handling framework

Leveraged TIBCO Suite and SFDC REST APIs to build integrations between Salesforce and the Enterprise Data Hub



Leading EU Energy Supplier

- Built APIs for reusable entities to ease data exchange between Salesforce and other applications
- Built APIs that would be triggered by changes to SFDC Objects and ultimately trigger actions in client's billing and other enterprise systems.
- Implemented multiple SFDC Integration patterns including Inbound/Outbound, Realtime/Batch Integrations

Provided common guiding direction to accomplish client's objective of having a robust integration platform

Leveraged Dell Boomi Integration platform to Integrate Salesforce with other enterprise systems

20+
Years of
Experience

250+
Projects

3500+
Consultants

15+
Integration
Accelerators

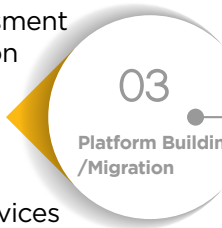
Presence in
31+
Countries

Integration Service Offerings

- Integration Maturity Assessment
- Architecture Assessment
- Integration Adoption Roadmap
- Integration Reference Architecture
- Integration Product Recommendations
- Integration Methodology



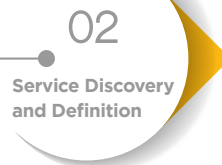
- Platform Capability Assessment
- Detailed Product Evaluation
- Core Platform Set Up
- Common Framework /Services
- Pilot Roll Out
- Platform Management Services



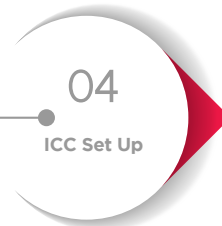
- Definition & Governance Model
- Planning & Execution
- Mandate & Compliance
- Operating Model
- Service Ownership Model
- Service Funding Model
- Communication Plan
- On-boarding Model
- Roles & Competencies



- Production Support
- Operation Support
- Maintenance
- Transition



- Domain Analysis
- Process Decomposition
- Service Catalogue



- Standards
- Development Methodology
- IPs/Reusable Services
- Architecture Tenets
- Governance Models
- Integration Best Practices /Templates
- Knowledge Management



- Technology Architecture
- Architecture Guidelines
- Technical Design
- Building Services
- Quality Assurance
- Project Management



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