# HCLTech | Supercharging Progress™

# **Supercharging transformation** journeys

for our global clients
with Software AG

# Maintenance and Production Support of webMethods Integration Platform

for a global media and entertainment giant

The client is a corporate giant in the media and entertainment industry, with a global presence. The company operates across various regions and is known for its influential presence and impact in the media and entertainment world.

## The Objective:
## Upgrade support, interface enhancements, integration maturity

The client's project encompassed vendor upgrade support, as well as minor and major enhancements in the interfaces. The main objective was to determine the current integration practice maturity and develop a robust middleware and enterprise integration architecture. Additionally, the project aimed to create a rich repository of knowledge, artifacts, components, and best practices for all integration initiatives.

## The Challenge:
## Client struggled with managing vendor systems, integrating applications, and lacking standardized practices, hindering optimization efforts

The client faced challenges in effectively managing and upgrading their vendor systems and implementing necessary enhancements in their interfaces. The complexity of integrating multiple systems and applications posed difficulties in achieving seamless and efficient communication between various components. The lack of standardized integration practices and a centralized knowledge repository further hindered the client's efforts to optimize their integration processes.

## The Solution:

### HCLTech delivered comprehensive integration solution leveraging webMethods

HCLTech provided a comprehensive solution to address the client's integration challenges. We started by determining the current integration practice maturity and then developed a robust middleware and enterprise integration architecture. Our team leveraged webMethods Integrations Server and Designer along with various adapters, such as JDBC and MQSAP, to facilitate seamless integration with SAP systems. Additionally, we implemented the webMethods Service Registry for better governance and management of services.

## The Impact:

### Implemented solution revolutionized client's operations

The implemented solution had a significant impact on the client's operations. By gathering requirements, designing, developing, and deploying interfaces on the Software AG webMethods platform, we ensured timely implementation of solutions to production. Our support extended beyond implementation, encompassing integration support, infrastructure support, and maintenance of the client's integration platform. This comprehensive approach streamlined operations, improved efficiency, and enhanced the overall integration capabilities of the client in the media and entertainment industry.
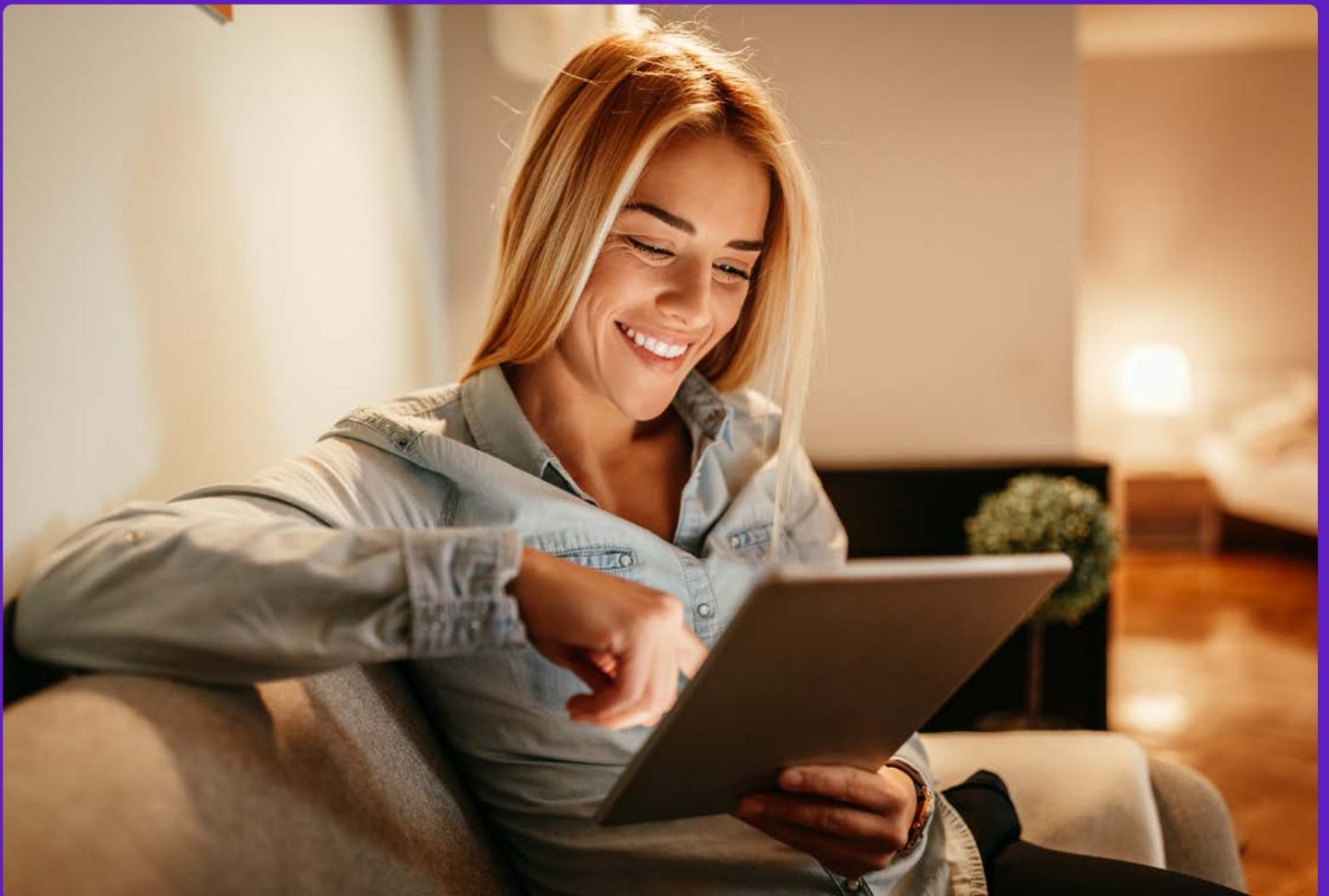
# ESB Application Development leveraging webMethods

for one of the world's largest office products retailer

The client is a leading office supply superstore in the United States and a global eCommerce leader in the   category. With over **2000 stores** worldwide, the client has established a strong presence in the industry, serving a diverse customer base.

## The Objective:

## Deliver ESB solutions, automate integrations, address SME availability concerns

The client's primary objectives were to deliver solutions for ESB (Enterprise Service Bus) application development and support, contribute to service improvement and knowledge management, and automate and optimize integrations to achieve desired business goals. Additionally, the client faced concerns regarding the availability of in-house subject matter experts (SMEs) for future initiatives.

## The Challenge:

## Client faced ESB development challenges, resource management, productivity

The client encountered challenges in ESB application development and support, particularly in efficiently managing in-house SME resources. There was a need to decrease the utilization of SMEs for routine tasks and redirect their efforts towards core initiatives. The fluctuating resource demands and the requirement to cover various technologies posed further challenges. The client also aimed to establish sustainable development processes and increase productivity gains over the course of the contract.

## The Solution:
## HCLTech proposed comprehensive automation solution

HCLTech proposed a comprehensive solution to address the client's challenges. We focused on implementing automation in ESB application development, reducing the reliance on SMEs for routine tasks, and enabling their involvement in strategic initiatives. Flexible sourcing capacity was provided to meet fluctuating resource demands, and a shared collaborative team was formed to cover various technologies. Rapid stabilization was achieved through a "quick win" plan, and a sustainable development process was established through a self-service and continuous integration model. The solution aimed to deliver committed productivity gains throughout the contract duration.

## The Impact:
## Accelerated partner onboarding, reduced costs

The implemented solution had a significant impact on the client's operations. Partner onboarding was accelerated by **40%** through simpler tools and processes, resulting in faster and smoother integration with external partners. The simplified architecture reduced costs and improved the service experience for business partners. The extended overlap between onsite and offshore teams facilitated smooth hand-offs and ensured seamless collaboration. Overall, HCLTech's solution enhanced operational efficiency, reduced costs, and improved partner satisfaction for the leading office supply superstore, positioning them for future growth and success.

# B2B Integration Services using webMethods

for a leading exporter of dairy products

The client is one of the world's leading exporters of dairy products and holds a significant share in the international dairy trade. With a strong global presence, the client plays a crucial role in the dairy industry, facilitating the export of dairy products on a large scale.

## The Objective:

### Develop EDI solution for seamless communication

The client's business objectives included the development of an EDI (Electronic Data Interchange) solution that would enable seamless communication and information exchange between the client and their partners. The objective also involved the development of an electronic interface for sales transactional documents, aiming to streamline and automate the sales process. Additionally, the client sought to establish secure and reliable EDI transactions with their partners.

## The Challenge:

### Client sought automated solution for data exchange, minimizing delays, costs, and penalties

The client faced challenges in efficiently managing and exchanging data with their partners. Manual processing of transactions and sales documents resulted in delays, increased working capital costs, and potential punitive charges from customers. There was a need for a robust and secure solution that would automate and streamline the communication and data exchange processes.

# The Solution:
## HCLTech provided comprehensive EDI solution.

HCLTech provided a comprehensive solution to address the client's challenges. Leveraging pre-built webMethods EDI components, such as EDI, EDIINT, and Editors packages, we developed an EDI solution that facilitated seamless communication and data exchange between the client and their partners. Integration with SAP systems was achieved using webMethods SAP Application Adapter, enabling information exchange through RFC/BAPI and ALE/IDoc mechanisms. We conducted requirement analysis and technical design onsite, followed by development and testing to ensure a robust and reliable solution. Additionally, we provided a reusable framework for future enhancements and secure B2B transactions through webMethods Trading Networks.

# The Impact:
## Improved operations, cost savings, global leadership

The implemented solution had a significant impact on the client's operations. By automating and streamlining EDI transactions, the client experienced a reduction in working capital costs, potentially saving approximately $1 million. The solution also helped alleviate punitive processing charges that customers may impose for manual processing, strengthening the client's relationship as a reliable supplier. With the comprehensive B2B solution framework on the webMethods platform, the client achieved improved operational efficiency, enhanced partner relationships, and significant cost savings, ultimately bolstering their position as a global leader in the dairy export industry.

# Real Time Enterprise Applications and B2B integrations

for a leading international home product retailer

The client is one of the leading international home products retailers, known for their wide range of offerings. With a strong presence in the market, the client has established themselves as a prominent player in the home products industry.

## The Objective:

### webMethods integration for real-time application

The client's objective was to integrate their application in real-time using webMethods, a robust integration platform. The engagement also encompassed various responsibilities, including incident handling, application monitoring, change management, configuration management, security management, release management, and maintenance.

## The Challenge:

### Client struggled with incident management, ticket escalation, and server monitoring for B2B operations

The client faced challenges in effectively managing and handling incidents related to their B2B operations in the production environment. There was a need for efficient incident resolution, timely ticket escalation to other technical groups when necessary, and effective monitoring of server and error logs for B2B servers in the production environment.

## The Solution:
### HCLTech resolved B2B incidents and streamlined operations

HCLTech provided a comprehensive solution to address the client's challenges. We focused on resolving incidents related to B2B operations in the production environment, ensuring timely and efficient resolution. Tickets were forwarded and escalated to the appropriate technical groups, streamlining the incident handling process. We also implemented monitoring mechanisms to keep track of server and error logs for the B2B servers in the production environment, enabling proactive identification and resolution of potential issues.

## The Impact:
### Enhanced operational performance, reduced downtime, strenghthening client's market position

The implemented solution had a significant impact on the client's operations. By improving the efficiency of incident resolution, the client experienced reduced downtime and enhanced operational performance. The streamlined ticket escalation process ensured timely resolution by involving the appropriate technical groups. The monitoring of server and error logs in the production environment enabled proactive identification of issues, allowing for prompt action, and minimizing disruptions. Overall, HCLTech's solution contributed to improved efficiency, reduced downtime, and enhanced operational performance for the client in their B2B operations, strengthening their position as a leading international home products retailer.

# ICC Setup leveraging webMethods Integration capabilities

for a leading multination retailer

The client is a US-based chain of retail home improvement and appliance stores, catering to a wide customer base. With numerous stores across the country, the client has established themselves as a leading player in the home improvement industry.

## The Objective:

## Client aimed to improve IT efficiency, shorten time-to-market through standardized processes

The client's business objectives were centered around improving the efficiency of IT delivery and reducing IT costs. They aimed to achieve this through standardized implementation processes, asset reusability, implementation of best practices, and the establishment of a knowledge repository. The client also sought to reduce time-to-market for IT projects through optimized processes, integration artifacts/components, and flexible solutions.

## The Challenge:

## IT delivery challenges caused increased costs, delays, and inefficiency

The client faced challenges related to IT delivery, including the lack of standardized processes, limited asset reusability, and the absence of a centralized knowledge repository. These challenges led to increased IT costs, longer time-to-market, and reduced efficiency in project execution.

## The Solution:
## HCLTech implemented a comprehensive integration solution

HCLTech provided a comprehensive solution to address the client's challenges. We implemented webMethods foundational components such as Service Registry and Business Impact Management. Additionally, we supported the client's Master Data Management initiative, specifically focusing on the creation of a Single View of Customer. Our solution also involved the implementation of an Enterprise Infrastructure Framework with foundational components and the establishment of a governance model for operating, managing, and controlling the integration solution.

## The Impact:
## Improved client's IT operations, efficiency, and project predictability while reduced costs

The implemented solution had a significant impact on the client's IT operations. HCLTech provided standard document templates, guidelines, best practices, and reusable utility components, enabling the client to realize a return on investment. Roadshows were organized to educate members of different business units and facilities across geographies, demonstrating proof of concepts and promoting adoption of standardized processes. The establishment of a common language and knowledge repository improved communication and collaboration across the organization. Overall, HCLTech's solution resulted in improved efficiency, reduced IT costs, enhanced time-to-market, and better project predictability for the client, reinforcing their position as a leading retail home improvement and appliance store chain.

# WebMethods Implementation at a large

for and APAC based Insurance and Finance Corporation

The client is a Hong Kong-based multinational insurance and finance corporation and the largest publicly listed life insurance group in the Asia-Pacific region. With a strong presence in the insurance industry, the client is committed to embracing digital transformation and leveraging Open APIs to extend the reach of their services, drive innovation, and create new revenue streams.

## The Objective:

### Leveraging Open APIs to drive business growth and streamline operations

The client aimed to use Open APIs to expose their digital assets and functionality, enabling the reuse, sharing, and monetization of core assets through partnerships and ecosystems. Their key business objectives included accelerating digital projects and improving time-to-market, expanding their reach through an omni-channel experience, leveraging IoT capabilities, and lowering operational costs by centralizing their business services across multiple lines of business. Additionally, the client needed to address the end-of-support risk associated with their existing Oracle API Gateway.

## The Challenge:

### Time consuming manual deployment, decoding and authentication problems involving subdomain conflicts

The client faced several challenges, including limitations in their existing product to achieve custom and extended requirements. They encountered issues such as JWT tokenization decoding, external parser handling, dual authentication for a single request, and subdomain conflicts. Additionally, manual configuration during deployment was time-consuming and prone to errors.

## The Solution:

## HCLTech's solution replaced Oracle API, enhanced security, and improved functionality

HCLTech provided a comprehensive solution to address the client's challenges. We replaced the Oracle API Gateway with the WebMethods Gateway and designed custom components to decode JWT tokens. We implemented a custom XML parser to remove malicious data before passing it to external systems. Our team also developed a custom authentication algorithm to handle OAuth and JWT tokens and convert them to WebMethods capability tokens. Furthermore, we implemented common wrapper components to handle multiple API requests, ensuring easy maintenance and streamlined functionality across various functions.

## The Impact:

## HCLTech's solution empowered client's digital capabilities, improved efficiency, and drove innovation

The implemented solution had a significant impact on the client's API delivery and management capabilities. It enabled the delivery of APIs as a product with continuous improvement, maintenance, and long-term support. The cataloging of APIs for discovery, reuse, and lifecycle management accelerated adoption and facilitated easy search and browsing capabilities. The client gained real-time visibility into service transactions, allowing them to identify and resolve issues promptly. The solution also provided secure API mediation, traffic monitoring for metrics collection, and usage analytics for informed decision-making. Overall, HCLTech's solution empowered the client to enhance their digital capabilities, improve efficiency, and drive innovation in the insurance industry.

# Migrating webMethods Integration from on-prem to Cloud (AWS)

for a Swedish multinational networking and telecommunications company

The client is a Swedish multinational networking and telecommunications company headquartered in Stockholm. With a global presence, the client is a leading provider of networking and telecommunications solutions.

## The Objective:

## Migration of critical interfaces to scalable cloud architecture, while ensuring compliance, streamlining across environments

The client's objective was to migrate their integration interfaces, which were incremental and business-critical, from their existing tightly coupled architecture to a more efficient and scalable setup. They also aimed to ensure compliance with security requirements on the cloud environment owned and scanned by the customer. Additionally, the client sought to streamline their architecture across different environments and overcome the challenges posed by multiple stakeholders, vendors, and consumers working in different time zones.

## The Challenge:

## Client faced migration challenges, compliance issues

The client faced several challenges, including the migration of incremental integration interfaces, complex interdependencies, and compliance with security aspects on the cloud environment. They also encountered difficulties with different architectures for each environment, multiple compliance processes, complex integrations with varying security patterns, and coordination among diverse stakeholders, vendors, and consumers.
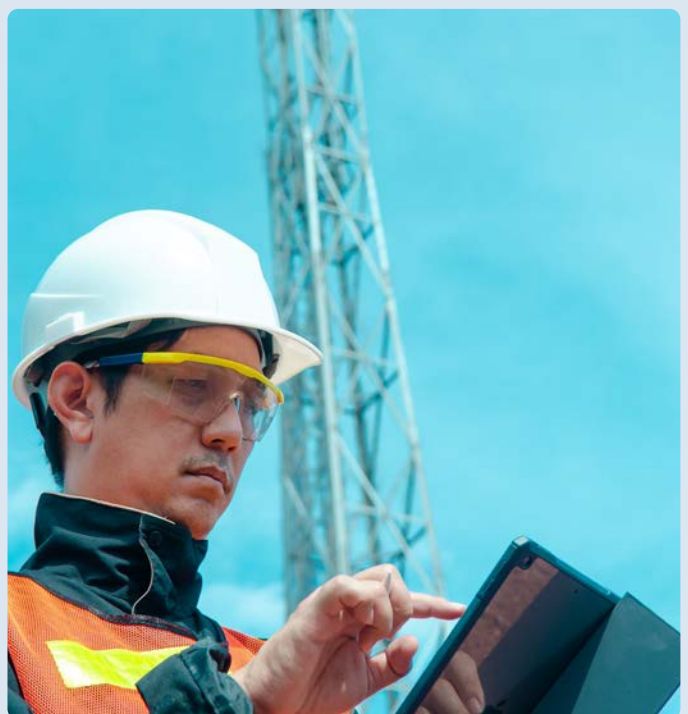
## The Solution:
## Migration to AWS cloud, integrating SAP along with multi-region setup and CloudWatch monitoring

HCLTech provided a comprehensive solution to address the client's challenges. We conducted a migration from the existing MPC APIGW servers to the AWS cloud, ensuring compatibility with the same versions of APIGW and webMethods. We migrated application-wise incremental APIs and phased migration of integrations based on SAP migration. We suggested a setup of environments on multiple regions and segregated zones to reduce the number of servers in the production setup. Additionally, we provisioned and set up infrastructure on AWS, including ALB, EC2 instances, and RDS. We implemented CloudWatch monitoring for enhanced monitoring capabilities and performed various types of testing to ensure performance, high availability, and stakeholder satisfaction. Finally, we handed over the environment to the operations team with all customer-approved documentation and runbook.

## The Impact:
## Improved compliance, security, scalability, and agility

The implemented solution enabled the client to achieve compliance with the latest security aspects on the cloud. Encryption measures were put in place for data at rest and in transit, ensuring the security of their systems. By migrating to the cloud and adopting a more scalable and efficient architecture, the client experienced improved agility, reduced complexity, and enhanced security. The solution also provided a solid foundation for future growth and scalability, enabling the client to leverage the benefits of the AWS cloud environment.

# Applications Support and Enhancement

for a leading office supply superstore in the US

The client, a US-based company operating in the software industry, faced challenges related to technical debt and resource optimization. They desired to migrate their services to cloud platforms and sought a solution to improve their ESB application development processes.

## The Objective:

### Client aimed to optimize resource and reduce costs while enhancing service experience

The client aimed to optimize their resources, reduce costs, and enhance service experience for their business partners. They sought to implement automation and improve their ESB application development practices to streamline processes and migrate to cloud services.

## The Challenge:

### Client faced technical debt, resource management challenges hindering migration to the cloud, ESB development, and service optimization

The client faced technical debt and resource management challenges, resulting in increased costs and inefficiencies. They needed to address these issues while migrating to cloud services and improving their ESB application development. The complexity of their existing architecture further hindered their ability to optimize resources and provide an enhanced service experience for their business partners.

## The Solution:
## Automated ESB development, migration and stabilization with optimized resource allocation and reduced costs

HCLTech proposed a solution that focused on implementing automation and streamlining the client's ESB application development processes. We developed a one-click utility to automate quick migration between different versions, enabling faster updates. By implementing a self-service model, we ensured a sustainable development process and facilitated rapid stabilization through a "quick win" plan. Additionally, we provided flexible sourcing

capacity to meet fluctuating demands, allowing the client to optimize their resource allocation. We simplified the architecture, which resulted in reduced costs and improved service experience for their business partners. The solution utilized the webMethods 10.11 integration platform and established a CI/CD pipeline for efficient development and deployment processes.

## The Impact:
## Reduced migration efforts, improved partner on-boarding with an enhanced operational efficiency

The implemented solution delivered significant benefits to the client. The one-click utility and automation efforts reduced migration efforts by **20%, saving time** and resources. The streamlined processes enabled **40% faster partner** onboarding, improving the overall service experience. By optimizing resources and reducing costs, the client experienced improved operational efficiency

and financial savings. The simplified architecture and implementation of best practices allowed for better scalability and agility. Ultimately, the solution provided the client with a more cost-effective and efficient environment for ESB application development, leading to enhanced service delivery and improved business outcomes.

# webMethods Application Support and Transformation

for a Swedish multinational networking and telecommunications company

The client operates a supporting integration platform running on versions 10.5/10.7. They recently migrated their webMethods platform from an on-premises environment to the cloud. Their objective was to stabilize the webMethods platform by implementing operational and technical enhancements, ensuring efficient transaction handling, and optimizing their infrastructure.

## The Objective:

Migrate webMethods platform to cloud, automate reporting, consolidate API Gateway

The client's objective was to migrate their webMethods platform to the cloud, stabilize its operations, and achieve technical enhancements. They aimed to automate transaction reporting for quicker resolutions, migrate their API Gateway to webMethods Gateway, realize cost savings through infrastructure optimization, and reduce operational time through automation. Additionally, they sought to consolidate their API Gateway into a single webMethods API Gateway license.

## The Challenge:

Client faced integration challenges, required stabilization, automation, and cost-saving through cloud migration

The client faced several challenges in their integration platform. The existing on-premises setup required stabilization and enhancements to improve operational efficiency. Transaction reporting and resolution processes were manual, leading to delays and inefficiencies. The client also needed to migrate their API Gateway from Layer 7 to webMethods Gateway. Infrastructure costs were high, prompting the exploration of cost-saving opportunities through cloud migration. Additionally, manual operations consumed significant time and required automation for improved productivity.

## The Solution:
## Migrated client's webMethods to cloud, improving performance and reducing costs

HCLTech provided a comprehensive solution to address the client's challenges. We successfully migrated the webMethods platform from on-premises to the cloud, leveraging the benefits of cloud infrastructure. Operational and technical enhancements were implemented to stabilize the platform and improve its overall performance. We automated the failed transaction reporting process, enabling quicker resolutions and reducing manual effort. The migration from Layer 7 to webMethods Gateway enhanced API management capabilities. By optimizing the infrastructure on the cloud, we achieved a 20% cost reduction. Automation initiatives were introduced to streamline operations and save time. Furthermore, we consolidated the API Gateway into a single webMethods API Gateway license, simplifying license management and reducing complexity.

## The Impact:
## Improved client's integration platform, providing scalability, cost reductions and streamlined process

The implemented solution had a significant impact on the client's integration platform. The migration to the cloud provided scalability, flexibility, and cost savings, improving infrastructure utilization. Stabilizing the platform and implementing operational enhancements resulted in improved reliability and performance. The automation of failed transaction reporting reduced resolution time and increased efficiency. Migrating to webMethods Gateway enhanced API management capabilities and streamlined processes. The consolidation of the API Gateway into a single license simplified license management and reduced complexity. Overall, the client experienced improved operational efficiency, cost savings, enhanced service delivery, and a more agile and scalable integration platform.

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