

Bearing Point



BearingPoint Makes the Case for Business Process Management With The Service-Oriented Integration Platform From Fujitsu and Software AG

Challenge:

- Demonstrate how business process management improvements could automate a manual process
- Integrate data from disparate data sources into one unified system
- Extend legacy applications to the Web to open new sales channel for client
- Highlight SOA capabilities for future projects

Solution:

- Business Process Management
- Service-Oriented Integration

Benefits:

- Offered employees a unified view of all services, applications and information
- Made legacy applications accessible to business users through Web services enablement

“As we Web service-enabled all legacy applications and made them available, Interstage Business Process Manager transformed the company’s ability to leverage and reuse services. That means faster time to market with easier to manage services.”

– **Bobby Soni, Senior Vice President and Chief Technology Officer of Client Services, BearingPoint Inc.**



BearingPoint is a global management and technology consulting firm, with a history that spans over a century and roots that include a broad spectrum of professional services. Today, BearingPoint provides business consulting, systems integration and managed services to Global 2000 companies, medium-sized businesses, and government organizations. The company employs approximately 16,000 professionals in 39 countries, leveraging extensive industry and technology domain experience and flexible tools and methodologies. As business systems integrators, BearingPoint aligns business processes and information systems to provide flexible and timely access to information, empowering its clients to achieve their desired business results and create enterprise value.

The deployment of the Fujitsu and Software AG Service-Oriented Integration platform was focused on select BearingPoint client opportunities. First, BearingPoint wanted to highlight its Service-Oriented Architecture (SOA) capabilities to its clients by showing how legacy systems could be extended to the Web to protect and maximize IT investments. In addition, BearingPoint hoped to improve its clients’ process management capabilities, and ultimately deliver better services to their clients.

Situation

From Legacy to the Web

BearingPoint set out to design and implement a demonstration application that would showcase its capabilities in SOA. Specifically, the company chose a demonstration scenario for an integrated insurance system that highlighted transaction integration, process management and program-to-program communications, built on the principles of an SOA.

For the demo, BearingPoint wanted to show how an insurance company could handle a Web-based request for a quote, accessing information from three distinct data sources—an existing customer database, a database storing all driver-related information and a vehicle database—all of which were based on legacy applications and hardware. The demo would demonstrate how legacy applications could be extended to the Web, opening up new sales channels for their client, while maximizing the use of existing IT investments.

At the time, the BearingPoint insurance customer had disparate applications and systems, and was lacking an efficient integrated approach in its IT planning. The company was unable to respond to a Web-based inquiry because of the limited accessibility of its IT systems, which consisted of legacy engines, databases and applications.

Prior to the creation of the BearingPoint demo, the insurance company had to manually generate loan quotes and customer details were entered into a legacy “loan code engine”. The client required potential customers to come into

an office, or call into a customer care center to get a quote—which created a manually intensive process with hand-offs.

BearingPoint hoped to demonstrate how their expertise in Service-Oriented Architecture, partnered with the Fujitsu and Software AG solution, could tie together business needs and IT capabilities. BearingPoint wanted to deliver Web-based quotes, by extending and leveraging their customer’s legacy systems and orchestrate business processes on top of the legacy integration. In addition, BearingPoint wanted to manage this SOA environment, and provide governance and discipline with a tool that tied it all together and allowed for the reuse all artifacts.

Solution

A Marriage of Business and IT with Business Process Management

BearingPoint deployed key components of the Fujitsu and Software AG Service-Oriented Integration platform, including Interstage® Business Process Manager, Interstage Portalworks™, Enterprise Legacy Integrator and Enterprise Service Integrator. For the first phase of the overall plan, BearingPoint made functions and modules from the legacy applications available as Web services, orchestrating and taking the transactional data from Enterprise Service Integrator and moving it through a human-based approval process with Interstage Business Process Manager.

“We took a non-invasive approach to integration, which eliminated the need to modify legacy applications,” stated Bobby Soni, Senior Vice President and Chief Technology Officer of Client Services, BearingPoint Inc. “Instead, we exposed our client’s legacy systems as Web services and consumed those with Interstage Business Process Manager on the user level.”

This allowed for a marriage of IT and business requirements that impacted the entire organization. Enterprise Service Integrator allowed BearingPoint to take disparate systems—including legacy applications, a customer repository and internal engines—and create Web services that, through Interstage Business Process Manager, could be presented in a human, readable fashion.

“Interstage Business Process Manager was a great asset for us,” said Soni. “As we Web service-enabled all legacy applications and made them available, Interstage Business Process Manager transformed the company’s ability to leverage and reuse services. That means faster time to market with easier to manage services.”

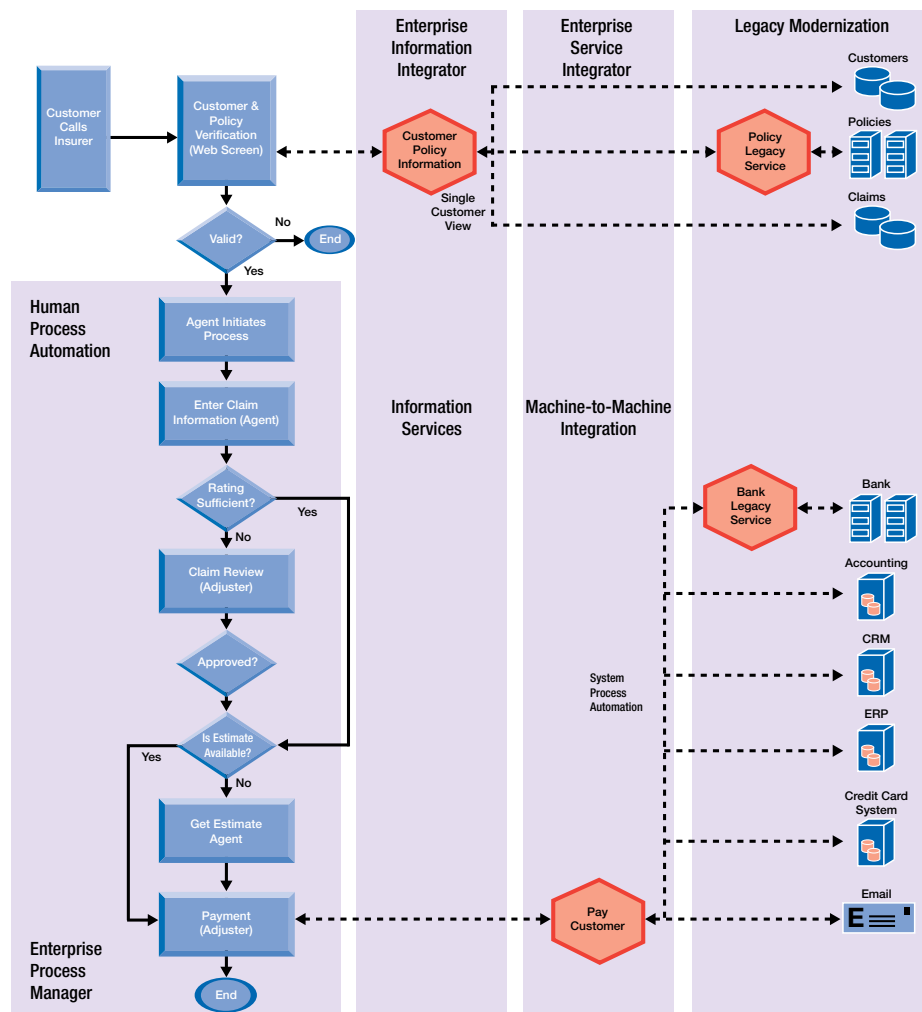
Reusability is a key concept. In phase two, BearingPoint sees the value of providing a unified view of all solutions that are available, and reusing those services for future applications. CentraSite® an SOA repository and a key component of the Fujitsu and Software AG Service-Oriented Integration platform—gave BearingPoint the confidence that they would achieve their objective in managing an SOA environment.

Results

A Unified View

BearingPoint was able to impact a critical part of their customer’s business—unified Web-based loan requests and approvals—through the Fujitsu and Software AG SOA repository, while leveraging legacy applications. For the IT

Role in Use-Case—Accident Claim Handling Process





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department, the Fujitsu and Software AG Service-Oriented Integration platform provided an integrated development environment that made it easy to integrate Enterprise Service Integrator and Interstage Business Process Manager via Web services, as well as composing Enterprise Service Integrator sequences. For the business analyst, the Fujitsu and Software AG Service-Oriented Integration platform made everything available in one, unified workbench. Users no longer needed to search for information, and everyone in the organization was operating from the same workbench.

“The Fujitsu and Software AG Service-Oriented Integration platform provided us with a unified view of all services, and more,” stated Soni. “It showed us how services are used and how they are interdependent. This gives us great flexibility in managing services, and allows us to better manage my future enhancements to the system.”

BearingPoint chose Fujitsu and Software AG for a variety of reasons—the combined resources of the companies provide all key elements required for Web service enablement, the collective reputation of both companies, and the ability of Fujitsu and Software AG to deliver proven solutions. But, one of the most critical elements was the development of a unique and cutting edge SOA repository; and the impact it could have on their clients in the future. “The Fujitsu and Software AG Service-Oriented Integration platform, including Interstage Business Process Manager, Enterprise Information Integrator and Enterprise Service Integrator, will give our clients the ability to extend the life of the investment in their IT infrastructure,” states Soni. “Further, it helps BearingPoint to provide leadership and efficiencies with their clients through the deployment of SOA.”

“Many large organizations are turning to Web services,” states Soni. “But, how do you manage them? On every project, we have an average of 25 Web services—now imagine each organization having five or six Web services projects. Using an SOA repository like CentraSite to facilitate reuse and life cycle management for SOA is something we believe in, and will offer to our clients in the future. In addition, CentraSite will be a key solution for us to use ourselves, in future projects. “

BearingPoint is a proponent of SOA Governance through CentraSite, and recognizes that as complexity grows, the need for services governance becomes critical. The Fujitsu and Software AG Service Oriented Integration platform provides best practices and discipline to SOA through CentraSite and a model-driven approach to integration. The company believes that the next step in Web-enabling an enterprise is services governance and management, the ability to a company to predict Web services growth, having access to tools for building the business and creating a central, unified repository for all services.

For more information on the Fujitsu and Software AG Service-Oriented Integration platform, please visit us at www.CentraSite.com.