![Noesis - an Altia Company]

USE CASE

Delivering Integration Stability and Efficiency for a Global Energy Leader

Our client is a leading energy company in Europe, operating across 10 countries and three continents. It is dedicated to sustainable growth throughout the entire energy value chain.

BUSINESS NEED

Support and maintain the existent Integration platforms.

Do technical validations of all integration projects developed: Tibco BW, MuleSoft, SAP PI/PO and PowerCenter ETL.

Monitor and manage over 985M messages/calls 1M files transfered, per month.

BUSINESS CHALLENGES

> **Lack of Real-Time Visibility:** Mission-critical business processes depended on periodic updates from integration-related information, causing delays in decision-making.

> **Data Silos:** Different systems operated independently, making it difficult to access synchronised information.

> **Errors and Inefficiencies:** Manual processes increased the risk of errors, leading to delays and increased operational costs.

> **Poor Customer Experience:** Customers lacked real-time updates on their fact decision-making process, leading to frustration and dissatisfaction.
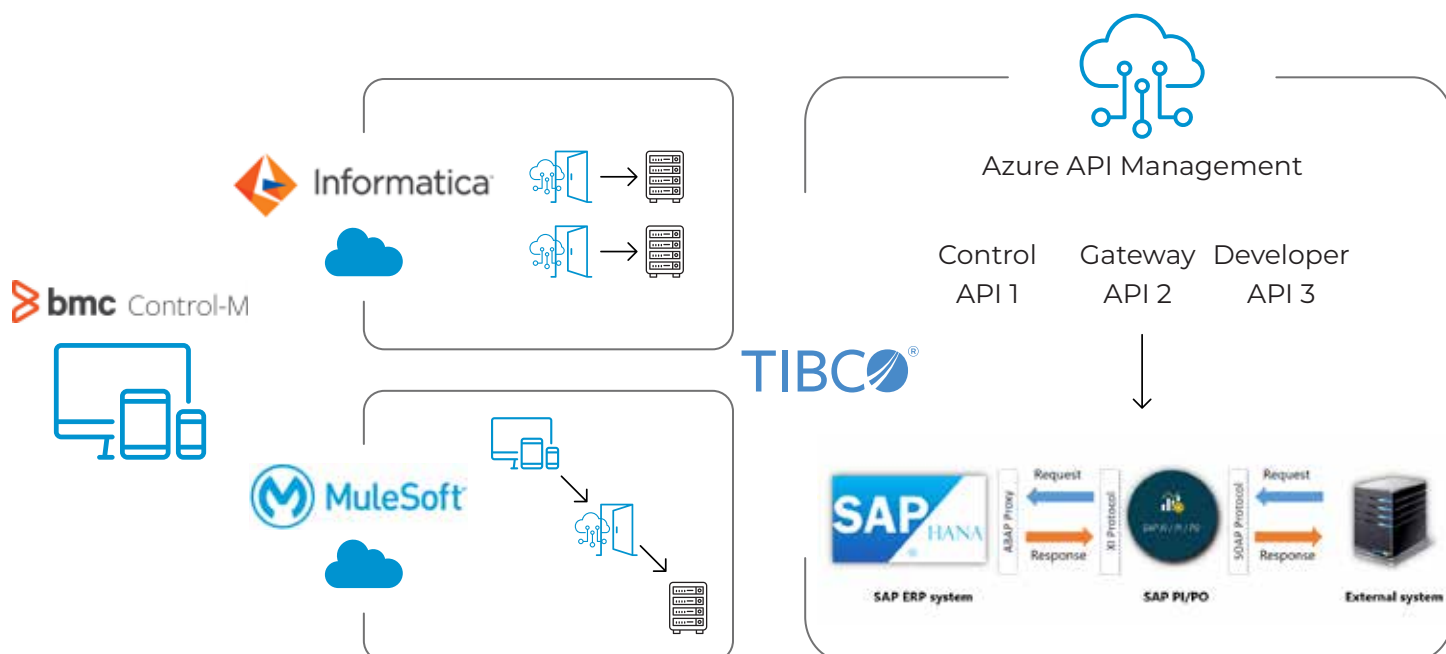
CONTEXT

Our client wished to establish a partnership with a qualified **INTEGRATION provider certified in the integration technologies TIBCO and MULESOFT**, for the provision of a support and maintenance team on their Integration platforms regarding those technologies. This partnership focuses on leveraging innovative technology to **enhance efficiency, streamline processes, bring knowledge and know-how and improve service delivery**.

The allocated support team should consist of dedicated and certified Integration professionals to daily support and do maintenance activities for the client's many Integration platforms. **With Mulesoft and Tibco as the centrepiece** of our client's overall application integration strategy that supports **all mission-critical business integrations, but also AZURE API, SAP CPI and internal customised integration applications**. It was also asked to do technical verification and validations of future integration flows and API development to ensure continuous support and optimal performance of integration platforms, Noesis provides the following ongoing services:

> Platform **architecture**, **administration**, **managing**, **implementing**, and supporting version updates as necessary;

> **Support our client's internal IT teams** with integration knowledge sharing, **enabling them to pick up 1st and 2nd level support** activities for the INTEGRATION platform;

> **Management and Development APIs**;

> **Ongoing maintenance and security patching** of the platforms on a monthly review, but for critical updates as soon as required;

> **Incident and Change Management** of tickets related to integration platforms;

> **24x7 Monitoring and Management of integration components**, dependencies and external components and services developed;
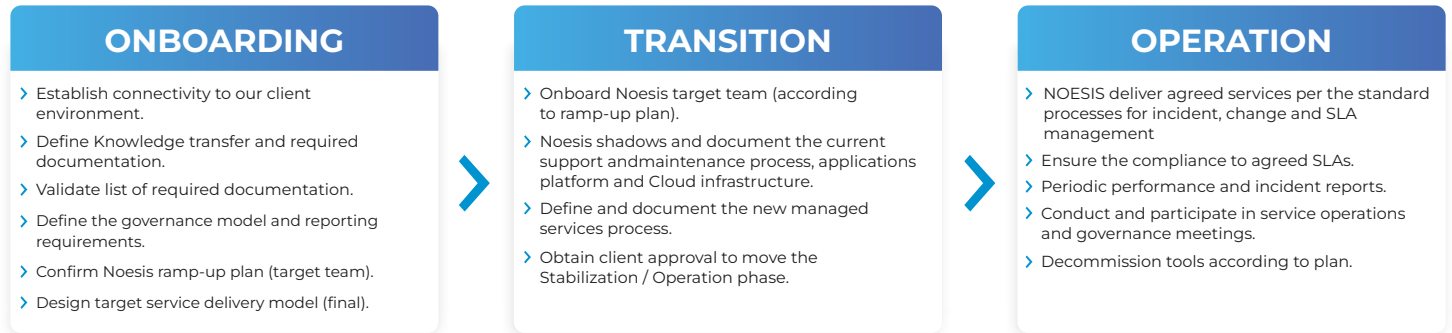
SOLUTION

Noesis established a Managed Service to support and maintain INTEGRATION platforms with Industry-leading SLAs, with strong specialised, focused, and expertise-based services across those platforms to provide Level 2 (L2) and Level 3 (L3) support for applications & platforms built using TIBCO and MULESOFT Products and provide Cloud management & maintenance services (client's TIBCO platform is hosted On Prem and Private Cloud).

Managed Services Delivery Framework approach:

ONBOARDING

- Establish connectivity to our client environment.
- Define Knowledge transfer and required documentation.
- Validate list of required documentation.
- Define the governance model and reporting requirements.
- Confirm Noesis ramp-up plan (target team).
- Design target service delivery model (final).

TRANSITION

- Onboard Noesis target team (according to ramp-up plan).
- Noesis shadows and document the current support andmaintenance process, applications platform and Cloud infrastructure.
- Define and document the new managed services process.
- Obtain client approval to move the Stabilization / Operation phase.

OPERATION

- NOESIS deliver agreed services per the standard processes for incident, change and SLA management
- Ensure the compliance to agreed SLAs.
- Periodic performance and incident reports.
- Conduct and participate in service operations and governance meetings.
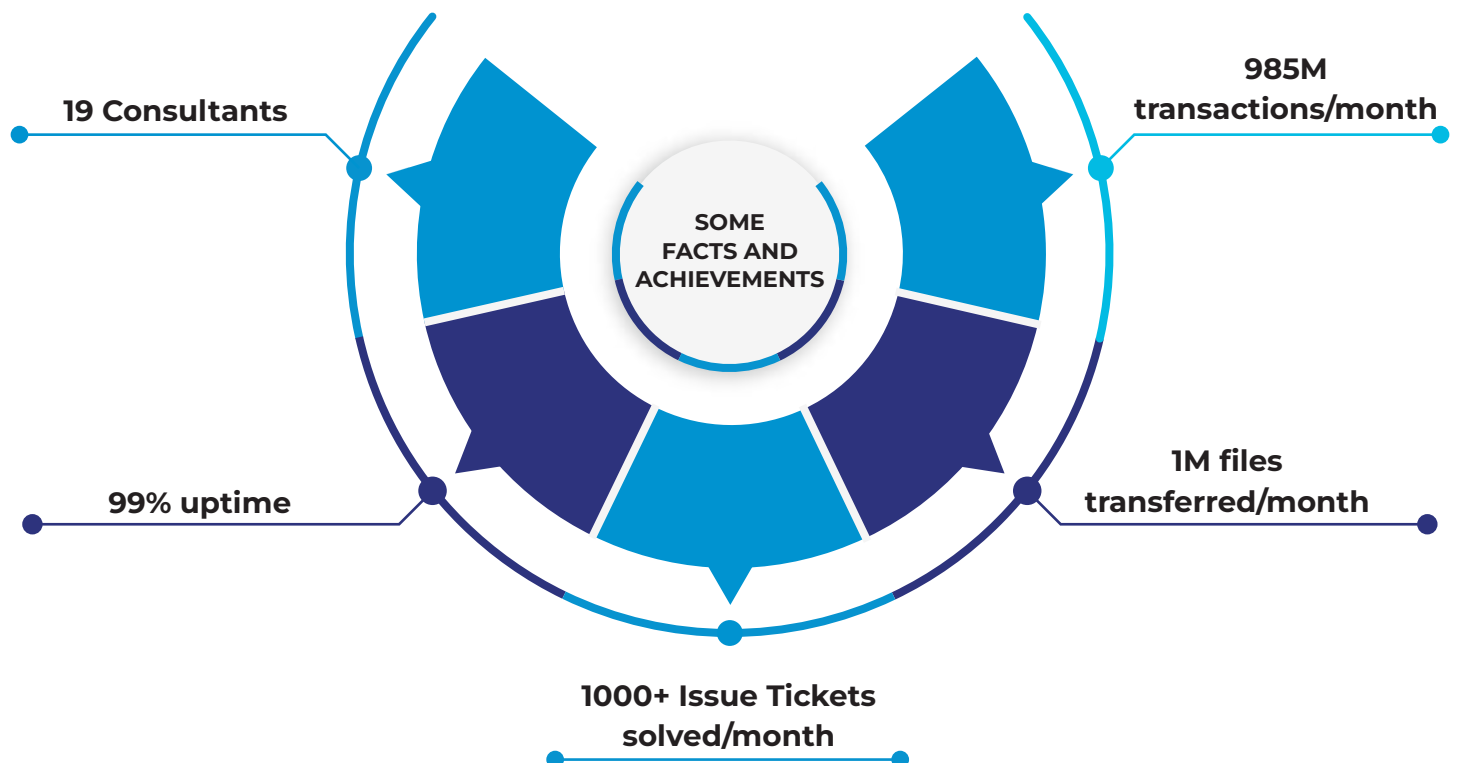- Decommission tools according to plan.

Managed Services Delivery Model implemented:

Our service delivery model is designed to ensure efficient request management and seamless integration within clients' Product/ Project Development Framework. All received requests are managed in a structured, unified manner, following a common Release Delivery Lifecycle and a shared Product Backlog.
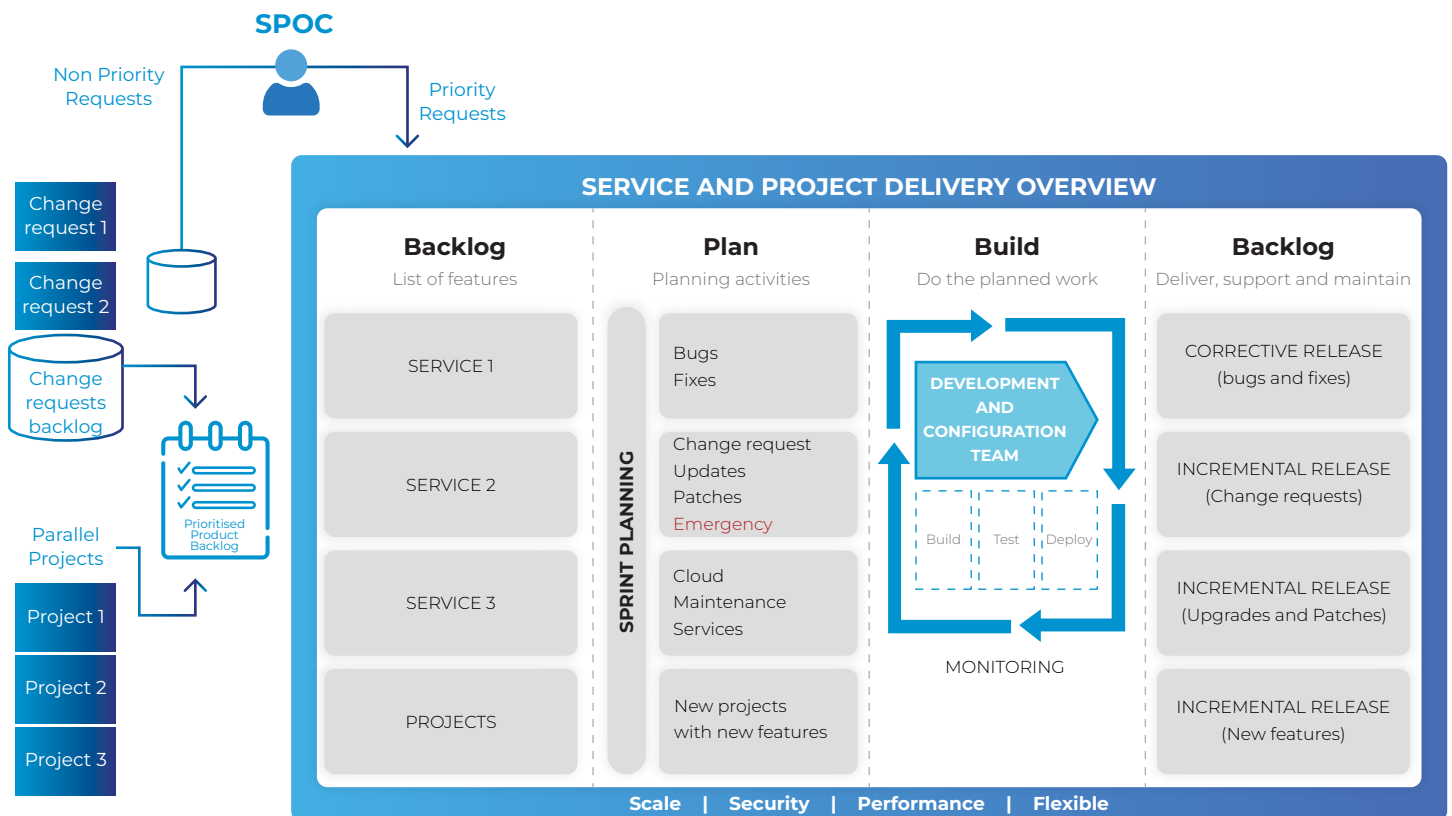
RESULTS

> Reduced the turnaround time to host new services.

> Easily developed, deployed, and managed heterogeneous services.

> Reduced data duplication and data redundancy across the group.

> Facilitated better integration with the 3rd Party Systems, allowing for real-time views of information.

> Reduced time of development Integration processess.

> Reduced IT maintenance costs and simplified the applications environment.

> Provided clear and defined guidance on implementations.

> Significantly reduced the time taken to detect system failure.

> Reduced risk and introduced transparency and efficiency in many areas of the business.

> Enhanced service design and development governance.

SOME FACTS AND ACHIEVEMENTS

- 19 Consultants
- 985M transactions/month
- 99% uptime
- 1M files transferred/month
- 1000+ Issue Tickets solved/month

Why Noesis?

In today's digital landscape, **seamless integration between applications, data sources, and systems** is pivotal for businesses to operate efficiently, make informed decisions, and deliver superior customer experiences. As long-term integrations specialists, Noesis understands that integration challenges can be complex, hindering agility, productivity, and competitiveness. Noesis, has developed a comprehensive integration service that harnesses the power of cutting-edge technologies, industry-leading expertise, and proven methodologies to streamline our client's integration needs.

Need to improve integration resilience and agility? Talk to our experts.

STRONG POOL OF SCALABLE SPECIALISED

Multi-skilled resources with a domain focus, with over 4,000+ IT Certifications.

GLOBAL PRESENCE

Presence in Portugal, Spain, Ireland, the Netherlands, Brazil, the USA and the UAE to support global requirements.

ABILITY TO DELIVER

- Application and Platform Support (TIBCO, MuleSoft, IBM, SAP PI and ORACLE).
- Orchestration Layer Management.
- Cloud Infrastructure Monitoring, Management and Maintenance Services (Google, AWS, Azure, Private, Hybrid).
- API Development Services (APIgee, Azure APIM).
- Microservices and Containerisation Development Services.

TIBCO | MuleSoft | SAP Hana | Microsoft | SAP

Specialised support and maintenance services catalogue

Application & Platform Support

L2 Support
- Event Management.
- Incident Management.
- Service Request Fulfilment.
- Change Implementation.
- Knowledge Management.
- Platform patches/ hot fixes.
- Access Management.
- Monitor Orchestration service logs & metrics.

L3 Support
- Problem Management.
- Change Management.
- Asset & Configuration Management.
- Release Support.
- Knowledge Management.
- Automation.
- Continuous Improvements.
- CI/CD Framework support.
- Security Patching.

Cloud Infrastructure Monitoring, Management and Maintenance Services

L2 Support
- Health and Operations Support.
- Provisioning Management.
- Service Request Fulfilment.
- Incident and Event Management.
- IT Continuity Support.
- Security & Compliance Management.

L3 Support
- Automation\Runbooks.
- Subscription Management & Policy Creation.
- Change Management.
- Security Analysis.
- Problem Management.
- Advance Operational Intelligence & Custom Dashboard.
- Infrastructure Optimisation.