

# MULTINATIONAL FOOD MANUFACTURER. SOA & INTERGRATION COMPETENCY CENTRE.

Glue Reply was engaged by a multinational food manufacturer, who is widely known for cheese and chocolate products, to provide global integration services within the organisation's Integration Competence Center (ICC). The global ICC Services include application support, maintenance, small enhancements, and project engagements. The ICC has global responsibility for integration principles, design, implementation as well as support of live environments. The customer recognised early after the ICC was created that their integration strategy was not being realised due to issues with supplier management, the project becoming disjointed and a lack of a solid structure, which together were compromising design and architecture. Glue Reply was engaged both for our skills and experience in Enterprise Integration Architecture and Design, and for the provision of IP to accelerate the delivery of the SOA platform for services.

## KEY CHALLENGES FOR THE CUSTOMER

- Rapid growth of business by merger, acquisition and organic
- Hundreds of business processes and practices
- Thousands of interfaces
- Thousands of legacy systems on multiple platforms
- Cost of running Information systems
- Many approaches to Business change and IS Project delivery
- Little EU Governance and common business practice

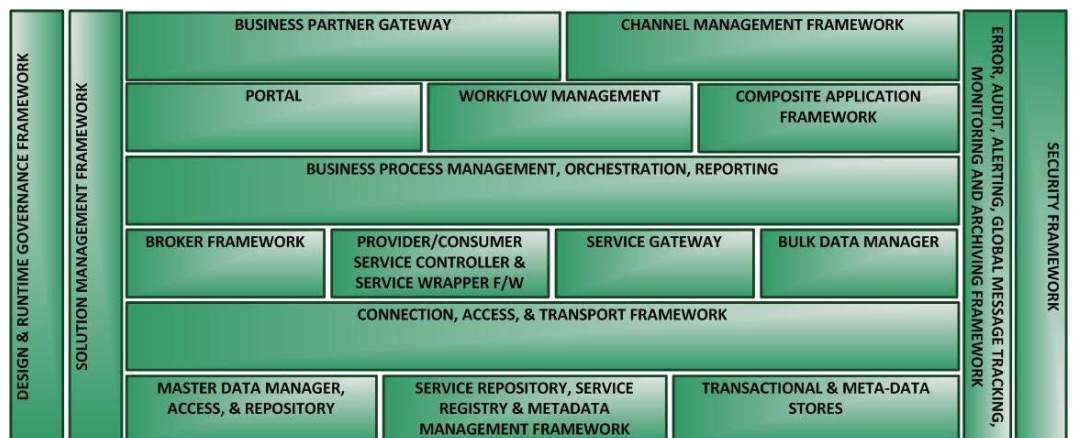
## KEY REQUIREMENTS

- Harmonisation of business processes across Europe
- Provide a common platform for Europe
- Enable the European geography to respond quickly and effectively to evolving trade and supplier structures
- Support existing European processes, e.g. manufacturing, purchasing, supply chain planning
- Provide greater consistency of reporting and control
- Support future integration of acquisitions and reorganisations

## THE ENGAGEMENT

Glue Reply quickly realised that in order to achieve the key requirements there was a need to redesign the end to end process enable layer including process and data. It was then necessary to organise design cells around business domains and functions and bring in the offshore partner to manage development of interfaces and some of the SAP functionality.

The design cells consisted of personnel responsible for application functionality, bespoke coding, integration, data, service delivery and infrastructure - they worked with the business to identify patterns to solve the business problem which was then executed by the IT team. There were business analysts to bridge the gaps between what the end users needed and what IT could deliver, but also bridging with external suppliers e.g. managing the EDI end to end testing, led by Glue Reply.



As well as providing senior integration architects and consultants Glue Reply used the following IP to support the engagement:

- Enterprise Service Architecture (gESA) delivered to provide future Z state architecture
- Conceptual, Logical, Physical Architecture definition for SUN JCAPS, plus partial definition for SAP XI/PI
- Enterprise Service Method (gESM) delivered to provide a method and process to rigorously and repeatedly deliver enterprise wide services
- Method iteratively executed delivering master data services to SUN JCAPS environment
- Enterprise Service Integration (gESI) components and business services providing A2A based integration
- Fulfilled using SUN JCAPS 5.1

By taking this approach the number of interfaces was reduced from 10,000 down to 600.

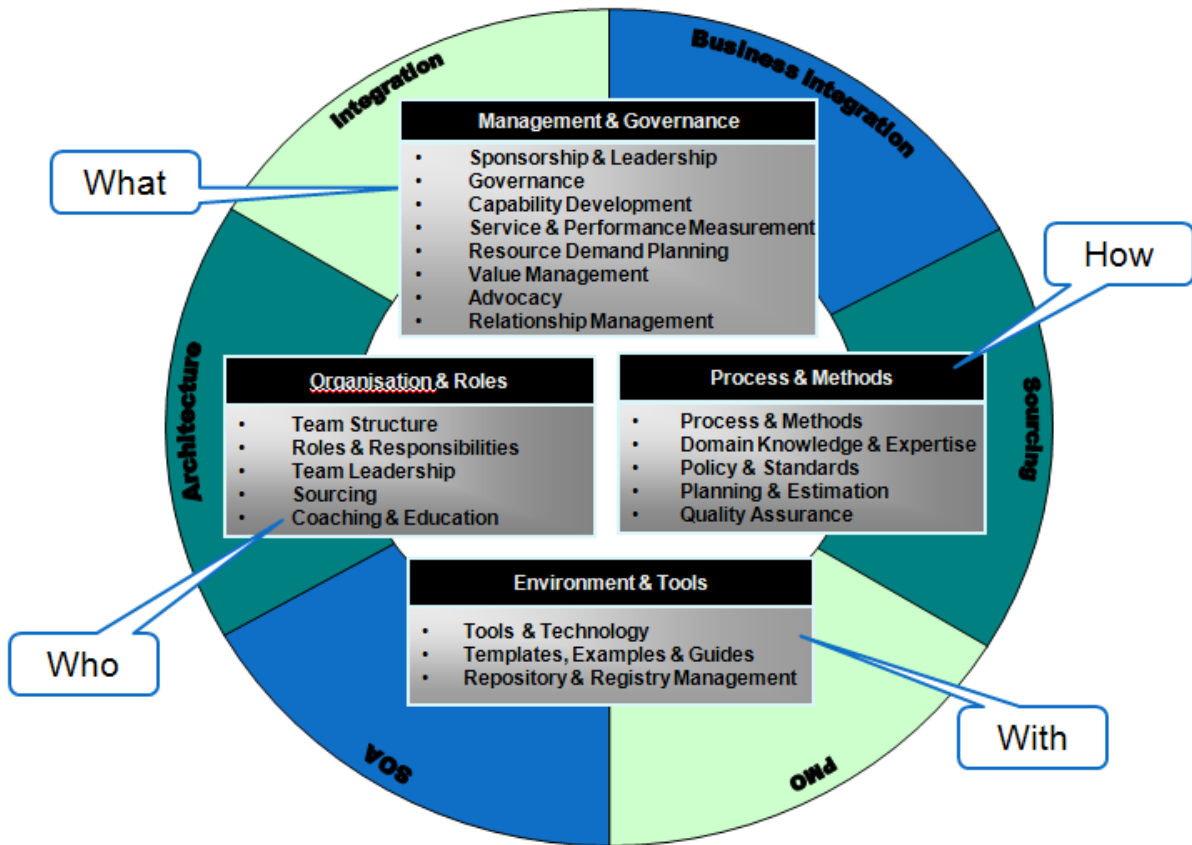
## CUSTOMER BENEFITS

Creation of a common integration platform ('build once, use many' strategy) that delivered:

- A future state architecture to support SOA
- The Enterprise Strategy and Architecture for SOA
- A 'Commercialised' SOA and the service infrastructure for a US\$400M business change programme
- A logical architecture to sit over multiple physical technologies of the same type (i.e. SUN JCAPS and SAP XI/PI)

The creation of the ICC provided:

- Functional Reference Groups to cover all critical areas of the business
- The ability to communicate, promote and protect common business processes
- Ensured knowledge of the design across European countries to prevent wrong design definition and implementation
- Establishment of a forum where future requirements and solutions are assessed
- Reduced complexity by extending existing developments to other countries
- Shared experience and increased speed of future implementation process
- Set the correct priorities from the business to direct the work of the SAP Competency Centre



Glue Reply is UK's leading consulting services organisation focused exclusively on optimising IT/Business alignment and minimising the cost of business and IT technology change. Our core proposition is to help organisations maximise the value from their change and technology investments by helping them define, design, implement and resource best practice:

- Enterprise architecture and business/technology change management processes, roadmaps and competencies;
- Business design and process management initiatives;
- SOA, integration and data management platforms.