Prowess Refactored ESB for a Water Tech Company to Future Proof their operations!

Client Overview

A water technology company specializing in renting and servicing filtered water coolers is leading the charge in innovation, leveraging Salesforce as its core technology platform. With a suite of top-tier products, they're committed to delivering excellence in water solutions.

Requirements and Challenges

Over the years, the company has utilized various integration approaches and packages to achieve seamless connectivity and operational efficiency. However, the assortment of integration solutions has presented notable challenges:

1. Reliability issues: The current integration setup struggled to consistently deliver dependable performance.

2. Complexity in debugging and issue resolution: The interconnected systems posed a challenge akin to navigating a complex maze, prolonging the resolution of issues.

3. Performance problems: The current setup encountered bottlenecks and slowdowns, hampering overall system performance, much like obstacles obstructing water flow.

To tackle these challenges, our client acknowledged the necessity of transitioning to a more cohesive and efficient integration framework. Through strategic realignment and the adoption of advanced solutions such as MuleSoft, they aspired to overcome existing obstacles and facilitate enhanced operational effectiveness and growth.
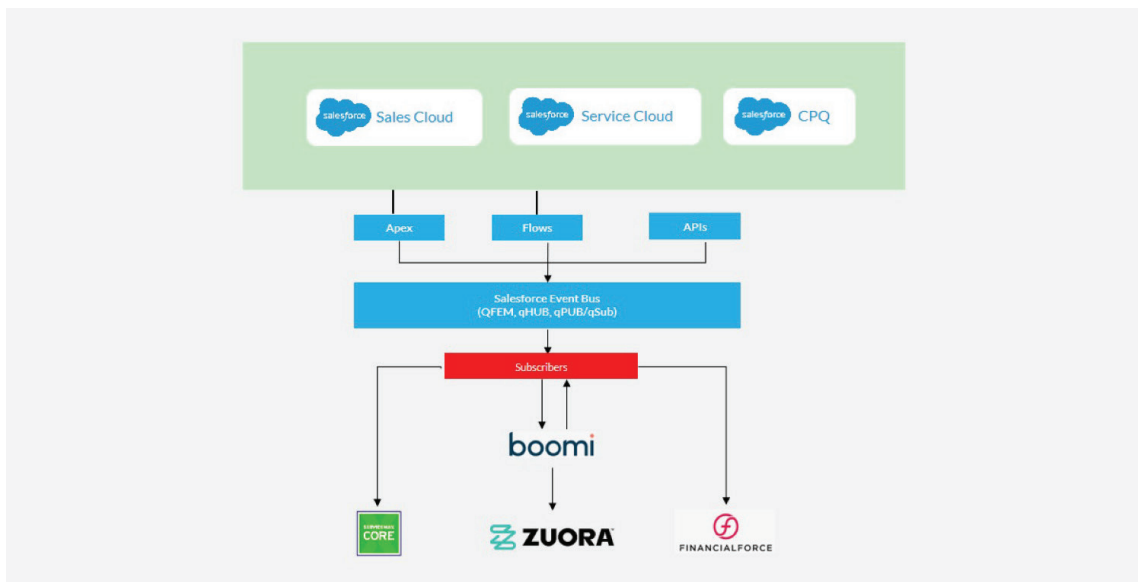
Figure1: Customer current Architecture

Prowess Provided Solutions & Services:

Assessment:

1.Assessing Middleware Solutions for Integration Enhancement

In the quest for seamless integration solutions, many organizations find themselves at a crossroads, evaluating various middleware options to meet their integration goals effectively. One such middleware solution under scrutiny is MuleSoft, which promises to streamline integration processes and deliver measurable improvements across key performance indicators.

2. Understanding the Need for Middleware Evaluation

Before delving into the specifics of MuleSoft's capabilities, it's essential to recognize the challenges posed by existing integration approaches, such as custom solutions like Boomi. These challenges encompass a spectrum of factors, including ease of use, delivery speed, performance, productivity, and maintainability.

3.The Case for MuleSoft: An Evaluation Journey

To gauge the potential of MuleSoft in addressing these challenges, organizations often embark on a rigorous evaluation process. This evaluation typically involves conducting proof of concept (POC) tests to assess MuleSoft's capabilities in real-world scenarios.

Real-Life Use Cases: Testing MuleSoft's Mettle

Use Case 1: Streamlining Salesforce Object Sync

The first use case involves syncing two Salesforce objects, a critical task for many organizations relying on Salesforce for operations. Currently, using custom approaches like Apex triggers, classes & Boomi, this process takes up to 7 hours for 5000 work order creations. However, with MuleSoft's integrated capabilities, organizations aim to significantly reduce this time and enhance operational efficiency.

Use Case 2: Automating Subscription Updates in Zuora

Automating subscription updates in Zuora, a Salesforce-integrated management tool, is essential. Specifically, the "Renewal with rate uplift" scenario requires updating Zuora data based on Salesforce rate changes. With 10,000 quotation lines and 20,000 rate charges daily, data synchronization poses challenges. MuleSoft's integration tools help overcome these obstacles, streamlining subscription management for organizations.

- Managed security measures were implemented to safeguard data integrity and protect against cyber threats.

- Scalability and performance enhancements were integrated to accommodate future growth and increased demands.

- Discoverability and self-service accessibility features were incorporated to empower users and streamline access to resources.

Solutions

In pursuit of its objectives, Prowess Soft collaborated with the client to implement a comprehensive integration strategy harnessing the capabilities of MuleSoft. The solution encompasses the following key components:

- By employing a comprehensive integration strategy with MuleSoft, Prowess Soft ensured seamless API-led connectivity.

- The solution emphasized an API-led approach to drive efficient integration across various systems and services.

- Prowess Soft prioritized end-to-end visibility and interconnectedness of services to optimize operational efficiency.

- DevOps-driven processes and timelines were implemented to ensure rapid deployment and continuous improvement.

In summary, Prowess Soft's integration strategy, powered by MuleSoft's capabilities, offers a holistic approach to addressing the client's integration needs, driving efficiency, agility, and innovation across their ecosystem.

Methodology and Process Followed

Utilizing MuleSoft's AnyPoint Platform as our integration hub has been instrumental in facilitating seamless communication with our vital systems. By leveraging connectors such as Salesforce and Zuora, we effortlessly linked our customers' Salesforce systems, as well as Salesforce-managed systems and subscription platforms.

The developer-centric approach offered by this platform, coupled with its array of pre-built functionalities, reusable integration templates, and intuitive graphical data mapping tools, allowed us to hit the ground running and achieve productivity from the get-go.
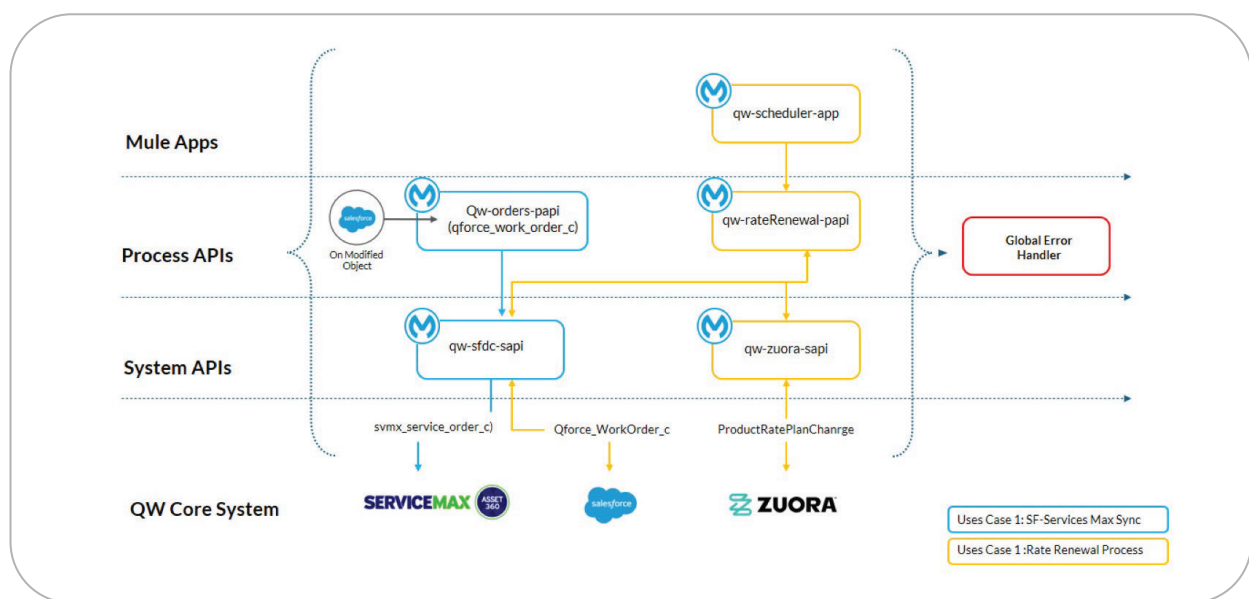

Figure2: MuleSoft API-Led architecture

Results

- API-led connectivity architecture encapsulated connectivity and orchestration services as reusable pieces, speeding development. This simplified Salesforce-Service Max integration, speeding up future projects.
- Discovery and requirement sessions revealed customer pain areas and integration needs, aligning business goals.

- A mapping document helped define scope and convert data during integration, ensuring clarity and consistency.
- MuleSoft's platform performed well in response time and batch processing tests, ensuring SLA compliance and system efficiency.
- MuleSoft's AnyPoint Monitoring and Visualizer helped resolve issues and optimize integration procedures, assuring smooth operations and performance.

Value Proposition from Prowess

Prowess has successfully provided the client with a significant value proposition, tripling the speed of integration with our cutting-edge technology solutions. By capitalizing on the capabilities of MuleSoft and the expertise of ProwessSoft, the water technology company revolutionized its integration environment.

The new solution fostered agility, scalability, and end-to-end visibility, empowering stakeholders, and ensuring seamless data flow. This not only addressed existing challenges but also positioned the company for continued innovation and future-proofed its operations for the ever-changing technological landscape.

Here are the outcomes:

Cutting-Edge Integration Speed

API-Led Connectivity Architecture

End-to-End Business Requirements Understanding

Property Mapping Documentation

Performance Testing

End-to-End Monitoring and Analytics

For further information, please contact:

Prowess Software Services
Visit us at **www.prowesssoft.com**