

Enable rapid business growth and flexible business processes spanning organizational boundaries

Sterling Integrator for Multi-Enterprise Service-Oriented Architecture

Executive Summary

For your business to grow in today's global economy, you need flexible processes with underlying systems that can rapidly and cost-effectively adapt to changing market conditions. Sterling Commerce offers 33 years of experience in providing you with the foundation of a long-term, sustainable, multi-enterprise Service-Oriented Architecture (SOA). Sterling Integrator® minimizes the cost, time, and complexity of building secure, reliable, scalable business integration solutions.

In this Solution Overview, you will learn:

- How to achieve interoperability between diverse business processes, trading partners, communication protocols, message formats, security standards, and legacy systems
- How to manage and monitor critical information flows across your industry value chain
- How to create flexible business processes that mitigate the risk of change

Benefits of this solution:

- Powers agility in revenue-generating processes
- Minimizes the cost, time, and risk of integration projects and the associated interface maintenance
- Extends processes to all trading partners—each with diverse standards and requirements
- Aligns IT with the organizational strategy by decreasing the dependency on high-demand, low-supply technology skills

Your organization operates in an ever-changing environment within an extended industry value chain. External inputs such as customers, suppliers, and your competitors force you to reevaluate your strategy for serving your mission and maximizing your competitive advantage.

Executing changes to the business strategy in response to changes in market conditions requires changing business processes; changing business processes requires changing the systems that automate these processes. Your ability to respond and adapt to changing market conditions depends on the flexibility of your IT systems environment. However, IT systems environments are not flexible—they are complex, heterogeneous, and require many (expensive) non-business-related skills sets to maintain. The diversity of systems, processes, and trading partner requirements increases the cost, time, risk, and complexity of changing

business processes and executing on the strategic change that is required to maintain and maximize competitive advantage in the markets you serve.

The Sterling Commerce solution

Using Sterling Integrator to create a multi-enterprise SOA enables automated, flexible, secure, managed, visible processes that span diverse systems environments and internal and external organizational boundaries. Sterling Integrator provides you with the tools to:

- Compose reusable business services from existing systems and domains
- Orchestrate workflows that comprise business services and human interaction
- Interoperate and loosely-couple any business service or workflow with any channel
- Manage and monitor services and workflows
- Extend services to your business community

"The Sterling Commerce solution enables us to automate manual processes and harmonize business processes and disparate IT systems. It is now easy for us to deploy and manage multiple trading partners in a collaborative trading community environment."

Loris Dal Magro
IT Director,
Ideal Standard

Sterling Integrator's enterprise-class reliability, security, and scalability powers customers' most important business processes and transactions. Designed to deploy and execute in distributed environments with comprehensive centralized management and monitoring, Sterling Integrator positions you to thrive in a global environment where internal and external factors are in flux.

Achieving multi-enterprise SOA with Sterling Integrator

Rapidly compose and maintain reusable business services

The first step in achieving multi-enterprise SOA is composing services that reuse functionality from existing systems. A GUI tool is used to expose functionality from existing systems, for example, exposing a BAPI from SAP, an RPG program from the iSeries, or a COBOL program from the 390. This makes it easy and cost-effective to adopt a reuse strategy, rather than ripping and replacing. It also transforms the nightmare of maintaining point-to-point,

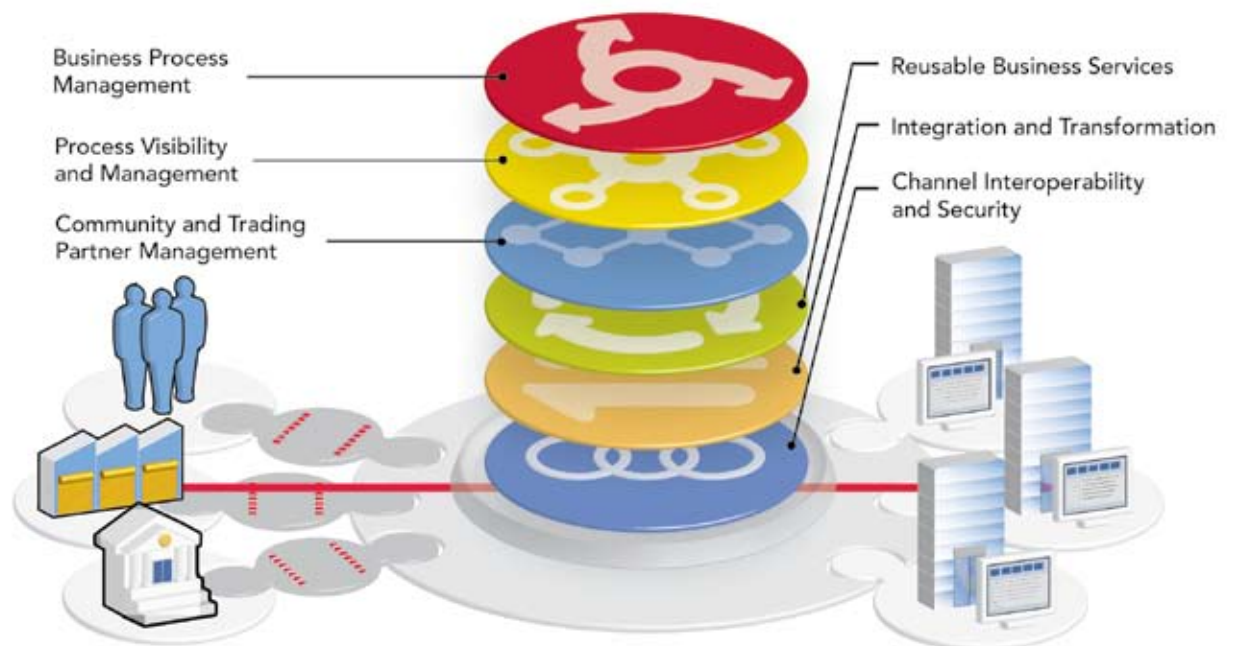
hand-coded interfaces into a cost-effective, GUI-based process. Sterling Integrator supports more than 300 existing systems, and with its extensible architecture, you can extend support to non-supported systems.

Once functionality is exposed from existing systems, the Sterling Integrator Graphical Process Modeler (GPM) is used to compose reusable business services. Reusable business services are:

- Stateless
- Black-box operations that hide the steps required to manipulate functionality and data in existing systems. For example, insert purchase order, update inventory, or add a customer
- Defined with business semantics, rather than the syntax of an application vendor's proprietary API
- Loosely coupled, allowing the service once produced to interoperate with the unpredictable demands and nature of service consumers

Sterling Integrator for multi-enterprise SOA

Create interoperable multi-enterprise business processes on a long-term, sustainable, service-oriented architecture



Business process management

The same GPM is used to create stateful workflows that encompass human interaction. Out-of-the-box process templates will greatly accelerate your process development cycles and let you build on our 33 years of business process experience. In addition to digitizing your process, the advanced workflow management feature allows you to involve the right people at the right time at any point within any digitized process. With Web Extensions, designers easily create Web-based forms for business users to become part of the automated process. The Sterling Integrator security and federation model allow for workflows to encompass users in multiple internal domains and external partner organizations.

Service and channel interoperability

Services define a consistent representation of business operations that shield business developers from understanding implementation details and complexities. Sterling Integrator-based services are loosely coupled with the channels in which they are deployed—a crucial factor of multi-enterprise SOA. Business processes like purchase orders, inventory, and invoicing are internally focused; however, they are required by partners inside and outside an organization.

Channels are composed of communications protocol, message format, security standards, and trading partner profiles. Sterling Integrator has the most comprehensive industry support for all of those channel components. Sterling Commerce enables your business architecture to rapidly respond to business requests by onboarding and modifying channels with no disruption to the services and the processes they impact.

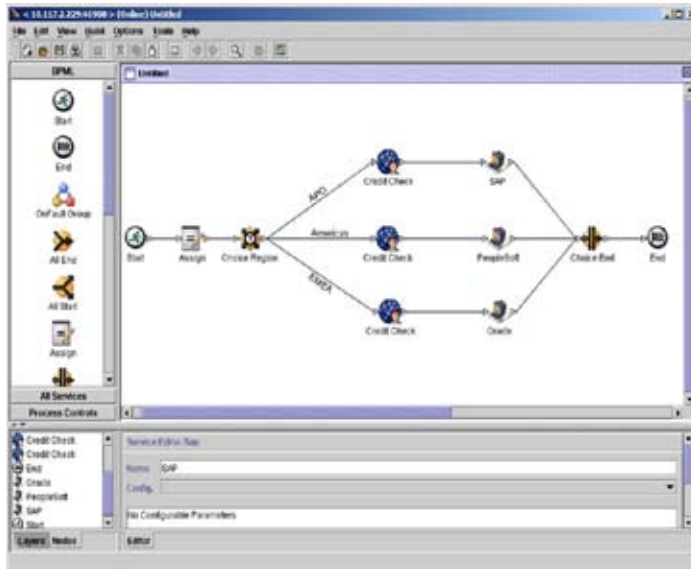
Sterling Integrator for multi-enterprise SOA

Feature	Benefit
Service composition	<ul style="list-style-type: none">• Non-coding approach to solution creation• Standardized approach to component reuse• Version control and promotion capabilities• WSDL repository
Transformation	<ul style="list-style-type: none">• Stream-based parsing for large files• Map versioning and referencing by multiple services• “Any-to-any” format transformation• Support for more protocols than any other solution
Routing	<ul style="list-style-type: none">• Static, dynamic, and condition-based routing• Message-based and file-based routing
Message processing	<ul style="list-style-type: none">• Direct support for a large array of communications and messaging protocols• Certificate storage and management
Visibility	<ul style="list-style-type: none">• End-to-end audit trail for incoming and outgoing messages• Separate data repository with out-of-box reports• Customizable fact model, export most aspects of every managed transaction

Community and trading partner management

To take full advantage of the benefits of multi-enterprise SOA, partners must be onboarded quickly and easily. Sterling Integrator enables channel creation and maintenance, partner self-provisioning and profile management, configuration testing, digital certificate distribution, contract creation, and partner change management through Sterling Community Manager, a module of Sterling Integrator. This allows you to effectively manage your partner community before and after onboarding without requiring high-demand, low-supply expensive skill sets.

Mailboxing, similar to advanced message queuing, allows for auditability of trading partner profiles and their inherent hierarchical complexities. This enables the right level of granularity for managing your business, and provides your partners increased visibility into all aspects of their business. Sterling Integrator provides monitoring that informs you and your partners on the status of your trading community. Sterling Integrator community



Create business process workflows and reusable business services with the Graphical Process Modeler

management extends collaborative power to a broad range of partners within your entire trading community. A well-oiled community machine directly translates to faster growth and bigger profits for your business.

Process visibility and management

Sterling Integrator enables you to customize information access and presentation for specific users and roles in one centralized user interface. The dashboard monitors processes for compliance with service-level agreements and alerts you to exception transactions and events. Sterling Integrator also provides Web based event management, reporting, tracking, and auditing tools, making it easy to

obtain real-time activity and status information. With this type of visibility, Sterling Integrator positions you to be more agile in the marketplace.

Sterling Integrator is mobile enabled

Sterling Integrator capabilities have been extended to mobile digital devices. Sterling Integrator® Mobile provides monitoring and management of Sterling Integrator processes and status from a mobile digital device, including system status, database growth, and average business process wait time. This mobile application improves operational responsiveness by providing users with the ability to access and respond to Sterling Integrator process information and status anywhere.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.com.

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