

Integrating with the Cloud- Practices That Work

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Agenda

- Introduction
- Objectives
- Definition of “the cloud”
- Highlight integration challenges
- Discuss integration options
- Best practices
- Questions



Introduction – About Me

- Glen T. Ryen
- VP – Technology for Prismo Technologies
- 16+ years with the E-Business Suite
 - Integration, Implementation, and Customization
 - Clients large and small, various industries
- Experience with ETL, middleware, and SOA-based integration
- Development background, but also functional and PM



Introduction – About You

- Oracle EBS customer on R12? 11.x or earlier?
- Cloud-based applications
 - Live?
 - Implementing?
 - Evaluating?
- What kind(s) of SaaS/cloud services?
 - CRM – Salesforce.com
 - HR/HCM - Workday, Taleo, Successfactors
 - ERP/Finance – Oracle Fusion, Netsuite, Concur
 - Other – Packaged or custom?
- Functional, Technical, Project Management?



Objectives

- Define “the cloud” in the context of this discussion
- Highlight integration challenges for cloud applications
- Discuss integration options
 - Presentation layer integrations
 - Application integrations
 - Data integrations and cleansing
- Discuss best practices



Cloud Applications

- SaaS – Software as a Service
- Externally hosted – Outside the enterprise firewall
- Provider manages availability, performance, scalability and security
- Pay-as-you-go subscription model
- Shared instance/Multi-tenant application
 - Single code base, frequent application upgrades
 - Configurable components instead of customization
 - Pre-built ERP and/or middleware connectors
 - Partner ecosystem



Integration Challenges

- Crossing firewalls at internet speeds and latency
- Data volumes and frequency of API calls can incur additional charges
- Shared instance/Multi-tenancy advantages/disadvantages
 - Single code base, API's constantly changing
 - Location and ownership of data
- Varying maturity of integration tools/services
 - Connector availability
 - Data replication/synchronization
 - Data cleansing/validation – Handling inaccuracies and inconsistencies, viewing data lineage
 - Governance – Security and control



Integration Options

- Presentation layer integrations
 - Mashups or composites
 - Visual, data, or logic layers
- Application integrations
 - Event driven, real-time or near real-time
- Data integrations
 - Bulk/batch data loads on a fixed schedule



Presentation Layer Integrations

- Client presentation mashups/composites
 - Integration just at the visual level
- Service mashups
 - Consume web sites/feeds
 - Invoke an API to complete a business process
- Low effort and expertise for quick wins
 - HTML/JavaScript, prebuilt, or custom API calls
- Lightweight integration
 - Limited process/workflow changes
 - Separate data silos limits analysis



Application Integrations

- Event-driven, real-time or near real-time connectivity
- Supports multi-step business processes
- Middleware or an ESB handling communications
 - SOAP Web Services, REST API's over JMS, etc.
 - Oracle Fusion Middleware – ESB, SOA Suite, BPEL Process Manager, etc.
- Significantly more capability and complexity vs. mashups
- Facilitated by pre-built connectors or connector development frameworks



Data Integration

- Middle ground on cost vs. complexity spectrum
- Bulk/batch data loads
 - Initial data migrations and/or on a fixed schedule
 - ETL tools
 - Oracle Data Integrator
 - Trickle-feed or Change Data Capture
 - Replication engines
 - Oracle GoldenGate
- Data services
 - Use in conjunction with de-duplication and cleansing tools
 - Web Services over HTTP or JMS



Data Cleansing

- Good business practice in general, essential for many integration projects (CRM)
- Correct or delete incorrect, incomplete, duplicate or improperly formatted data
- Consider data cleansing tools to programmatically evaluate the data – ActivePrime CleanCRM, Data.com, etc.
- An on-going effort, not a one-time project



Best Practices

- Focus on the business process(es) you want to enable
 - That drives the tools and techniques, not vice versa
- Understand your data
 - Decide on systems of record
 - Data discovery, data dictionary or MDM tools
 - Focus on data quality – cleansing tools, services
 - Retain control
- Integration team – Part of your strategy or core competency
 - Technical skills – Understand the tools
 - Business users – Review integrated data
 - Decision makers – Ultimate consumers of the information



Best Practices (continued)

- Define performance metrics upfront
- Buy vs. Build - Connectors from:
 - SaaS provider – Force.com Connect for Oracle
 - ERP provider – Oracle Data Integrator
 - On-site integration vendor – Informatica, TIBCO, Ab Initio
- Consider IaaS – Integration as a Service
 - Cloud-based integration platforms
 - Dell Boomi, Informatica Cloud, IBM Cast Iron, etc.
- Follow SOA principles
 - Loose coupling
 - Abstraction layers, data services
 - The only constant is change!



Questions?
Comments?



THANK YOU

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