THE CLIENT

The client is one of the largest wireline provider in the US. Its Enterprise Solutions Group (ESG) provides networking solutions to enterprise customers. It delivers a complete range of basic and advanced communications products and services to meet voice, video, data and IP-related needs of enterprise customers.

THE CHALLENGE

The client’s ESG needed a system that would integrate applications running on heterogeneous platforms located in geographically distributed data centers.

The Application Integration had to:

• Integrate application like Siebel, PeopleSoft, Remedy, Visionael and other homegrown applications
• Facilitate flow of Products, Customers, Quotes and Salesperson information from Siebel (Sales force automation) to PeopleSoft.
• Facilitate flow of PeopleSoft Customer numbers and Address Integration numbers from PeopleSoft to Siebel.
• Enable extraction of Booked Quote, Pre Book Quote, Customer, Purchase Orders, Sales Orders, Product and contract information from Siebel, PeopleSoft and Remedy and Population of MARS data mart for Reporting purposes
• Enable migration of the Maintenance Contract, Site, Product and contact information from Visionael to Remedy.
• Create a heterogeneous environment integrating DB2 on Mainframe, Oracle on Unix and SQL server on NT located in data centers geographically distributed across the US.
THE SOLUTION

The Quintegra integration incorporates applications that run on heterogeneous platforms located in physically diverse data centers. Informatica tools are used for extraction and loading of data.

The Application Integration:

The client uses Siebel for their Sales Force automation and PeopleSoft for their order processing, purchase order management and Accounting. The Network Integration group uses the Visionael application for network resource management and Remedy for help desk and customer support. The company has also implemented MARS data mart, which is used for reporting and analyses.

New customers are created in Siebel and passed on to PeopleSoft. The customers are approved in PeopleSoft after a credit check and the new customer status is passed on to Siebel. Quotes can be created in Siebel once customer is approved. The quotes are passed to PeopleSoft and sales orders are generated. Once the orders are generated in PeopleSoft, the quote is booked in Siebel. The booked quotes can be revised in Siebel and the revisions are also passed on to PeopleSoft.

The customer information can be changed in PeopleSoft and any change to customer information is passed on to Siebel. Products created in Siebel are moved to PeopleSoft.

The maintenance contract, site and contact information are moved from Visionael to Remedy and then to MARS for reporting. MARS is populated with data from PeopleSoft and Siebel. The booked and Pre book information of quotes are obtained from Siebel. The products, customers, sales orders, purchase order information are obtained from PeopleSoft.

The Informatica sessions and batches scheduled to run at desired frequencies using Autosys, Integrate all these applications and enable data exchange between them.

Currently Siebel 99.6 is being upgraded to Siebel 2000. This affects all the interfaces to Siebel. The interfaces to Siebel are being modified to support Siebel 2000.
THE QUINTegra Advantage

The Quintegra solution integrates applications that run on heterogeneous platforms located in geographically distributed data centers. Informatica tools are used for extraction and loading of data.
**Applications Integrated:**

- Siebel 2000 running on IBM Mainframe using DB2 database
- PeopleSoft running on Sun workstations using Oracle database
- Remedy and Visionael running on NT.

**Tools Used:**

- Informatica Power Center 5.11
- Informatica server Operating System – Sun Solaris and Windows NT server
- Informatica Repositories: Oracle and SQL server databases