

Introduction to Renewtek

September 2007

- Legacy Transformation / Renovation
- ESB / SOA
- BPM / ECM
- Bespoke development, portals,
- Agile Delivery (Scrum)

- Architectural Consulting – EAI, ESB, SOA
 - RFI/P in-a-box process for vendor selection for EAI/ESB offerings
 - Capability Assessment (people, process & architecture)
 - Solution Architecture
 - Strategic Review, Plan & Implementation of SOA
- Delivery
 - Be-spoke development J2EE / .NET
 - Integration expertise

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>Major overhaul of core integration technology to renovate assets worthy of prolonged life and to replace others that were no longer practical or reliable enough to deliver required levels of service to the business</p>	<ul style="list-style-type: none"> • Undertook an analysis of each of the integration points with the customer to prioritise renovation needs on a triage basis (Reinforce, Repair, Replace) • As the project was time critical Renewtek introduced the SCRUM methodology for iterative & rapid development of the solution to meet ever increasing and changing business needs
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none"> • After years of organic growth driven by continuous business demand for cheap and fast delivery of solutions without significant investment in technology, the customer reached a point where the stability & scalability of the IT infrastructure was a limiting factor in the business' ability to delivery new and innovative services to its customers 	<ul style="list-style-type: none"> • Rationalisation and replacement of core application integration infrastructure based on industry standard containers (J2EE) driven by needs for greater performance, reliability and reduced costs of ownership • All core components renovated to deliver significant improvement in reliability & scalability of delivery • Integration platform service enabled and strategy developed for future delivery of business integration needs (B2B, B2C, B2A) via enterprise service bus (AL)

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>To accommodate the expansion of its manufacturing capabilities for a new Boeing 787 aircraft as part of a global manufacturing project, Hawker de Havilland (Boeing) wanted to create a flexible architecture to enable integration of business applications to reduce costs and streamline application processes</p>	<ul style="list-style-type: none"> • Renewtek designed a solution that would give reliability and zero message loss over a system composed of nodes in multiple countries • Implemented a production-ready set of services, GUI & sophisticated systems failure monitor within 5 months connecting 3 of the original systems to the ERP for go-live • Phase 2 added PeopleSoft and the re-use of existing services to build out the solution with more pathways
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none"> • The architecture was designed to connect a new manufacturing execution system (MES) to HR (PeopleSoft), an ERP, an engineering content repository and three in-house developed applications – such as Time & Attendance (T&A) and Tool Control & Accountability (TC&A) 	<ul style="list-style-type: none"> • Solution has proved reliable and scalable (0 failed transactions), with a fourfold increase in interfaces and throughput expected to triple with the completion of Phase 2 • Allows Boeing to build an adaptable, service-oriented environment that extends existing skill sets and allows IT to rapidly integrate and assemble business functionality to speed up project completions

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>A new hospital being built with a view to showcasing technology for the healthcare centre.</p> <p>Requirement to delivery both patient administration and clinical care applications in a seamlessly connected environment.</p>	<ul style="list-style-type: none"> • Renewtek undertook RFP, evaluation and selection of EAI technology – emphasis on specific business support for healthcare, diverse technologies and performance. • Carried out bake-off of short-listed technologies – recommended best fit • Recommended selection of portal solution from same vendor to meet consolidation and single view needs for consultants both onsite and remotely
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none"> • Most applications in the sector trail behind the mainstream IT industry in terms of openness, technology and standards • Specific products claimed to support common message schema HL7 did not • Real time integration needed to drive efficiency and quality of service for consultants to access data quickly and from remote locations • This level of integration never attempted before 	<ul style="list-style-type: none"> • Integration (WLI) achieved for key business functions using HL7 messaging where possible using mix of low level communications protocols (including guaranteed message delivery) for patient management, pathology reporting, meals management, rostering • Portal (WLP) enables online access for doctors, nurses and staff with custom views to suit their needs – e.g. surgeons can view their patient lists, prescribe medications, and view pathology results in real time. • Clustered solution supports 24x7 operations



More broadly our experience extends to

www.renewtek.com

<i>Auto Manufacturer – Website Upgrade</i>	<i>Support</i>
<p>Problem: The client is a global auto manufacturer with a complex web environment involving 26 models in a legacy database. Previously there was no way to communicate the differences in models to the user on the web.</p> <p>Solution: Renewtek engaged on an agile basis to support iterative releases; a significant upgrade to WebLogic 9.2 with major code consolidation was achieved. A creative flash front end was introduced creating a visual and user friendly experience, and de-mystify the complexity & choice of products</p>	<p>Example: First level support for an SOA for Boeing. Currently in the early stages of being live. The team onsite are managing the gradual rollout of new services as part of a gradual handover to the customer's staff</p> <p>Example: Providing out-sourced support for the holden.com.au site (WLS based) and enhancements as required</p>
<i>.NET: eCommerce Renovation</i>	<i>Bespoke Development (J2EE)</i>
<p>Problem: Existing platform based on Microsoft COM had evolved over a number of years. The application base was unstable & costly to maintain; & costly & difficult to upgrade</p> <p>Scope: Delivered a complete rewrite within 4 months driven by need to launch new services for a key customer</p> <p>Solution: Engaged on an agile basis as business requirements were fluid and hence we undertook activities early that would be independent of detailed requirements, building frameworks for transaction processing & data mgt</p>	<p>Problem: The client of this project is a major telecommunications company. The project aimed to implement an improved system of selling digital music & movie content over mobile devices and over the internet.</p> <p>Solution: Renewtek consultants worked on designing, developing and implementing a migration solution for metadata migration from existing external data sources into a multimedia publishing system for the mobile music.</p>



Financial Services Provider – System Renewal

www.renewtek.com

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>Poor performing core application of a major financial services administrator required urgent remediation to rectify stability and performance problems. Commercial considerations, as application used for outsourcing operations, driving a need for immediate results to re-establish credibility in the widely marketed packaged application</p>	<ul style="list-style-type: none">• Identified performance & stability problems by way of technical review; within 3 weeks all major issues identified and explained to customer• Collaborative project involving Renewtek and customer engineers in multiple locations over 6 months to resolve main issues & ensure skills transfer to customer to manage ongoing renovations as necessary
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none">• The niche application service offering had run into major performance and stability issues as the scale of its client base expanded• In-house capability to deliver technical solution limited by the lack of deep hard-core skills in underlying technology (focus on business functionality rather than platform)• Significant investment by administrator and customers in doubt as application failed to scale	<ul style="list-style-type: none">• Renewtek engaged to deliver system overhaul including performance, stability and additional functionality• Alternate frameworks for Object-Relational mapping, caching, threading and data access applied to the system and major functionality modified to take advantage of advanced features• Application performance and stability increased dramatically

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>The insurer provides health insurance for around 1 million Australians.</p> <p>The web presence consists of approximately 60 web sites serviced by a J2EE application and a content management system.</p>	<ul style="list-style-type: none"> • Performed architectural review addressing security, performance, standards compliance, and code quality. • Renewtek performed the migration and upgrade of the application to WebLogic 9.2, as well as implementing fixes for database transaction issues. • Improved domain model was produced in conjunction with personalization design to address new requirements & reduce complexity of existing code and future enhancements.
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none"> • The insurer has found the delivery of enhancements and provisioning of new web sites to be a slow and difficult process due to the aging architecture of the application. • Renewtek engaged to perform an architectural review of the application and implement key improvements. 	<ul style="list-style-type: none"> • The application now has a future-proof & standards-based security implementation that leverages vendor-supported infrastructure. • Work is now under way to implement personalization changes and domain model improvements, which will improve the turn-around time when rolling out new web sites.

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>The client is a global auto manufacturer with a complex web environment involving 26 models in a legacy database.</p>	<ul style="list-style-type: none"> • Renewtek partnered with Visual Jazz, a digital interactive advertising agency, to provide a combined marketing and technology solution. • Renewtek engaged on an agile basis to support iterative releases. As part of the engagement a significant upgrade to WebLogic 9.2 with major code consolidation was achieved. • A creative flash front end was introduced creating a visual and user friendly experience, and demystify the complexity and choice of the products.
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none"> • Previously there was no way to communicate the differences in models to the user on the web. The WebLogic code was poorly developed over a period of years. In addition there was unnecessarily complex integration with Interwoven content management system. • The cost of maintenance of the website is in the millions annually. 	<ul style="list-style-type: none"> • The client has decided to bring more brands and geographies onto the site; and plans are in place to significantly reduce annual maintenance costs.

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>The client of this project is a major telecommunications company in Australia. The project aimed to implement an improved system of selling digital music and movie content over mobile devices and over the internet.</p>	<ul style="list-style-type: none"> • Renewtek was engaged by a tier 1 consulting firm to provide technical expertise in Converged Music project using WebLogic Server & .NET apps • Worked on designing, developing & implementing solution for metadata migration from existing external data sources into a multimedia publishing system for the mobile music • Provided a custom reporting solution which provides APIs that are triggered via a batch job to generate reports for various vendors over different frequency durations in various file formats
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none"> • The company had been using 2 separate Digital Asset Management Systems, for online and mobiles making it difficult to link delivery channels with synchronisation processes, resulting in data quality issues. • With the mobile content being externally hosted as a managed service, the company had little control over the Digital Asset Management System. Delivery of functionality is time consuming and depends on the work priorities of these externally hosted services. 	<ul style="list-style-type: none"> • The system is now in production and the client is satisfied with the solution

Renewtek delivers practical technology solutions for business problems

Business Understanding

- Senior management have had extensive experience in executive positions
- ROI driven outcomes

People

- Training & Development
- Specialist skills
- Innovation

FileNet Partnership

- Used to support FileNet PS
- Frameworks to drive productivity
- Product: SLA Pulse

Examples of Practical Outcomes

- **Superpartners** - implementation of Content, Process and Image Services; workflow for 60 doc types; conversion of 9 million images; currently processes some 10,000 inbound documents per day
- **Panagon Upgrades** – DPI, ColInvest, Dept of Defence
- **Records Management** - Maroochy Shire Council & Dept of Defence
- **Bespoke development on FileNet P8** ANZ Bank, ColInvest, Meeting Manager, Asteron Life

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>To successfully bid for the administration of a key industry fund - with more than 600,000 members - the client needed to be able to demonstrate they had the flexibility in business processes to accommodate the new fund.</p>	<ul style="list-style-type: none"> • Implementation of Content, Process and Image Services from FileNet's P8 • Significant data take-on required with some 3 million images of existing documents converted to FileNet • System customisation and integration was made to optimize for the customer's environment • The project delivered workflows for 60 different document types ranging from new applications to surrenders and transfers
<u>Business Problem</u>	<u>Solution</u>
<ul style="list-style-type: none"> • The timeline for the take-on was very ambitious with just over three months allowed to install, configure and customise the FileNet application as well as support the data conversion for go-live 	<ul style="list-style-type: none"> • Delivered on time and the application has remained stable and performs well • The solution currently processes some 60,000 inbound documents per day • Fastest FileNet P8 implementation in the world at a major superannuation fund administrator

<u>Project Snapshot</u>	<u>Renewtek Approach</u>
<p>Project launched in late 2005 to deliver a platform for operational efficiency and service excellence</p>	<ul style="list-style-type: none"> • Implementation of Content, Process and Image Services with email manager from FileNet's P8 • Used FileNet Business Process Framework (BPF) with nearly 70% fit for functionality to accelerate development • Use SLA Pulse for SLA monitoring • System customisation and integration was made to optimize for the customer's environment • The project delivered workflows for 60 different document types ranging from new applications to surrenders and transfers
<u>Business Problem</u>	<u>Solution</u>
<p>Move from</p> <ul style="list-style-type: none"> • paper based risk assessment processing with • high error rates; • inefficient work processes which were not meeting SLAs; • with an over reliance on key individuals. 	<ul style="list-style-type: none"> • Outsourced mail handling • Imaging of policy application & correspondence • Case management and workflow for underwriting & administration • Adviser online access • Increased productivity and staff satisfaction; reduced storage costs; enhanced service

- A software product developed as an add-on to the FileNet Enterprise Content Management Solution
 - is a simple, low cost tool that can provide immediate customer benefits
 - offers the opportunity for FileNet P8 users to improve customer service
 - allows for internationalisation
 - is downloadable and self-installing
 - is fully documented

When used in conjunction with Process Analyzer, SLA Pulse can:

- assist businesses to monitor service level agreements (SLAs);
- warn of impending SLA breaches
- highlight problem business areas
- provide improved internal and external reporting data

For more information, see <http://www.renewtek.com/slapulse.html>



With experienced WebLogic & AquaLogic professionals, Renewtek can provide expertise in application development & SOA.

Successes include the creation of a Service Oriented Architecture (SOA) for a Boeing subsidiary in Australia.



Renewtek has developed not only .NET applications, but also our own products, such as ezyobjects using the .NET framework.

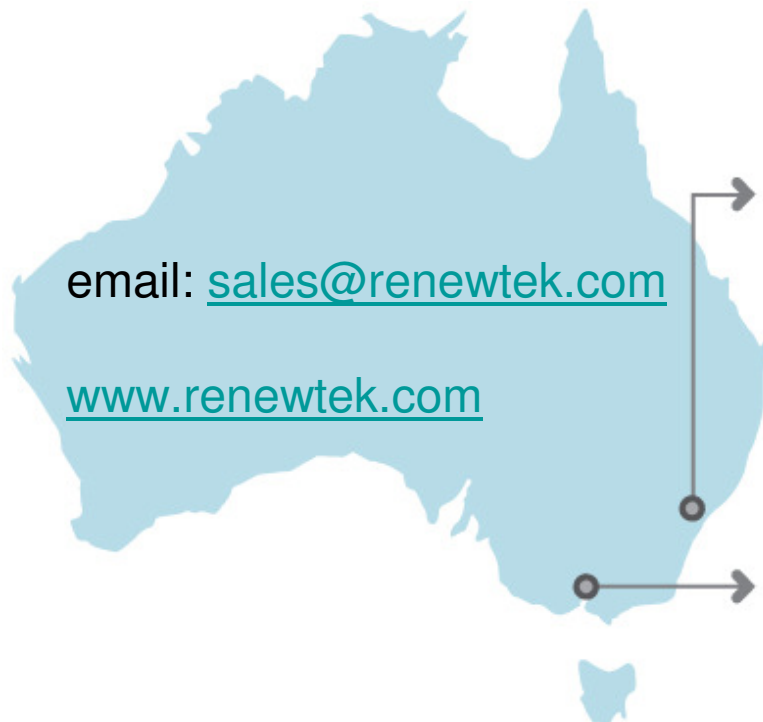


Renewtek offer consulting & development services around the IBM WebSphere and MQ suite of products including integration with mainframe and AS400 systems.

Renewtek has developed an add-on to the FileNet P8 application - SLA Pulse assists businesses to monitor service level agreements (SLAs).



Renewtek represents this existing new technology that offers non-invasive, rapid integration between applications without programming and at a fraction of the cost and time of other integration solutions.



Sydney Office
Level 29, Chifley Tower, 2 Chifley Square,
Sydney, NSW 2000

Tel: (02) 9375 2400
Fax: (02) 9375 2121

Melbourne Office
Level 4, 410 Collins Street, Melbourne,
VIC 3000

Tel: (03) 9670 7790
Fax: (03) 9670 6663