

Enterprise Integration Using BizTalk

A leading Financial Service Provider's B2B Portal Integration

Objective: Orchestrate all internal and B2B interfaces using Microsoft BizTalk platform



THE CHALLENGES

- Custom interfaces - myriads of interfaces between in-house applications running on disparate application platforms ranging from Client/Server, Web-based to Mainframe systems
- Interfaces with customers did not provide uniform functionality – certain customers were not able to use some of the services that the organization had to offer
- Some transactions between the organization and its customers were not linked to the order requests creating accounting problems
- Multiple interface mechanisms used for interfaces with customers using multiple applications resulting in duplicate transactions - resulting in confusion and delays in order processing
- Lack of coherent and consistent business rules implementation across the platform
- Changes to the existing interfaces were cumbersome and laborious
- Roll out of changes to the interface was complex and time consuming

KEY BUSINESS FUNCTIONS IMPACTED

- Credit reporting ordering for originators
 - Interfaces with customer loan origination systems
 - Interfaces with credit bureaus
- Appraisal orders
- Title policy orders
- Loan Closings
- Flood Insurance orders

TRANSACTION VOLUMES

- More than 10,000 requests daily

KEY OBJECTIVES

- Adopt an Enterprise integration platform for interfaces definition and management
- Conform to industry standards around data exchange using:
 - Web-Services
 - Adopt industry standard data exchange formats such as MISMO XML for various transactions
- Enhance internal systems to use Service Oriented Architecture (SOA) for orders processing
- Simplify operations management for customer orders
- Simplify interface upgrades and deployment

SOLUTION

- Adopt Microsoft **BizTalk, Windows SharePoint Services, and InfoPath** technologies to seamlessly integrate system interfaces, end users and system administrators for better functioning B2B interfaces
- Multiple BizTalk maps created to map client requests to internal proprietary schema and vice versa
- Developed BizTalk orchestrations to manage the order transactions between the organization and its business partners and customers
- Configured BizTalk pipes for file format interpretations
- Web Service wrapper to assign tasks to individuals based on payload received on **MSMQ** and Active Directory
- Request Forms generated and published using SharePoint Content Management to allow adding / editing of requests on the fly
- Load balancer to balance request loads on BizTalk servers
- SQL Notification Service to email and notify approval or work task owners or request status to users
- Integration with Blackberry to allow approval task owners to approve requests while away from the desk
- SQL Reporting service for report generation

TECHNOLOGY

- Microsoft .Net based web-applications
- Oracle 10g Database
- Microsoft SQL Server 2005
- Microsoft Windows SharePoint Services, Microsoft InfoPath

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