



ABOUT HR SERVICE PROVIDER

Our customer is a recognized world-class company, providing highly automated HR services. Their clients are large and well known companies like Boeing, Fox Entertainment, Energizer, CSC, Google, American Airlines and a number of public sector companies.

BUSINESS CHALLENGE

Customer clients provide data in a multitude of formats and quality, but need to maintain extremely strict consistency, legal and other policies across all data. Without a unified data format and data management rules, launching a new product, customer or feature involves significant cost. Additionally, occasional changes in legal policies cause tremendous rework in many information systems.

Hence, Master Data Management (MDM) was the challenge in this case. It spanned the accumulation, storing, decryption, validation, correction and augmentation of data. It needed to provide a unified but still flexible view on information to many line-of-business systems where the data was required to be distributed in a pre-defined format. MDM was introduced to provide a reliable method of controlling and enforcing all modifications to master data going through the MDM system.

SOLUTION DELIVERED

The data management solution was architected with an effective approach of top-down design from BPM to SOA services and a bottom-up service implementation by means of application and data integration.

The project was executed by many distributed parties. Exigen's team had the responsibility of service design: aligning BPM and SOA resources, and the provision of these services on a .NET platform. Whilst focusing on service design we focused on high abstraction of business services, but still considered data exceptions and concurrency issues. As the result it made the work of team orchestration really simpler, as they could focus on the business-processes rather solving integration problems.

Being in the middle of collaborative effort, Exigen's team played the lead role in integration of the whole solution. Concerned for discovery integration and alignment mismatches on early stages, we were driving vertical decomposition and iterative development of SOA infrastructure. Particular attention was paid to the testing of the solution. Exigen provided web-service mock ups that allowed the BPM team to work on orchestration independently. Also, in reverse we utilized the FitNesse tool to emulate the BPM workflows and thus start integration testing of real implementations as early as possible. This effort was paid back in significantly reducing the project's delivery time, while ensuring high quality of the assembled system.



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THE TECHNOLOGY

Appian BPM, .NET Framework, Informatica, DataFlux, GlobalScape

ABOUT EXIGEN® SERVICES

Exigen Services is the leading application outsourcing services provider, and combines world class skills, recognized expertise in development methodologies, and industry experience to reduce risks, lower costs and deliver results. Exigen Services has pioneered a new approach to global application outsourcing, Outsourcing 2.0 that includes commercial terms that optimize financial alignment between client and vendor. As a result, Exigen Services makes IT outsourcing a much easier and more beneficial undertaking for global enterprises.

Since 2000, Exigen Services has been the global leader in the use of distributed Agile methods for rapid and precise systems development throughout the banking/ insurance/ brokerage, healthcare, telecommunications, government and media industries. Exigen Services has achieved high honors in a variety of independent lists and rankings, including *Brown & Wilson Black Book of Outsourcing* in 2008, *Global Services 100* in 2009, *Inc Magazine's 2008 Inc5000* and is a top 10 provider of both outsourced product development and human capital development.

Clients range from mid-sized growth companies to Fortune 500 organizations including Sun Microsystems, CSC, Universal Music Group, Standard & Poor's, T-Mobile, Westpac Bank and many others.

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