



# SOA-6: Our Road to Becoming a Software Service Provider

## Tony Vertenten



### SOA-6: Our Road to Becoming a Software Service Provider

Tony Vertenten  
CTO, Intris NV



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### Agenda

Road to service provider.

- Intris short introduction
- Why do we need services?
- Services in IT
- Intris and services
- Use Cases



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### Intris Group



- Offices: BE (HQ), NL
- +50 employees
- 250+ Customers, >4500 users
- Supply Chain Management Software



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# SOA-6: Our Road to Becoming a Software Service Provider

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### Solutions for the Logistics Service Provider

- Software
  - Forwarding
  - Transport
  - Air Freight
  - Warehouse management
  - Liner Agency
  - Transport optimization
  - Customs Benelux
- Developed in function of the logistical company process
- Constant innovation of the software
  - Tris v8
  - Progress® OpenEdge® 10

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### Progress Products in use

- **OpenEdge**
  - Development
    - OpenEdge Studio + OpenEdge Architect
    - Roundtable
  - Deployment
    - RDBMS
    - DataServer
    - Appserver™
  - Management
    - OpenEdge Management & Replication
- **Sonic™**
  - Development
    - Sonic Workbench
    - Stylus Studio
  - Deployment
    - SonicMQ®
    - Sonic ESB
    - Sonic Adapters
    - Sonic Deployment Manager
- **Professional Services**



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### Progress products under evaluation

- Actional
- DataXtend
- Apama



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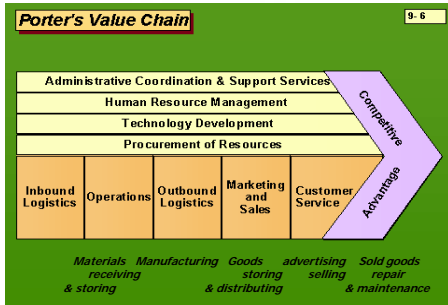
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### Logistics in the Value Chain



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### Value Chain definition

- Value Chain = A network of highly structured organizational processes and partners to create, produce, and deliver a product or service satisfying customer and market demands.
- Companies are producing a constantly changing mix of increasingly complex products, while global competition demands ever shorter cycle times and shorter product life cycles. Market conditions and requirements change every day. This results in frequent new product introductions and constant adjustment of the value proposition of all products in the portfolio.  
Value Chain responsiveness becomes a primary differentiator.

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### Challenges in Logistics

- Transparent part of the supply chain
- Business Process integration
- SLA
- KPI
- Connectivity
- Integrity
- Changing business requirements
- Quality of Service
- ...

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### Business Process Integration

- AGREEMENT (SLA)
  - What?
  - How?
  - Who?
  - When?
  - Price?
- COMMUNICATION
  - Who?
  - How?
  - When?

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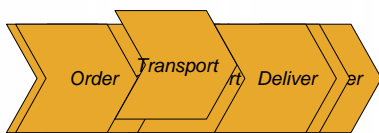
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### Levels of integration



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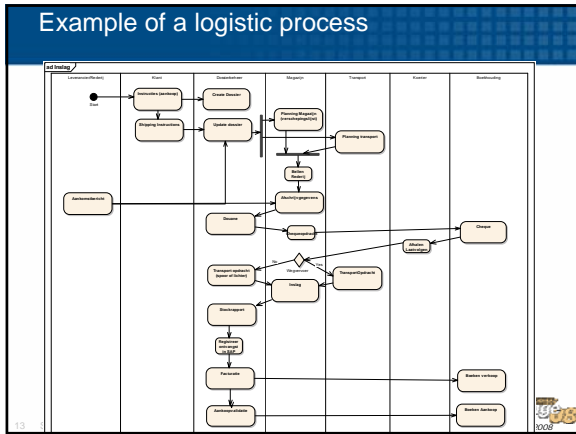
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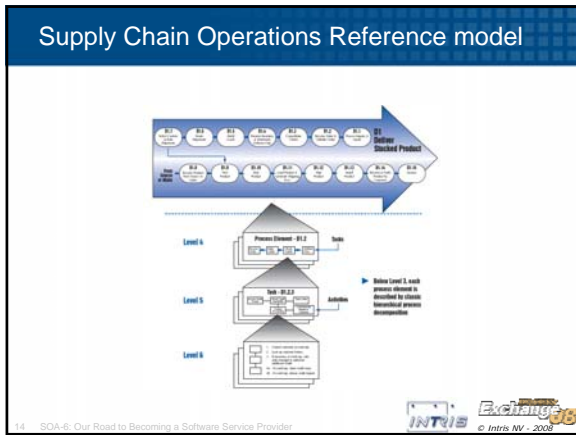
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### Chem eStandards v4.0

<u>Customer/Company Information</u>	<u>Logistics</u>	<u>Product Information</u>
Qualification Request	Carrier Weights	Certificate Of Analysis
Qualification Response	Freight Bill	Quality Testing Report
<u>Catalog and RFQ</u>	Load Tender Motor	<u>Forecasting</u>
Customer Specific Catalog Update	Load Tender Ocean	Delivery Receipt
Product Catalog Update	Load Tender Rail	Delivery Receipt Response
Request for Quote	Load Tender Response	Demand Forecast
<u>Financials</u>	Shipment Status Request	Demand Forecast Response
Invoice	Ship Notice	Demand Plan
Invoice Response	Receipt Notice*	Demand Plan Response
Payment	Shipping Instructions	Inventory Actual Usage
Payment Detail	<u>Exchange Interactions</u>	Cost Support Request*
Payment Response	Posting Accept*	Cost Support Response*
Price Availability Request	Posting Accept Response	Cost Support Request Change*
Price Availability Response	Posting Cancel	<u>Reporting</u>
Acceptance Notification*	Posting Cancel Response	Product Movement Report*
	Posting Change	
	Posting Create	
	Posting Response	
	Posting Status Request	
	Posting Status Response	

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### Challenges in a nutshell

- Integration: Business process consists of several internal and external sub processes or services
- Management and control of these processes.
- Responsiveness to changes

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### Responsiveness to change

**"It is not the strongest of the species that survive, nor the most intelligent, but the ones most responsive to change"**

Charles Darwin

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### Agenda

*Road to service provider.*

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# SOA-6: Our Road to Becoming a Software Service Provider

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### Service Oriented Architecture

- SOA is an IT architectural style that supports integrating your business as linked services or repeatable business tasks that can be accessed when needed over a network
- These services can assemble themselves when they are needed into on-demand applications, enabling your business to adapt to changing conditions and requirements

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### Service Oriented Architecture

- SOA is an IT architectural style that supports integrating your business as linked services or repeatable business tasks that can be accessed when needed over a network

*Value Chain = A network of highly structured organizational processes and partners to create, produce, and deliver a product or service satisfying customer and market demands.*

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### Service Oriented Architecture

- These services can assemble themselves when they are needed into on-demand applications, enabling your business to adapt to changing conditions and requirements

*Companies are producing a constantly changing mix of increasingly complex products, while global competition demands ever shorter cycle times and shorter product life cycles. Market conditions and requirements change every day. This results in frequent new product introductions and constant adjustment of the value proposition of all products in the portfolio.*

*Value Chain responsiveness becomes a primary differentiator.*

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### What does it mean ?

- Application is part of the business process of our customers
- Evolve from software application to software solutions :
  - Software components
    - Intris
    - Progress Software
    - Others
  - Consultancy
  - Support

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### 2 Routes 1 destination

- Using the existing services (hidden) in our current application
- Application Transformation

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### Using the current applications

- Existing (EDI) Interfaces
- AppServer
- Sonic ESB
- XML Tools (XSLT)

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### How do we combine services to become business processes

- Sonic ESB
- Common Data model
- BPEL server

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### Stages in using Sonic ESB

- Data exchange
- Integrate applications
- Integrate business processes (logic in ESB)
- Governance & management

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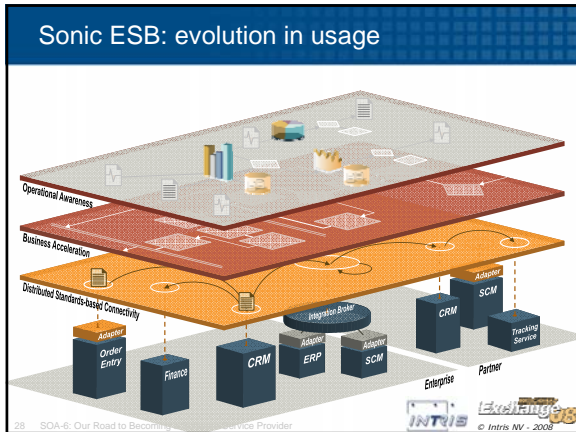
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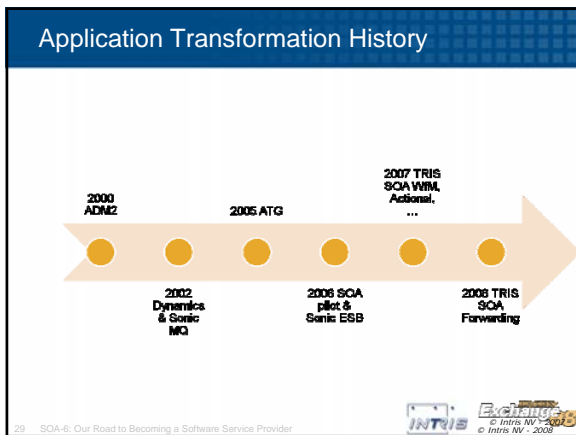
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- ### Research history
- SOA proof of concept 2006
  - Research
    - Tools
    - Methods
    - Models (OERA & others)
  - SOA Pilot project 2007
- INTRIS Exchange 3.0

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### SOA in Practice

*Nicolai M. Josuttis*

- SOA Concepts
  - Services
  - High Interoperability
  - Loose Coupling
- SOA Ingredients
  - Infrastructure
  - Architecture
  - Processes
  - Governance

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### Conclusion

*“For Services you need  
Components. For  
Components you need  
Classes”*

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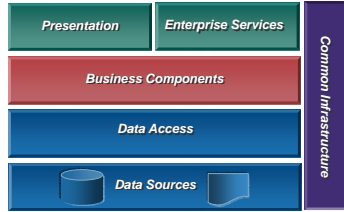
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### OpenEdge Reference Architecture

- OpenEdge Reference Architecture is a valid blueprint to get to SOA



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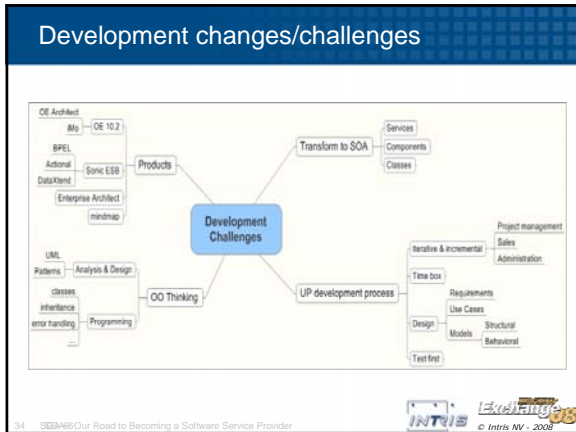
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- ### Mindswitch
- Object model vs Datamodel
  - Process driven UI vs Table driven UI
  - Object Oriented vs Procedural
  - Iterative vs Waterfall
  - Use Case vs ERD/DFD
- © Intris NV - 2008

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- ### How do we get to the services ?
- Mining for services
    - AppServer
    - EDI procedures
  - Services
    - Represent business functionality
    - Has an interface
    - Is self-contained
    - Course-grained
    - Reusable
- © Intris NV - 2008

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# SOA-6: Our Road to Becoming a Software Service Provider

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### Another conclusion

*“TRISSOA is not solely the transformation of a product, but also of the INTRIS company”*

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### Intris WOW

WoW.0 – COMMON						
WoW.1	WoW.2	WoW.3	WoW.4	WoW.5	WoW.6	WoW.7
PRODUCTION	SUPPORT	NETWORK	PROJECT MGMT	SALES	ADMIN	QUALITY MGMT
1.0. COMMON 1.1. REQUIREMENTS 1.2. DESIGN 1.3. IMPLEMENTATION 1.4. TEST	2.0. COMMON	3.0. COMMON	4.0. COMMON 4.1. ON SITE 4.2. INTERNAL	5.0. COMMON	6.0. COMMON 6.1. HR 6.2. FINANCE	7.0. COMMON

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### Intris & Sonic - some projects

- Papinet
  - Connect industry ebXML standard to legacy edifact interface
- Integrate legacy applications
  - Connect multiple applications to 1 Financial application (Exact)
- From order to boardcomputer and back
  - Connect backoffice to planning to boardcomputers
  - Exchange data in several formats (Edifact, csv, excel) with Tris application

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### Intris & Sonic - some projects

- Distribute customs documents
  - TUL: distribute customs documents (release forms) to container terminal
- Data Exchange using Excel
  - Business process integration based on Sonic and Excel
    - Orderprocessing, picking, transport, invoicing

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# Questions ?

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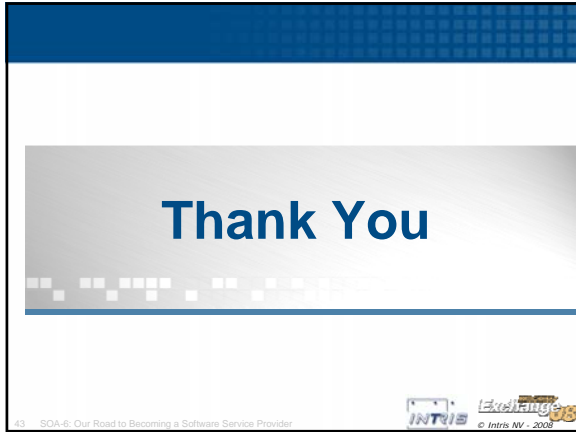
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