BusinessWare
Business Process Integration for SOA & Event-Driven Architectures
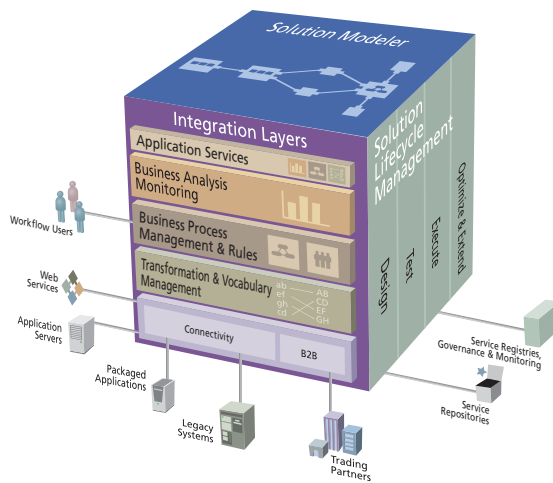
◊ VITRIA®

Comprehensive Solution for Process Integration

Vitria's BusinessWare combines Enterprise Service Bus functionality with capabilities for business process management and event-driven integration, all in the same unified modeling and execution environment.

BusinessWare is used by hundreds of companies to manage complex business processes across disparate systems and multiple organizations. Such complex processes include order management and fulfillment, insurance claims processing, healthcare data exchange, financial services transactions, and management of supply chain interactions.

By combining rich process integration capabilities for service-oriented architectures (SOA) as well as event-driven architectures in a single product, BusinessWare is uniquely suited for projects that involve significant system heterogeneity, need enterprise-class reliability and performance, include both automated and human workflow process elements, and require centralized end-to-end visibility and reporting.

BusinessWare's Integrated Capabilities

The Benefits of BusinessWare

BusinessWare's unified model-driven approach greatly reduces the complexity, cost, and risk of implementing, maintaining, and extending business process integration solutions.

By automating many functions previously performed by people, BusinessWare also enables companies to cut operational costs, reduce processing delays that affect customer satisfaction, and minimize process errors.
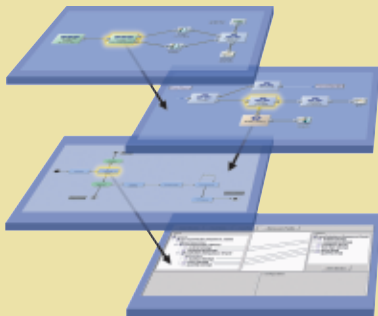
BusinessWare also allows existing functionality in packaged applications and legacy assets to quickly be integrated with newer technologies like web services to enable new business offerings and revenue opportunities.

Nine Reasons to Use BusinessWare

▸ **Enterprise Service Bus (ESB)**
Complete ESB with standards-based application and services connectivity, message transport, dynamic routing, and data transformation

▸ **Unified Business Process Management (BPM)**
Models and orchestrates both system-to-system interactions and human workflow in a single environment

▸ **SOA, Event-driven, Batch, and Mixed-mode Integration**
Strong unified capabilities for multiple modes of integration

▸ **Solution-Level Modeling**
Hierarchical graphical modeling environment simplifies implementation by showing a complete integration solution at multiple levels of abstraction and detail

▸ **Business Activity Monitoring**
BusinessWare's Cockpit and Analyzer options enable visual monitoring and analysis of key processes

▸ **Enterprise-Class Reliability and Performance**
Supports guaranteed messaging, distributed transactions, process rollbacks, load-balancing, and high scalability

▸ **Integrate with External Partners**
Orchestrates electronic interactions with customers, suppliers, and other trading partners

▸ **Business Process Exception Management**
BusinessWare's Resolution Accelerator™ reduces costs and delays caused by process exceptions

▸ **Industry-Specific Solutions**
BusinessWare-based solutions are available for Telecommunications, Healthcare & Insurance, Manufacturing & Supply Chain, and Financial Services.
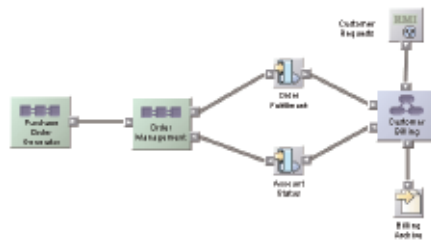
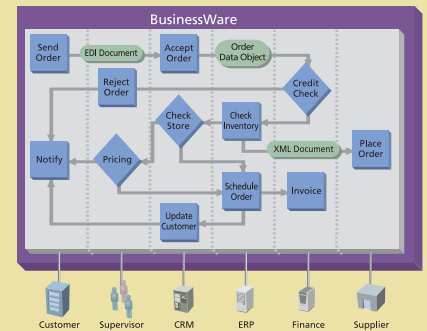# BusinessWare Capabilities For Process Integration

Solution-Level Modeling

▸ Hierarchical model-driven design approach allows working with multiple levels of abstraction, from a unified global view to the most granular level of data detail.

▸ Processes, sub-processes, data translations, workflow steps & other integration components are visually & logically organized into a coherent & directly executable solution.

▸ Benefit: Brings greater order, simplicity, & agility to complex integrations.
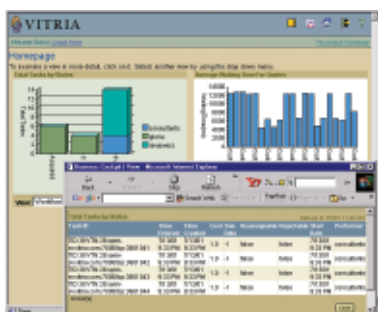
Application Integration

▸ Native support for messaging on JMS, MQ, & Communicator

▸ Connectors for many applications & data transport standards

▸ Asynchronous, synchronous, & batch interaction modes

▸ All integration elements can be combined and componentized for easy reuse.

▸ High performance XQuery engine for data validation, transformation, & queries

▸ Central repository for storing & managing documents
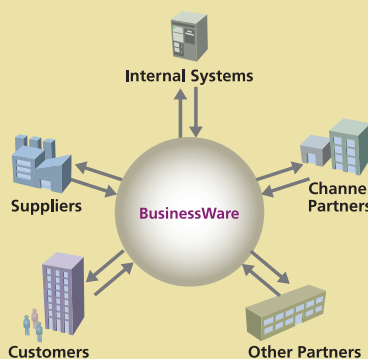
Business Process Management (BPM)

▸ Combines process management & application integration in a single modeling & execution environment.

▸ Unified process automation & web-based human workflow.

▸ Capabilities include state management, nested & concurrent models, time-based triggers, business rules

▸ Specialized capabilities for managing business process exceptions.

Business Activity Monitoring (BAM)

▸ Visualization & analysis of real time & historic data on business processes.

▸ Drill down from big picture views to multiple levels of underlying data.

▸ Benefit: Track key process metrics to improve operational control, detect problems, & improve long term process effectiveness.
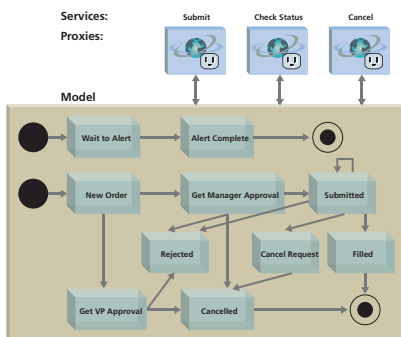
EDI & Other B2B Integration

▸ Business Collaboration Framework for partner-specific orchestration of electronic interactions.

▸ Guaranteed exactly-once transactional integrity across firewalls.

▸ Large library of pre-built EDI, XML, & other B2B vocabulary transformations

▸ Support for AS2, ebXML, and other common B2Bi standards

▸ Repository for trading partner data

Other General Capabilities

▸ Model-driven testing accelerates debugging of all or part of a solution.

▸ BusinessWare Rules Engine embeds capabilities from a best-in-class vendor.

▸ Specialized capabilities for managing business process exceptions.

▸ Design-time repository for reusable components & metadata.

▸ Integrated solution lifecycle management

▸ Clustering & load-balancing for reliability & performance

▸ System monitoring & alerting via JMX MBeans

▸ Configurable security framework

▸ Use 3rd party user repositories & access control tools for authorization, single sign-on, roles, & access rights

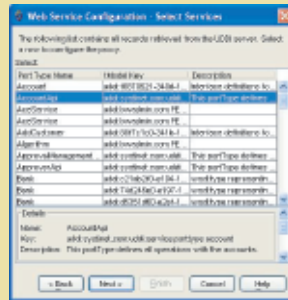▸ Inherit post-deployment configuration changes at redeployment

BusinessWare Capabilities For SOA

Componentization & Service Enablement

- Any element or combination of elements of a BusinessWare solution can be componentized & exposed as a service. This includes process models.
- A service can be deployed as a web service, an Enterprise Java Bean (EJB), or a Remote Method Invocation (RMI).
- Services can be invoked by BusinessWare components, application servers, applications, & other consumers.
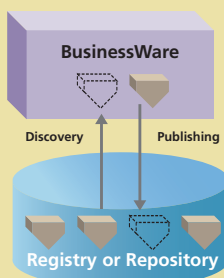
Service Discovery & Consumption

- Services can be invoked by BusinessWare components as either web services, Enterprise Java Beans (EJBs), or Remote Method Invocation (RMI) calls.
- Simplified integration with services discovered in third party UDDI registries.
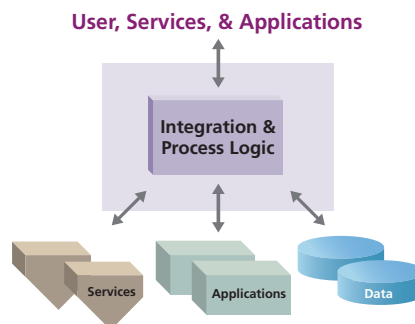
Service, Event, & Workflow Orchestration

- Interactions of services with each other & with asynchronous events are modeled & executed in the same environment.
- Service interactions & human workflow are modeled & managed in the same environment.
- Process state is managed at the level of an entire business process, not just within a single service.

Service Registry Interoperability

- Provides client-side support for third party service registries like BEA AquaLogic Service Registry, IBM WebSphere UDDI Registry, & other products.
- Registered services can be discovered & integrated directly within BusinessWare's modeling environment.
- Services created in BusinessWare can be published to service registries for external use.
- Benefits include easier service reuse & more effective governance.

Building Composite Applications

- Services can be combined & componentized into higher order services.
- Services can be integrated with event-driven & batch-driven elements.
- All elements can be combined via solution-level integration modeling & process orchestration to create new application functionality.
- Benefits include easier implementation of new capabilities, more reuse, & greater agility when requirements change.

Other SOA Capabilities

- Provides configurable platform-level services for document management, audit logging, trading partner data management, security, & user administration.
- BusinessWare's Resolution Accelerator provides specialized capabilities for exception identification, classification, resolution & tracking.
- Interoperable with 3rd party web service governance products.
- Provides configurable UI framework for building web-based user interfaces for composite applications created with BusinessWare.
- Supports SOAP, WSDL, UDDI, XML Schema, WS-I Basic Profile, & other SOA-related industry standards

Business Process Applications & Other Options For BusinessWare

Vitria also offers products and solutions that extend BusinessWare capabilities to address specific business process integration challenges.

For Multiple Industries

- **Resolution Accelerator™** – Quickly and efficiently resolves business process exceptions using metadata-based classification, rule-based automated handlers, and context-sensitive guided workflow

- **Smart Gateway™** – Centralizes the intake, validation, sorting, repackaging, routing, and tracking of electronic business documents

Telecommunications

- **Order Accelerator™** – Orchestrates the full end-to-end lifecycle of service provisioning activities across systems, work centers, and partners. Includes prebuilt processes based on industry standards.

Healthcare & Insurance

- **Smart Gateway for Healthcare™** – Manages the electronic exchange of insurance claims and other healthcare-related electronic documents

- **Smart Claims™** – Extends the value of legacy adjudication systems by automating manual processes, integrating multiple systems, and tracking the full claims lifecycle

Manufacturing & Supply Chain

- **Complex Order Processing** – Coordinates processing and fulfillment of complex orders that involve multiple fulfillment systems and organizations

- **Electronic Data Interchange (EDI)** – Manages the exchange, validation, translation, transformation, and routing of EDI documents

Financial Services

- **SWIFT and FIX Connectivity** – Provides centralized connectivity to industry network for transferring funds between financial institutions

- **Straight Through Processing** – Enables fast, efficient, and accurate processing of trading transactions between broker-dealers, asset managers, and custodians

About Vitria

Vitria Technology, Inc., has been providing award-winning business process integration products and solutions for over 12 years.

We combine technology leadership in SOA and event-driven integration with expertise in business process management in telecommunications, manufacturing and supply chain, healthcare and insurance, and financial services.

Vitria operates in North and South America, Europe, Asia, and Australia.

About Our Customers

Vitria has been selected by hundreds of customers in Telecommunications, Healthcare, Insurance, Banking, Manufacturing, Energy, Retail, Transportation, Government, and other sectors.

Our customers include blue chip companies like AT&T, Bell Canada, BellSouth, The Blue Cross Blue Shield Association, British Petroleum, British Telecom, DaimlerChrysler Bank, Generali, Nissan, The Goodyear Tire & Rubber Company, PacifiCare Health Systems, Reynolds & Reynolds, Royal Bank of Canada, Sprint, Trane, the U.S. Departments of Defense and Veterans Affairs, and XM Satellite Radio.

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