KEWILL

Creating Brighter Solutions

MessageBroker

A fully managed service cutting the complexity and cost of best practice B2B integration

Based on current best practice and state of the art technology, Kewill MessageBroker is an end-to-end, managed B2B integration service. Continual investment means hardware is replaced frequently, a great depth of resilience is built in, and software is kept right up to date so that the latest functionality is always available. No matter how many times a client's requirements change or how an organisation evolves, a flexible, scalable infrastructure and expert knowledge can deliver what is needed, now and into the future.

Business benefits

- Competitive advantage
- Customer satisfaction
- Cost savings
- Responsiveness and agility
- Optimised business processes
- Focus on core competencies
- State of the art, best practice solutions

Core capabilities

- Trading partner management
- Any-to-Any integration
- Communication layer
- Business process management
- Service oriented architecture
- Managed file transfer
- Business activity monitoring
- Security management

Communication services

Specific protocols

- AS1/AS2/AS3
- SMTP
- HTTP(S)
- FTP(S)
- SFTP
- OFTP Dial
- OFTP IP
- JDBC
- JMS
- IBM MQ Series
- XML-RPC

Third parties

- Internet access to the major VAN service providers including:
  - BT
  - GXS
  - EasyLink
  - Sterling
  - Inovis
- X400 via VAN interconnects

Network Connectivity

- Internet
- Secure Internet – IPSEC VPN
- Point-to-point
  - ISDN
  - Leased Line
  - Frame Relay

Integration

Kewill MessageBroker integrates:

- EDI Standards
- SAP Standards
- XML Standards
- Other Proprietary Formats

Technical challenges can damage core business

Many types of organisation need an efficient way of accessing business critical information in the right place, at the right time but the challenge, whether creating a B2B integration solution from scratch or working with an existing EDI (Electronic Data Interchange) system, can be demanding to organisations whose core competencies reside in their vertical knowledge. B2B integration is a prime example of a technically demanding yet crucial business function that can drain in-house resources and negatively impact the achievement of core strategic goals.

In order to achieve efficient operations and gain maximum competitive advantage, organisations need automated business processes and easy collaboration with their trading communities. IT systems need to facilitate this collaboration through effective communication and the sharing of data, but this can be difficult when there may be hundreds or even thousands of trading partners, all with different systems and capabilities. And as the volume and variety of information that needs to be moved around continues to increase and technology evolves, the need for upgrades and changes becomes a constant demand on limited resources.

Organisations commonly use legacy EDI systems in conjunction with complex scripts and applications to deliver business integration, frequently overlooking the true in-house cost of creating and maintaining all of this work, especially when a large number of trading partners are involved. Often inefficient, customised interfaces and limited data transformation capabilities compromise the speed and accuracy with which information can be delivered. Furthermore it is extremely difficult to keep track of what is going on in a complex B2B gateway environment. There is rarely any clear visibility or comprehensive alerting system to indicate when problems may be developing.

As a result, more and more organisations are looking for a fully managed B2B integration service. Why waste resources struggling with complex technical challenges when there are experts available to do it more effectively and efficiently?

Cost effective route to best practice

Based on current best practice and state of the art technology, Kewill MessageBroker is an end-to-end, managed B2B integration service. Continual investment means hardware is replaced frequently, a great depth of resilience is built in, and software is kept right up to date so that the latest functionality is always available. No matter how many times a client's requirements change or how an organisation evolves, a flexible, scalable infrastructure and expert knowledge can deliver what is needed, now and into the future.

Supporting a wide variety of communication protocols, from modern Internet to legacy dial-up, Kewill MessageBroker can connect any system to any system and any business to any business using standard or proprietary data formats. And, as a hosted service, first class solutions can be provided far more cost effectively than could ever be achieved in-house. Organisations are left free to concentrate on their core business safe in the knowledge that B2B integration is taken care of.

Retaining control, removing pain

The Kewill MessageBroker service begins with comprehensive consultation. A Kewill professional works with the client to analyse requirements. All the communication interfaces, trading partners, message types, message specifications, business intelligence needs and business processes are explored before solution design begins, helping to ensure that requirements are fulfilled as effectively and efficiently as possible. Once built, the solution is fully tested in parallel with existing solutions.

Kewill effectively becomes its clients' EDI department providing initial and ongoing management of the B2B integration solution including management of all trading partners. Additionally the service provides a single point of contact through which clients can manage all the complexity of B2B integration while still retaining overall control and an effective change control environment that ensures amendments are only made following authorisation.

Top quality, resilient, secure data centres

Designed to be secure, resilient and scalable, the Kewill MessageBroker service is hosted from two dedicated data centres located at geographically separated sites in the UK. Data replication between both centres means that if a critical incident occurs at one site, Kewill simply switches operations to the other site to ensure continuity of service to all clients.

The infrastructure at the two data centres is continually monitored and managed through a Network Operation Centre (NOC). Qualified network engi-

neers are on site 24 hours a day, seven days a week to respond to potential problems, which are normally proactively diagnosed and repaired before clients become aware of them.

Security standards are high. Firewalls and an Intrusion Detection System protect the infrastructure in a two-tier solution and both tiers are monitored by the NOC. When data is transferred over the Internet, a variety of proven security methods are used incorporating Secure Sockets Layer (SSL). Where required, data can be transported via ISDN, PSTN or leased lines, avoiding the Internet entirely. Physical access to the data centres is strictly controlled by several methods including photographic verification.

Power supply is protected through high levels of redundancy provided through a combination of Uninterruptible Power Supplies (UPS) and frequently tested generators. Up-to-date fire detection technologies are in place and advanced systems control the environment in each building. The high performance hardware replicated at each data centre is also designed with a high level of built-in redundancy such as dual power supplies and RAID to ensure minimum disruption to service.

Delivering speed, accuracy and bottom line benefits

By seamlessly integrating different systems, databases and packaged applications, Kewill MessageBroker can help an organisation's information flow efficiently, making it easily available exactly where and when it is needed. As the requirement for near real-time information exchange grows, Kewill MessageBroker's multi-threading managed file transfer (MFT) process speeds up file exchange, ensuring information arrives on time, every time and in the correct format.

By working with clients to define workflow within the B2B gateway, Kewill can help streamline business processes across the extended enterprise, incorporating trading communities as required. All trading partners, regardless of size or technical sophistication, can operate securely as one virtual enterprise, gaining efficiencies across organisational boundaries.

With Kewill MessageBroker, business information can be made to work hard, flagging up incidents before they become problems, helping organisations remove the bottlenecks caused by human intervention and enabling skilled staff to focus on adding value through their core competencies rather than on managing B2B complexity. The improvement in customer service, responsiveness, efficiency and fulfilment of revenue opportunities pays dividends on the bottom line.

Core capabilities

Trading partner management (TPM) - Covers initial trading partner profile development (defining approved communications protocols, data formats and security), provisioning (trading partner registration, invitations, software deployment and testing) and day-to-day management (certificate, user ID and password management, SLA compliance monitoring and profile change management).

Any-to-Any integration - Connects any system to any system and any business to any business using any standard or proprietary data format.

Communications - The communications layer delivers a wide variety of B2B standards including modern Internet and legacy dial-up protocols.

Business process management (BPM) - Complex business process is delivered through MessageBroker's BPM layer. Comprehensive workflow is designed and implemented by Kewill to ensure a client's business processes are managed correctly and efficiently.

Service oriented architecture (SOA) - Kewill MessageBroker is designed to support high-performance, multi-protocol transactions between heterogeneous systems and services.

Managed file transfer (MFT) - Eliminates the risk inherent in traditional file transfer solutions by providing a fully automated process that ensures data files arrive on time and in the correct format.

Business activity monitoring (BAM) - Kewill MessageBroker delivers online displays of real-time and historical information about transactions. During runtime, events and information about events are captured to provide a view of all transactions, error notifications and acknowledgements. Additionally the application can be configured to display key performance indicators and business metrics.

Security - Data centres use firewalls and an intrusion detection system in a two-tier security system both of which are monitored 24/7. For message data moved over the Internet, a variety of proven security methods are used including HTTPS and FTPS.

Features

Hosting infrastructure - Kewill MessageBroker is hosted on high performance, best of breed infrastructures located in two geographically separate, dedicated data centres.

Scalability - All equipment is upgradeable and the capacity of both bandwidth and storage can be increased at short notice.

Disaster recovery and resilience - Data centre infrastructures are monitored 24/7. Kewill MessageBroker solutions are hosted in two data centres located at geographically separated UK sites and data replication occurs between both sites.

Business intelligence - A wide range of management information reports can be provided to clients either online or offline. Offline reports cover transaction summaries of message volumes per type and per trading partner as well as reporting on any document processing errors.

Service levels - Data centre uptime is managed through a service level agreement (SLA) based on 24/7 availability of the infrastructure. Application performance is assured through a support SLA that can be customised to meet individual client requirements.

More information

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