

Creating an enterprise integration factory service

For one of Australia's largest Non-profit organizations providing care & support services





About the client

The customer envisioned a modernization program in a bid to supercharge its longer-term growth strategy within the Home and Community Care (HACC) market and streamlining Enterprise Workforce Management (WFM) practices,. The program included analyzing the application landscape (on-premises, cloud) and the related integration flow including all data mapping and transformation rules, and eventually building and modernizing integration touchpoints.

Business challenges



Legacy integrations resulting into performance & real-time data-sync issues

Poor and not-in-real-time visibility of work allocation and sub-optimal use of available workforce





Manual and inefficient processes leading to breaches of overtime rules, underemployment and staff dissatisfaction

Tackling EoL of legacy systems (CareLink, RosterOn) and supporting modernization program through modern ways of integration while avoiding point-to-point integration



Our solution



Set up a scalable and flexible integration factory service powered by Azure-based integration platform to fulfill their integration needs



Enabling right-fit integration patterns (e.g., pub-sub, scheduled, file-based) to foster standardization, reusability and address future scalability



End-to-end cloud native integration capability using Azure iPaaS Services and DevOps practices for environment creation



Unified factory practices and a federated factory operating model and execution based on agile practices



A 13-week discovery, design, foundation phase to discover the integrations (new and replacements), platform assessment, establish HLDs, LLDs, logical data models, and set-up the factory foundation

Business Benefits



Improved service quality for customers, guided customer-agent interactions and agent navigation, automated and accurate pay calculation for HACC staff



Optimal utilization of workforce through efficient staff rostering, real-time roster costs & accurate pay calculation



DevOps practices leading to 75% reduction in environment creation and 70% reduction in deployment time



Creation of reusable templates for faster time to delivery of integrations



For any queries, please reach out to us at digitaltransformation@hcl.com



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