neosαlpha | boomi

Boomi Managed Services And Support

Our Client is a renowned SaaS platform provider, the services of which are availed by their customers from all across the world in locations such as the United Kingdom, the rest of Europe, the United States and Australia.

BUSINESS GOALS

Our Client is a renowned SaaS platform provider, the services of which are availed by their customers from all across the world in locations such as the United Kingdom, the rest of Europe, the United States and Australia.

The SaaS platform provider offers Integration-Application-as-a-Service, ensuring template-based integrations are implemented at their end client's systems to fulfil the specific business needs.
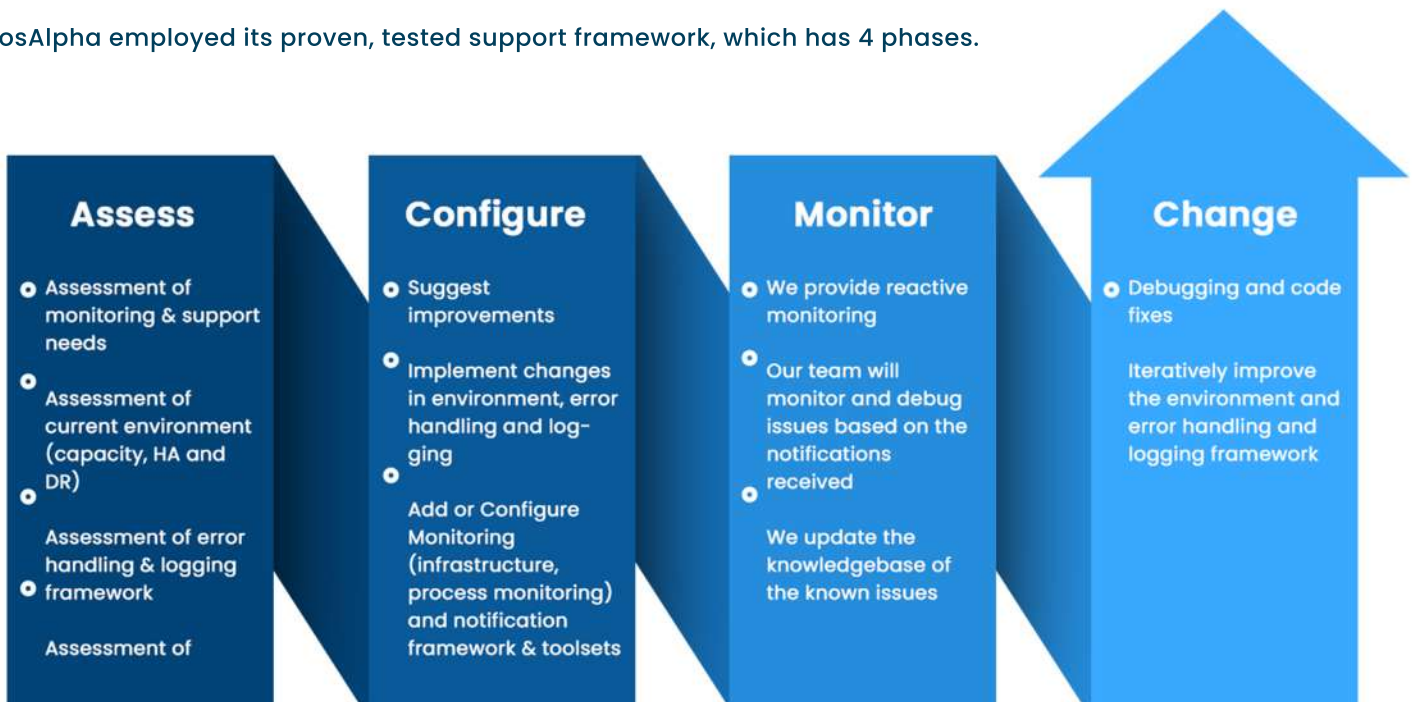
BUSINESS BENEFITS

As a Software-as-a-Service provider, High Availability (HA) is one of the Key SLAs to be met. A penalty can be levied upon them in case of service-level agreement breaches involving critical business functions of their customers.

The stability of their integration platform & associated infrastructure is vital. Therefore, the platform should be monitored closely (24/7) in an automated way, and alerts should be raised proactively before any issue leads to service unavailability.

HOW NEOSALPHA HELPED

NeosAlpha employed its proven, tested support framework, which has 4 phases.

Assess
- Assessment of monitoring & support needs
- Assessment of current environment (capacity, HA and DR)
- Assessment of error handling & logging framework

Assessment of

Configure
- Suggest improvements
- Implement changes in environment, error handling and logging

Add or Configure Monitoring (infrastructure, process monitoring) and notification framework & toolsets

Monitor
- We provide reactive monitoring
- Our team will monitor and debug issues based on the notifications received

We update the knowledgebase of the known issues

Change
- Debugging and code fixes

Iteratively improve the environment and error handling and logging framework

Challenges:

- Monitoring the EDI transactions
- Notification and Management of EDI errors
- Getting real-time status & correlated view of all B2B transactions

How NeosAlpha Helps:

- The 'monitoring probe' continuously tracks all EDI transactions
- Sends alerts and notifications on EDI status to respective stakeholders
- The business dashboard shows the status of all EDI transactions

Results:

- Fast error tracking and resolution
- Easy to drive business insights
- Effective data store of all business documents

neosαlpha | boomi

Boomi Managed Services And Support

Our Client is a renowned SaaS platform provider, the services of which are availed by their customers from all across the world in locations such as the United Kingdom, the rest of Europe, the United States and Australia.

The client managed Boomi Atoms and Molecule on their private cloud. We provided monitoring and support covering the following areas

INFRASTRUCTURE:

- OS and Network Level Monitoring
- CPU usages, memory usages, disk/inode utilisation, network latency, and connectivity
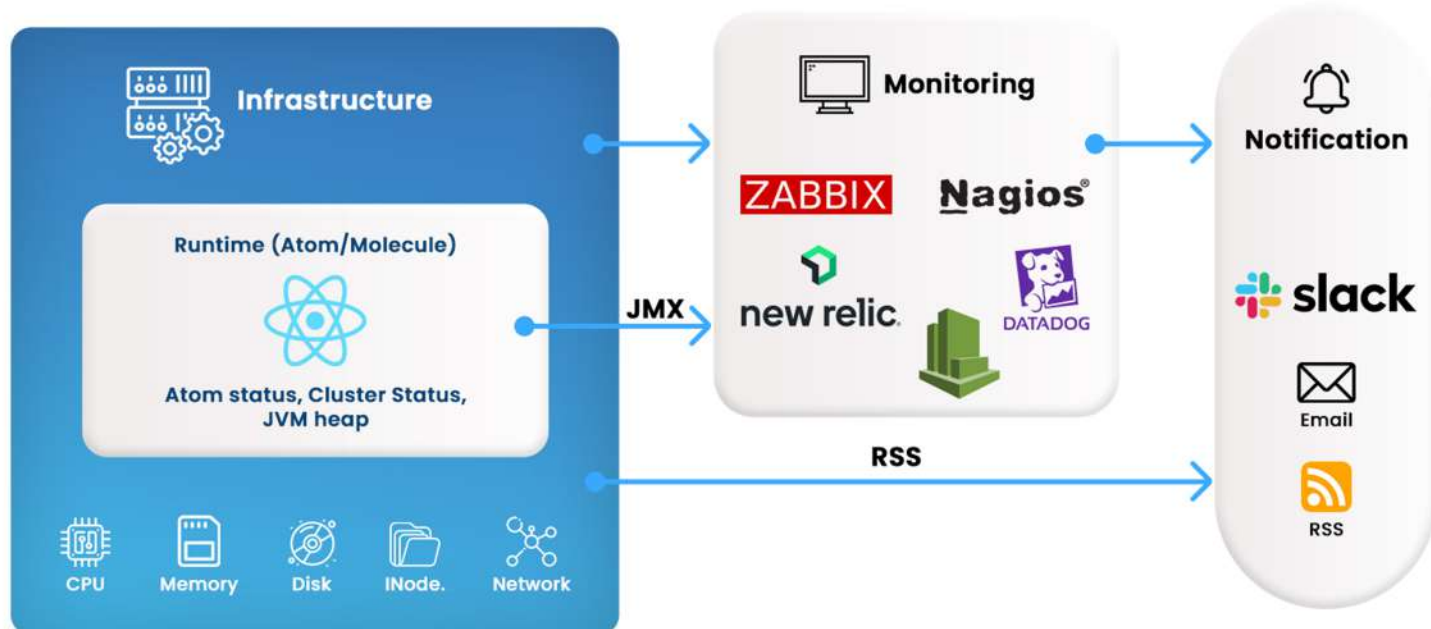
RUNTIME (ATOM/MOLECULE):

- Atom status
- JVM heap usages
- Listener status

BOOMI INTEGRATION PROCESSES:

For any typical integration, it's common to get an error during process execution due to various reasons including connection issues, data issues, etc. Following are some of the key aspects covered under our Boomi Process monitoring.

- Technical Monitoring
- Monitoring process error
- Debugging using a timestamp, unique identifier, etc.
- Re-processing/Re-running
- Business Activity Monitoring
- Data level issues

Challenges:

- Monitoring the EDI transactions
- Notification and Management of EDI errors
- Getting real-time status & correlated view of all B2B transactions

How NeosAlpha Helps:

- The 'monitoring probe' continuously tracks all EDI transactions
- Sends alerts and notifications on EDI status to respective stakeholders
- The business dashboard shows the status of all EDI transactions

Results:

- Fast error tracking and resolution
- Easy to drive business insights
- Effective data store of all business documents

neosαlpha | boomi

Boomi Managed Services And Support

Our Client is a renowned SaaS platform provider, the services of which are availed by their customers from all across the world in locations such as the United Kingdom, the rest of Europe, the United States and Australia.

RESULTS

Our remote support team became a trustworthy partner for the client to deliver assured integration services at a manageable cost by leveraging our support scope which included the infrastructure, runtime Boomi Atom, and process monitoring.

Challenges:

- Monitoring the EDI transactions
- Notification and Management of EDI errors
- Getting real-time status & correlated view of all B2B transactions

How NeosAlpha Helps:

- The 'monitoring probe' continuously tracks all EDI transactions
- Sends alerts and notifications on EDI status to respective stakeholders
- The business dashboard shows the status of all EDI transactions

Results:

- Fast error tracking and resolution
- Easy to drive business insights
- Effective data store of all business documents