



E-PLUS

Third-largest mobile service provider in Germany, with more than 7.5 million customers, and a subsidiary of the Dutch KPN Group.

Industry: Telecommunications
Geography: Germany

Deployment Summary

- TIBCO's business integration solution links disparate systems, such as accounting, billing, customer care, and network systems.
- TIBCO's business process management (BPM) solution automates business processes by implementing real-time workflows.

Benefits

- The solution increases competitiveness and enables accelerated time to market.
- For E-Plus, TIBCO's solution enables enterprise application integration (EAI) and business process automation more cost-effectively than traditional integration tools.
- Scalable solution executes up to 5,000 workflows with approximately 100,000 transactions per hour.



“With the deployment of an EAI platform, we established an enterprise-wide standard for developing application interfaces. The high reusability of EAI solution components led to a significant reduction in implementation costs. Furthermore, we can estimate the effort for expanding this infrastructure very precisely.”

Wolfgang Kohl, Director of Product Development, E-Plus

E-Plus Becomes More Competitive Using TIBCO BPM Software

Market saturation and special write-offs for expensive universal mobile telecommunications service (UMTS) licenses bring big challenges to telecommunications companies. To survive in this tough environment, companies must introduce new products and services at an increasing pace, while simultaneously improving customer relationships and customer satisfaction.

Three years ago, E-Plus – a mobile service provider from Düsseldorf, Germany – chose TIBCO's BPM software to optimize and automate its business processes. This project was one of the first in Germany that built upon an enterprise-wide integration platform. Today, E-Plus can see the positive results of the initiative.

Application Integration Improves Competitiveness

The challenges of today's market require not only constant innovations and professional marketing operations, but also a dynamic enterprise infrastructure and efficient processes that can be built and modified easily. Furthermore, these challenges require an IT infrastructure that helps companies

increase their business agility. For example, companies constantly have to develop, deploy, and integrate new applications with existing systems. Systems that are already deployed need to be adjusted for integration and reconnected in a new way. To handle excess data and the huge transaction volumes of a telecommunications company that serves millions of customers, entire process flows should be automated. E-Plus found that traditional data integration tools and methods could accomplish this only with more development efforts.

Over the years, E-Plus created an IT infrastructure with many accounting, customer care, network, and technical systems, and those systems were becoming more difficult to integrate and maintain. Every change in a process and every new software version affected the countless application interfaces in the form of scripts, daemons, and database triggers. This situation led the IT staff to seek a more stable way to fulfill requirements of business departments and applications.

To permanently decrease the number of application interfaces and deploy new applications quickly, securely, and efficiently by using technology standards, the IT staff decided to create an infrastructure on an EAI platform. However, the core element of this solution has always been the automation of business processes and their fast adaptation to new circumstances.

After a four-month product evaluation and pilot project, E-Plus chose the business process management (BPM) solution from TIBCO. The BPM solution controls the coordination and data traffic of applications. Using this solution, E-Plus could build, maintain, and monitor a complex series of real-time workflows. Furthermore, the solution makes it possible to dynamically adjust and modify the workflow at runtime.

The first project at E-Plus was the integration of applications for the development of customer self-service and additional services for prepaid customers. E-Plus had to create interfaces to numerous billing applications, databases, and disparate systems – some proprietary.

“Only through exclusive usage of the EAI infrastructure and business process automation can certain functions be possible,” says Marina Grigorian, former EAI project manager at E-Plus and current managing director of TIBCO’s partner MGR Integration Solutions.

The flexible IT architecture was one of the important reasons that E-Plus could launch its new i-mode™ service in record time.

Workflow Solution Improves Business Agility

The decision and persistence to follow a new IT strategy and implement process automation using TIBCO’s BPM software paid off for E-Plus. The company started with many partial solutions for specific processes and used TIBCO’s solution to automate them – improving business agility and enabling easier process changes in the future.

The BPM solution has been in production at E-Plus for three years. The solution executes up to 5,000 workflows with approximately 100,000 transactions per hour at peak time. Also, the scalable platform can process the high transaction volumes that the business demands.

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E-Plus’s solution probably is unique in Germany because many companies have considered EAI only an integration platform and not a tool for business process automation. However, business process automation holds potential for important benefits and substantial cost savings that justify the investment in EAI.

“With the deployment of an EAI platform, we established an enterprise-wide standard for developing application interfaces,” says Wolfgang Kohl, director of product development at E-Plus. “The high reusability of EAI solution components led to a significant reduction in implementation costs. Furthermore, we can estimate the effort for expanding this infrastructure very precisely.”



TIBCO Software Inc. (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it’s optimizing claims, processing trades, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage™ – the ability to capture the right information at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes and applications in real time. Learn more at www.tibco.com

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