

FIORANO[®]

Enabling change at the speed of thought



FIORANO
PROFESSIONAL SERVICES

Fiorano Software

Professional Services Overview



Fiorano provides a range of professional services, including:

- Architecture Assessment and Design
- Implementation
- Performance Tuning
- Training
- Premium Support

In most Fiorano deployments, Fiorano's Services Program is customized based on the particular requirements of the project(s) being deployed. This document provides a brief outline of some of our Services.

Architecture Assessment And Design Services

Fiorano Architecture Assessment and Design (FAAD) services encompass both system and application architecture. These services are based on our knowledge

base of having implemented Fiorano products at over 500 customers across the globe.

We have implemented our products in many business verticals including Government & Defense, Banking & Financial Services, Insurance, Manufacturing, Logistics, Oil & Gas, Media, Retail, Education and Telecom.

FAAD will not only help you review your current architecture and existing IT Landscape, but also help design and build a robust architecture based on Fiorano's peer-to-peer SOA Platform. FAAD services can be utilized for building seamless hybrid cloud architecture.

For complex implementations, multiple peer servers are often required to exploit parallelism and increase deployment flexibility. Before any solution is implemented on the Fiorano platform, the application processes (also called "Event Processes") must be designed to map the business requirements properly. There are several 'best practices' to increase productivity. These are best learned from Fiorano experts through our FAAD process.

Key activities:

- Understand existing IT application landscape and architecture.
- Understand various interface mechanisms available for each of the applications.
- Discuss technical performance requirements and thresholds.
- Identify relevant Fiorano adaptors.
- Design enterprise architecture to deploy Fiorano SOA Platform.

Engagement model: Time and Material

Delivery mode: Onsite engagement

Resources deployed: Enterprise Architect

Fiorano Implementation Services

Fiorano Implementation Services (FIS) methodology is based on best practices evolved over several projects executed in the past.

Project deliverance is categorized into six phases:

- Requirements phase
- Design phase
- Development phase
- Testing phase
- Go LIVE phase
- Maintenance phase

Our project management process will include an iterative approach using Work Breakdown Structure (WBS) and adheres to Project Management Institute (PMI) guidelines. WBS provides a structural view into the project. It is part of MS-Project and is an essential tool for planning and executing the project. WBS is used to define the work for the project and to develop the project's schedule. This tool helps to easily communicate the work and processes involved to execute the project. The Project Manager and project team use the WBS to develop the project schedule, resource requirements and costs.

Key activities:**Requirements phase:**

- Understand existing IT application landscape and architecture.
- Understand various interface mechanisms available for each of the applications.
- Discuss technical performance requirements and thresholds.
- Discuss technical requirements.
- Identify the required Fiorano adaptors.
- Identify infrastructure requirements.
- Discuss project implementation plan.
- Requirements sign-off.

Design phase:

- Design system architecture to deploy Fiorano SOA Platform.
- Create test plan.
- Deployment architecture and test plan sign-off.

Development phase:

- Create custom components to address specific requirements.
- Create event processes (integration flows) based on Fiorano best practices.
- Document event processes.
- Unit testing of event processes.

Testing phase:

- Functionality testing of event processes.
- Load testing of event processes.

Go LIVE phase:

- Run User Acceptance Tests (UAT).
- User training.
- Project sign-off.

Maintenance phase:

- Provide maintenance and support services for the deployed event processes.
- Design, develop, test and deploy enhancements to existing event processes.
- Design, develop, test and deploy new requirements & event processes.
- Provide ongoing monitoring services of event processes.
- Conduct quarterly optimization of event processes.
- Conduct quarterly audit / review of event processes.

Engagement model: Time and Material. Estimation will be provided for all phases, but invoicing will be based on actual effort (i.e. time and material based).

Delivery mode: Onsite / Offshore engagement. Ratio of this engagement will be determined at the time of requirements sign-off.

Project resources planned: Project Manager, Architect and Technical Specialist. Consultants from the product engineering team will be engaged at an additional cost, if necessary.

Performance Tuning Services

The distributed, asynchronous architecture of the Fiorano platform requires special skills to extract the best performance from the system. Fiorano Performance Tuning Services (FPTS) is designed to help you maximize the performance of your deployment and also train your team to tune the Fiorano platform. It is recommended that a Fiorano Consultant be used in each of the first several projects. As implementations get more complex, performance issues need to be addressed on a continuous basis for optimal results.

Key activities:

- Understand existing IT application landscape and architecture.
- Understand various interface mechanisms available for each of the applications.
- Discuss technical performance requirements and thresholds.
- Discuss technical requirements.
- Review existing event processes (Integration flows).
- Optimize event processes.
- Document event processes.
- Run User Acceptance Tests (UAT).



Engagement model: Time and Material

Delivery mode: Onsite / Offshore engagement

Resources deployed: Program Manager, Project Manager, Architect, Technical Specialist and Product Engineering Team (If required).

Training

Fiorano strongly recommends that all developers/analysts undergo a five day intensive workshop styled training program. Fiorano's training program is designed to provide significant hands-on experience to developers in creating, editing, deploying and managing event-processes.

This training includes; System & Platform Architecture with a focus on the underlying asynchronous message-based semantics of the platform. This is crucial to project success and necessary for the development team to become productive and effective.

While all training programs are use-case centric, they can be customized to address specific use cases of customers.

Engagement model: Fixed Price, depending on requirements

Delivery mode: Onsite or Offshore engagement

Resources deployed: Training Manager and Architect.

Premium Support Services

Fiorano issues a major release every 12 to 18 months and two minor releases each year. Each new release typically includes several bug-fixes in addition to new features and functionality. Fiorano Premium Support Services (FPSS) provides expert Fiorano engineering services to assist quick and seamless upgrades to new releases.

While it looks straight-forward, the upgrade process often requires an understanding of the nuances of the Fiorano platform. Fiorano recommends FPSS for optimal results and a smooth transition.

FPSS also includes standard technical support which is contracted through an Annual Maintenance Contract (AMC) by all customers and covers standard technical support. The technical support policies, together with SLAs for premium support, can be found in a separate document entitled "Fiorano Support Policies".

Engagement model: Fixed Price

Delivery mode: Offshore engagement

Resources deployed: Support Manager and Technical Specialist.

About Fiorano Software

For over a decade, Fiorano has been a trusted provider of enterprise integration middleware, high performance messaging and peer-to-peer distributed systems. Fiorano's innovative SOA platform integrates applications and complex technologies into an enterprise nervous system, increases business process performance, yields higher message throughput and enhances availability through agent-based visual composition that bridges the capability gap between business models and their implementation the model is the application, ready to run.

Global leaders including ABN AMRO, Boeing, British Telecom, Capgemini Telecom, Chicago Mercantile Exchange Group, McKesson, NASA, POSCO Steel, Qwest Communications, Rabobank, Schlumberger, Lockheed Martin, United States Coast Guard and Vodafone have deployed Fiorano to drive innovation through open, standards-based, dataflow SOA applications built in just days, yielding unprecedented productivity.

www.fiorano.com

AMERICA'S

Fiorano Software, Inc.
230 S. California Avenue,
Suite 103, Palo Alto,
CA 94306 USA
Tel: +1 650 326 1136
Fax: +1 646 607 5875
Toll-Free: +1 800 663 3621
Email: info@fiorano.com

EMEA

Fiorano Software Ltd
3000 Hillswood Drive
Hillswood Business Park
Chertsey Surrey KT16 0RS UK
Tel: +44 (0) 1932 895005
Fax: +44 (0) 1932 325413
Email: info_uk@fiorano.com

APAC

Fiorano Software Pte. Ltd.
Level 42, Suntec Tower Three
8 Temasek Boulevard
038988 Singapore
Tel: +65 68292234
Fax: +65 68292235
Email: info_asiapac@fiorano.com