

# Data Exchange & Event Management between Oracle EBS and Other Systems

## The Easy Way

Presented by:

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STR Software

# About STR Software

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- **STR Software**

- Located in Richmond, VA
- Focused on document delivery solutions since 1988
- Over 1,260 licenses of AventX in 47 states and 19 countries
- Over 94% customer retention
- Oracle Gold Partner with staff of Oracle Certified Professionals
- OAUG 3-star partner for 2010
- [www.strsoftware.com](http://www.strsoftware.com)

- **Brent Lowe**

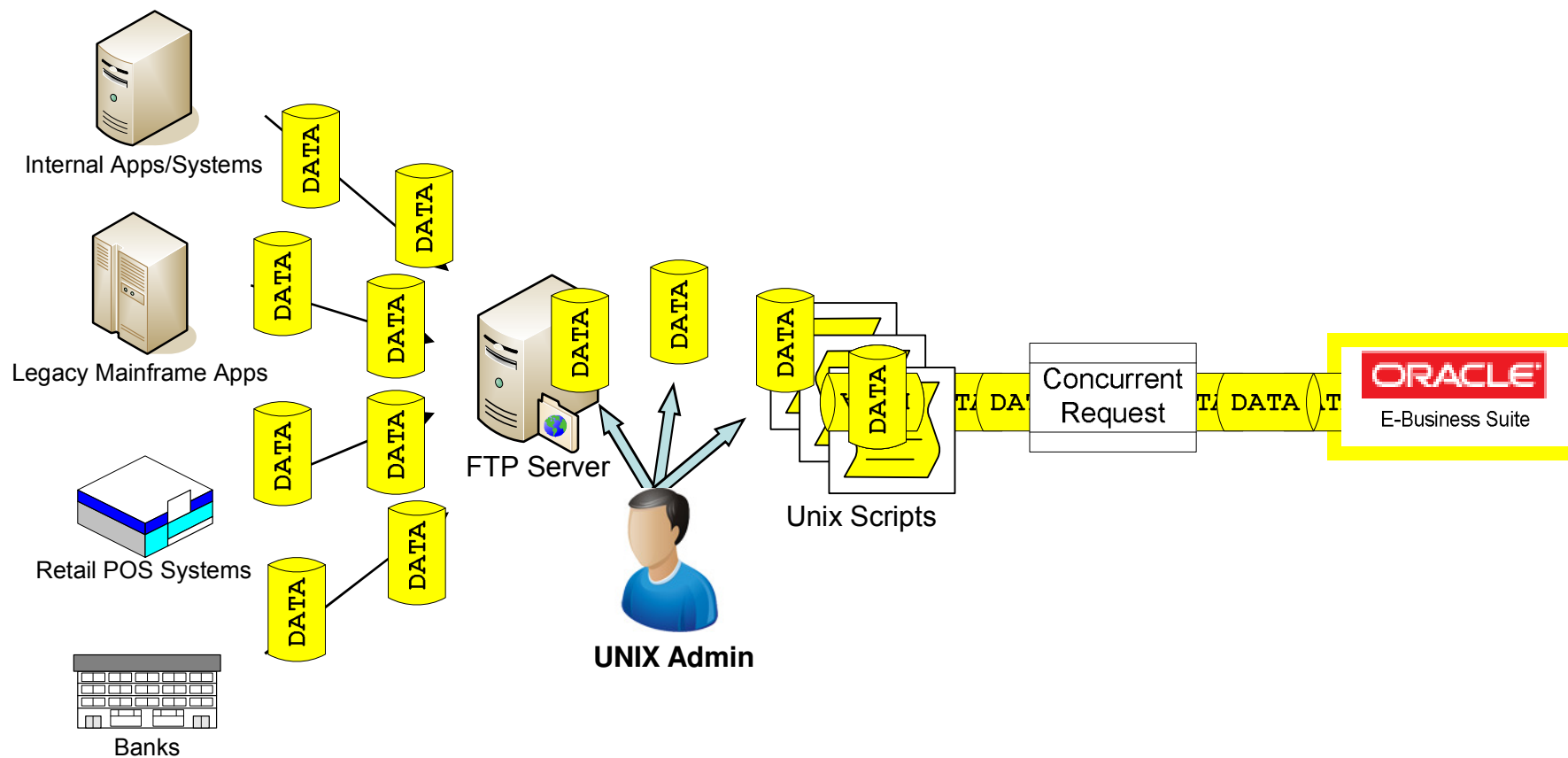
- Manager of Product Development
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- The Problem: Integrating EBS with other Systems
- Challenges involved with integration
- Solutions to these challenges
- The Easy Way: DataZing

# The Problem

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- How do you create this integration?
- How do you maintain and document this integration?
- How do you ensure that this integration maintains adequate uptime?
- How do you ensure that stakeholders and process owners are notified about problems with integrations?
- How do ensure there is consistency across all of your integrations.
- How do you standardize your integrations?

# Nothing is Easy

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- Application Integration is never as easy as it seems.
- Challenges:
  - Exporting the Data
  - Transporting the Data
  - Importing the Data
  - Error Handling/Alerting/Notifications

# The Devil is in the Details

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- Export
  - How do you extract the data that you want to import into EBS?
    - Proprietary Export Functionality
    - SQL Scripts
    - Options are probably endless based on source application.

# The Devil is in the Details

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- Transport
  - How do you get data from one system to another?
    - FTP/SFTP
    - Web Services
    - Proprietary Transport Mechanism

# The Devil is in the Details

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- Import
  - How do you import the data?
    - Oracle SQL\*Loader
    - Run Concurrent Requests
    - Integration Repository
    - Custom programs
    - Other

- Systems do not speak the same language.
  - How map data from one system to what EBS needs?
  - You must translate the data so that EBS understands it.

- How do you apply Business Rules when importing the data?
  - Do not process if....
  - Notify someone if...
  - In addition to importing the data also perform...

# The Devil is in the Details

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- Error Handling
  - How can you tell if there was a problem?
  - How can you see if the process completed successfully?
  - Who should be notified if the process breaks down?
  - What should happen with the exported data?

# What Can Be Done?

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- Brute Force Method
  - No Automation
  - Data Entry
- Issues
  - Time and Resource Consuming
  - Data Entry is error prone

# What Can Be Done?

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- Develop your own automated solution.
  - Requires Developer
  - Requires UNIX knowledge
  - Requires Oracle EBS knowledge
  - Requires Knowledge of External System
- Issues
  - Ongoing maintenance
  - Time/Resource Intensive
  - Usually pieced together to solve the 'immediate need'
  - Inconsistency across integrations
  - Errors managed by developers vs. business users

# What Can Be Done?

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- Invest in 3rd Party Integration Products
  - Oracle AIA
  - Oracle BPEL
  - Other...
- Issues
  - Separate from EBS
  - Potentially too complex for the process you are trying to automate
  - Require specialized product knowledge
  - \$\$

# DataZing

The logo for DataZing, featuring the word "datazing" in a lowercase, sans-serif font. The "data" is in a dark blue color, and "zing" is in a lighter blue color.

- DataZing idea brought to us by a customer
- Launched April 20th, 2010 in Las Vegas at OAUG Collaborate.
- Won the OAUG Innovation Hour

## DataZing - Goals

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- A simple utility that facilitates standardized interactions with external partners and internal processes.
- A simple utility that allows for configuration, maintenance and monitoring within EBS in one consistent interface.
- A simple utility that allows Business Analysts to configure and maintain system without having to rely on UNIX resources.
- A simple utility that leverages current investment in Oracle EBS (people and hardware/software).

- Searches for data on local and remote file systems.
- Once data is found:
  - Notifies/Alerts specific users based on configuration.
  - Determines if data can be processed based on configured rule sets.
  - Performs configured actions on data to process.
  - Updates a complete audit trail visible within Oracle EBS.

## DataZing - Notifications

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- Notifications – emails sent based on rules.
  - Notify if duplicate event occurs between ...
  - Notify if event occurs between ...
  - Notify if event does NOT occur by ...

- Rules – Determines if DataZing should or should not process the found data.
  - Do not process if event occurs between...
  - Do not process if duplicate event occurs between...

- Actions – The steps taken to actually process the data once found.
  - Email a copy of the data to a recipient.
  - FTP the data to another host.
  - Move the data to another local file system.
  - Submit a concurrent request
  - Submit a concurrent request set

# DataZing - Demonstration

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- Scenario
  - Sales Transaction Data stored on remote system.
  - Data needs to be downloaded daily and synchronized with EBS to ensure inventory is correct.
- Current Process
  - Scheduled Concurrent request to run every hour of every day.
  - Concurrent request runs a program that FTP's to remote host, grabs the data and processes it by loading the information into the proper tables.
- Current Process Breakdown
  - Running CR every hour!
  - FTP password changes for security reasons every month.
  - Duplicate transactions get processed from time to time as source system outputs duplicate files.
  - No-one knows if process goes haywire until it's too late.

- **Current Process Breakdown**

- Running CR every hour!
- FTP password changes for security reasons every month.
- Duplicate transactions get processed from time to time as source system outputs duplicate files.
- No-one knows if process goes haywire until it's too late.

- **New Process with DataZing**

- No longer have to run CR, DataZing finds data and THEN runs CR only once.
- Normal EBS users can change the password when necessary. In addition, the event administrator will be notified when the FTP fails to connect because of the password change!
- Duplicate transactions are no longer processed due to a configured rule.
- Event status can be monitored within Oracle EBS, additionally users are emailed with information regarding the absence or presence of the event.

# DataZing – What's Next

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- 81 Enhancements since launch!
- New Events:
  - Concurrent Request Completion
  - Search Windows based UNC paths
  - Web Services to push information into
  - Monitor Tables
- New Processing Rules
  - Do not process if file attribute is x
  - Do not process based on data in file
- New Actions
  - Import into EBS functionality (SQL\*Loader)
  - Encrypt File
  - Custom PL/SQL
  - Custom Program

- Application Integration is never as easy as it seems.
- Challenges:
  - Exporting the Data
  - Transporting the Data
  - Importing the Data
    - Translation of Data
    - Applying Business Rules
  - Error Handling and Alerting/Notifications

## Conclusion

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- Plenty of methods to tackle the problem:
  - Manual/Brute Force
  - Internally Developed
  - 3rd Party Tools

“The current system relies on PC scripts, network drives, Linux scripts and then Oracle concurrent processing. Only if everything is timed right and works perfectly does this process complete without requiring intervention. By applying DataZing to this process alone, we anticipate saving at least 50 hours per week between branch, IT and accounting personnel. Time is money.”

*Guy DeFlorio*  
*CTO - Mutual Materials*

“More often than not, the integration between systems is a host of custom integration scripts and programs that are designed to meet the immediate need and will require a host of support processes to ensure adequate “up-time” and error management. Enter “DataZing”...There are many benefits to having the management of the DataZing product within the EBS framework. One of the most important benefits is removing the need for UNIX and LINUX administrators to execute on business and development needs.”

*Kurt Geiger*

*Director, Software Architecture – RGH Enterprises*

	<u>% Rating STR's Performance Excellent or Good</u>
The reliability of AventX	96.0 %
The knowledge of the Technical Support Team	97.0 %
The timeliness of the resolution to your product issue	95.5 %
The overall value of Support services	95.0 %
Your increased efficiency from using AventX	92.4 %
The cost-effectiveness of AventX	92.0 %
Your overall impression of AventX	95.1 %
	<u>% Answering Yes</u>
<b>Would you purchase STR Software's products again?</b>	<b>97.5 %</b>
<b>Would you recommend STR Software to a colleague?</b>	<b>97.5 %</b>

# Satisfied Oracle EBS Customers

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- Thanks – Q&A?

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