Case Study

ESB Implementation and e-Services Development for Leading University in KSA

The client is a leading university based in Saudi Arabia.

Challenges

The client wanted to ensure availability and accessibility to new 11 e-services via a portal and one window operation for multiple tasks for Students and Faculty/Staff in the university. Integration of the client's back-end systems and ERP to give a seamless data integration on Enterprise Service Bus and reusability of the standard services through REST/SOAP services was also on the cards.

The client also wanted to:

› Re-engineer & optimize the business processes to meet the customer's needs & frequent changes in user requirements.

› Implement Application Development Framework User Interface customizations for better user experience and support responsiveness on handheld devices.

› Arrange complex workflows and delegation of tasks based on the client's hierarchy and customized role definitions in the e-Services.

LTI Solution

Deployed Oracle Fusion Middleware platform on 12.2.1 ESB, BPM, SOA and ADF.

Created BPM workflows for tasks assignment, delegation and follow-up based on the organization hierarchy.

Developed 11 e-Services applications on the Oracle ADF portal and Oracle SOA-BPM technologies to cater different business users and empower to access the applications on desktop and handheld devices.

Integrated the client's ERP and back-end systems through ESB platform and provided reusable coarse-grained services (SOAP/JSON).

Integration with CAS (Central Authentication Service) & Microsoft Active Directory.

Enabled users with faster access to information and eliminated of reliance on second-hand information through the e-Services Portal.

📈 Business Benefits

- **70% reduction** in time for daily tasks with standardized business process.

- **Data convergence and information consolidation from multiple sources** through various applications integration on ESB.

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