

# Cloud Integration

## What's the right integration approach for the cloud?

Enterprises are adopting more and more cloud applications. As cloud adoption accelerates, integrating SaaS applications with existing on-premise applications or other cloud applications is emerging as a huge concern. Enterprises use a myriad of approaches from point-to-point integrations using custom code, to hub-and-spoke integrations, to real-time integrations using an enterprise-service bus.

But most customers find it challenging to choose the right approach and have limited resources to implement complex integrations. They wrestle with questions like: How does my integration approach impact my overall IT/cloud architecture? What integration solutions can meet my needs? What happens to my integrations when Cloud APIs get updated or the on-premise application is altered?

## Integration in the cloud is different

Integration has always been a big part of adopting cloud applications—once you migrate to a cloud application, it's critical to get the data to and from your other business applications, both those in the cloud and those remaining “on the ground.” You certainly want to avoid creating a “SaaS silo.”

Integrating on-premise and cloud applications is different than integrating two on-premise systems. The pace of innovation with cloud apps is staggering—multiple releases a year mean constantly expanding functionality and evolving APIs. And the technology considerations are different – you need to architect your integration around limitations in API calls, latency, and resource consumption. But with the right integration technology and approach, the ability to combine innovative cloud applications with legacy transactional systems can transform entire business processes.

There is no “one size fits all” approach to integrating with cloud applications. For cloud-to-cloud integration, of course, there's Appirio's own CloudWorks technology. For “cloud-to-ground” integrations there are a number of approaches: Some small businesses have had success with very simple integration technology, delivered as a service. Some enterprises have so many on-premise applications, that it makes sense to stick with their legacy integration approach. Other integration challenges are so complex that they may require custom code. Oftentimes, a combination of approaches is required, with cloud-specific technology complementing a legacy integration technology.

## Appirio's Cloud Integration Services

Appirio offers a comprehensive set of services to help enterprises integrate cloud and on-premise applications. Key elements include:

- **Integration Assessment and Strategy:** Aimed at assessing the current integration landscape, identifying future needs and developing a future state integration architecture
- **Integration Development:** Deployment services for cloud-to-cloud and cloud-to-ground integrations including development of integration templates, error and exception handling and integration testing
- **Cloud Integration Management:** Ongoing management of custom integrations, including enhancements, maintenance and sustained engineering services as part of a monthly contract.

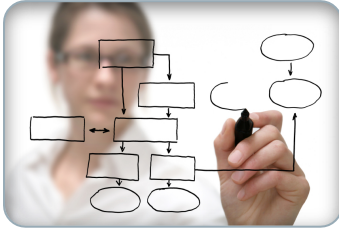
## Why Appirio for Cloud Integration?

Appirio has helped 100+ enterprise customers integrate on-premise systems with cloud applications like Salesforce, Google, and Workday.

- **Extensive integration experience:** Deep understanding in integration solutions and middleware based on client work
- **Comprehensive integration services approach:** Comprehensive approach across integration strategy, integration deployment and integration support
- **Expert Team:** Experienced and highly qualified team—our acceptance rate of <2% is lower than MIT or Caltech!

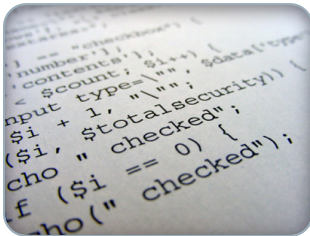


## Integration Assessment and Strategy



- **What is it?** A 2-3 week project to develop the integration strategy and roadmap. Includes integration architecture review and tools assessment
- **What is included?** Includes scoping and feasibility study, analysis of integration solutions integration architecture, data modeling and canonical design strategy, integration topology and project planning
- **Who should consider it?** Customers who have adopted one or more SaaS applications and need to define their cloud integration strategy
- **What do we deliver?** Formal report with integration strategy, actionable task list to execute integration projects

## Integration Development



- **What is it?** Custom integration development, deployment services for cloud-to-cloud and cloud-to-ground integrations; length of services based on engagement scope
- **What is included?** Includes integration design and development, development of integration orchestrations (leveraging templates where possible), integration testing, error and exception handling, compliance and compatibility
- **Who should consider it?** Customers who have adopted one or more SaaS applications and need to integrate them with other cloud or on-premise applications
- **What do we deliver?** Successful Go-Live with integrations as defined in the services statement of work

## Cloud Integration Management



- **What is it?** Ongoing management of integrations; enhancements, maintenance and sustained engineering of integrations delivered with monthly contracts
- **What is included?** Includes production support of integrations, middleware management, lifecycle management and change management of integrations
- **Who should consider it?** Customers who have complex integrations and want ongoing assistance in maintaining and managing the integrations
- **What do we deliver?** Ongoing maintenance with SLAs defined with each customer for monthly recurring management fees

Appirio ([www.appirio.com](http://www.appirio.com)) is a cloud solution provider that offers technology and professional services to help enterprises accelerate their adoption of public cloud applications and platforms. Appirio's innovation and expertise has been recognized by *BusinessWeek* as one of America's Most Promising Startups and by *AlwaysOn* as 2010 On-Demand Company of the Year. Appirio has helped more than 200 leading enterprises implement, build and manage mission critical cloud solutions using [salesforce.com](http://salesforce.com), [Google](http://Google.com), [Workday](http://Workday.com) and [Amazon](http://Amazon.com). We are proud to serve a wide range of customers such as Avago, the City of Los Angeles, Diversey, Dunkin Brands, Flextronics, Japan Post Network, Ltd., IMS Health, Motorola, Qualcomm, RehabCare, Safety Kleen, Starbucks and VMware. Founded in 2006, Appirio has offices in the U.S. and Japan, and is backed by Sequoia Capital and GGV Capital.

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