



SIEMENS AUSTRIA

A provider of world-class solutions in electrical engineering and electronics for consumers and businesses.

Industry: Manufacturing
Geography: Central and Eastern Europe

Deployment Summary

- TIBCO's enterprise application integration (EAI) software streamlines Siemens Austria's complex architecture, which was made up of point-to-point interfaces.
- The company uses TIBCO's business-to-business (B2B) integration software to integrate with partners.

Benefits

- TIBCO's software reduced interface development costs by an average of 20 percent and maintenance costs by approximately 50 percent.
- Using TIBCO's software company wide instead of supporting multiple integration methods significantly reduces resource redundancies and the number of interfaces for a more manageable architecture.

"TIBCO's business integration software is now the Siemens Austria company standard for all data interchange and application integration projects. The new architecture has helped us reduce IT resource redundancies and work more efficiently. Since implementing TIBCO, we have decreased interface development costs by an average of 20 percent and maintenance costs by approximately 50 percent."

Walter Cech, Chief Integration Officer, Siemens Austria

Siemens Reduces Development and Maintenance Costs Using TIBCO

Siemens, Europe's largest electronics and electrical engineering firm, has been active in Austria since 1879. Siemens Austria serves a large region that encompasses Slovakia, Slovenia, Croatia, Bosnia-Herzegovina, the Union of Serbia and Montenegro, and most recently, Romania. It provides business solutions in the information and communications, medical, automation and control, procurement and logistics, power, and transportation sectors.

In part because of its large size and wide range of products and service offerings, Siemens Austria had developed a complex IT infrastructure over time. The numerous applications used within the company were integrated using inflexible point-to-point interfaces. Each department built application interfaces using its own methods – a distributed and disorganized approach that resulted in both hardware and staffing redundancies. Maintaining the necessary equipment and resources to support multiple integration solutions drove up development and

maintenance costs. "As our number of applications gradually increased, these issues escalated," says Walter Cech, chief integration officer at Siemens Austria. "To gain better control of our sprawling architecture, we decided to institute one standard integration method across the company."

Siemens Austria Selects TIBCO to Streamline IT Architecture

To reduce costs and establish a flexible architecture, Siemens Austria embarked on an EAI project. The top priority was to streamline the company's architecture by reducing the number and diversity of interfaces. Cech and his team also sought to centralize interface management and reporting – both to enable IT to monitor the performance of interfaces and to lessen IT resource redundancies. The team also felt that reducing or eliminating file-based communications in favor of online communication would improve the speed of data interchange at Siemens Austria, thereby improving the availability and relevance of company data.

To select an integration solution provider, Siemens Austria examined evaluations conducted by Siemens headquarters in Germany in 2001. At that time, Siemens headquarters had assessed TIBCO, IBM, webMethods, and Vitria – ultimately choosing TIBCO as the solution for Siemens Austria and, therefore, the economic region of central and southeast Europe.

“When we compared these vendor evaluations against the requirements of our EAI project, TIBCO was still the best choice,” Cech says. “It’s a robust, flexible, easy-to-use, and scalable solution that offers reliable fault tolerance, error-reporting, and load-balancing capabilities.”

TIBCO Helps Save Money While Reducing IT Complexity

By enabling reusability of previous integration work, TIBCO provides the flexibility to add or remove applications easily and rapidly and reduces interface development costs. In 16 months, Siemens Austria was able to integrate 45 major applications, such as SAP enterprise resource planning (ERP) and human resources (HR) applications and other legacy systems, using TIBCO’s business integration software.

“TIBCO’s business integration software is now the Siemens Austria company standard for all data interchange and application integration projects,” Cech says. “The new architecture has helped us reduce IT resource redundancies and work more efficiently. Since implementing TIBCO, we have decreased interface development costs by an average of 20 percent and maintenance costs by approximately 50 percent.”

Data interchange and interface design is now planned by a central integration management team, which also manages existing interfaces. The real-time information that the TIBCO software makes available enables this team to centrally monitor interface performance. This centralization also allows the team to document how much money is spent on interface development and maintenance, enabling better resource allocation and management. TIBCO’s software further streamlines interface management by sending immediate alerts to the IT staff when errors occur. Prior to TIBCO implementation, the IT staff needed to review event logs to determine whether any errors took place during the previous night’s batch processing. Automatic TIBCO alerts free the IT staff from this task, enabling them to focus on more critical projects and ensure that any integration problems are discovered immediately. This feature is especially critical for customer-facing aspects of the business, such as customer support. For example, Siemens Austria’s customer support application is integrated with the customer interaction center using TIBCO’s software. If a wireless network provider contacts the company regarding a product issue, the request is transported to the support application in real time. TIBCO’s reliable message delivery and automatic alerts for any errors help guarantee that customer requests are processed promptly and efficiently for maximum customer satisfaction.

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TIBCO-enabled Applications Increase Employee Accountability

TIBCO’s software is helping Siemens Austria improve communications with business partners as well as with customers. TIBCO is now the company standard for B2B integration, and its B2B solution has replaced Siemens Austria’s existing electronic data interchange (EDI) architecture for transferring orders and invoices between the company and its partners.

“Because TIBCO’s B2B solution works with multiple data exchange standards, including EDI, XML, and IDoc, we have the flexibility to easily add new partners to our systems, regardless of the technology that they use,” Cech says. “As with EAI, the B2B project helps us to save a significant amount of money. We plan to continue migrating our processes to TIBCO. Five years from now, we expect 80 percent of the applications in the enterprise to be connected through TIBCO.”



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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