rxp group

MuleSoft RXP Capability Statement

Making Happier Humans®

rxp group

When people are happier, good things happen - Happier customers spend 140% more and cost 30% less to serve *(Harvard Business Review)*

Empathy trumps technology
Understanding 'humans' transforms technologies potential.

Make the complex simple & the simple compelling
Design the right thing. Design the thing right.

Brand Expression must match Brand Experience - Vision, Values, Culture, Employee Experience, Customer Experience and Retail Experience must match Brand Experience.

At RXP, we fuse brand, insights, design and technology to develop solutions that create Happier Humans

Making Happier Humans®

750
Consultants

200+
Active Clients

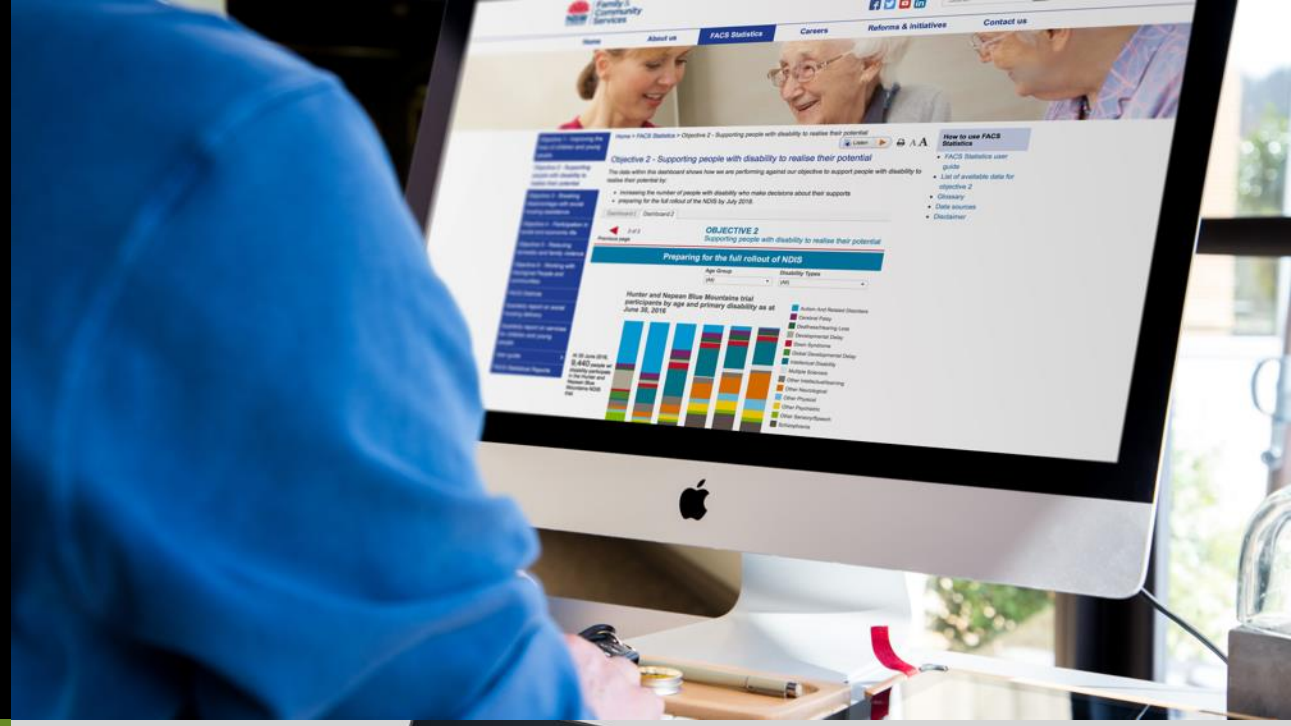
ASX
Listed Company 8 years
(20 years in operation)

RXP Integration – what we do

Analytics, Visualisation, AI, Integration and Data Governance

Deliver business value through:

- Standards, Strategies, and Procedures
- Reuse and automation
- Agility, adapt quickly to changes



What we do:

- Integration and APIs
- Strategy, Governance, Architecture & Delivery
- Artificial & Augmented Intelligence
- BI, Reporting, Analytics & Visualisation
- Data Analytics Platform-as-a-Service
- Natural Language Querying
- Data Governance & Data Quality
- Data Management and Data Migration
- Data Warehouses, Marts and Lakes
- MDM & PIM

Integration & Analytics practice

145 Consultants	6 Top tier partnerships
2 CoEs Created	4 Locations

At RXP, we believe that the capabilities offered by modern Integration and Analytics can help achieve our purpose of Making Happier Humans by enhancing intelligence, so that humans can make better decisions.

We use Human Centered Design and enabling technology that …

- Allows non-technical people to receive faster and more meaningful answers,
- Uncovers patterns and insights hidden inside data sets, and
- Automates repetitive processes to allow focus on data discovery.

We provide best practices expertise across these areas:

- Integration & APIs
- Data Governance & MDM
- AI, ML & NLP
- Analytics & Visualisation

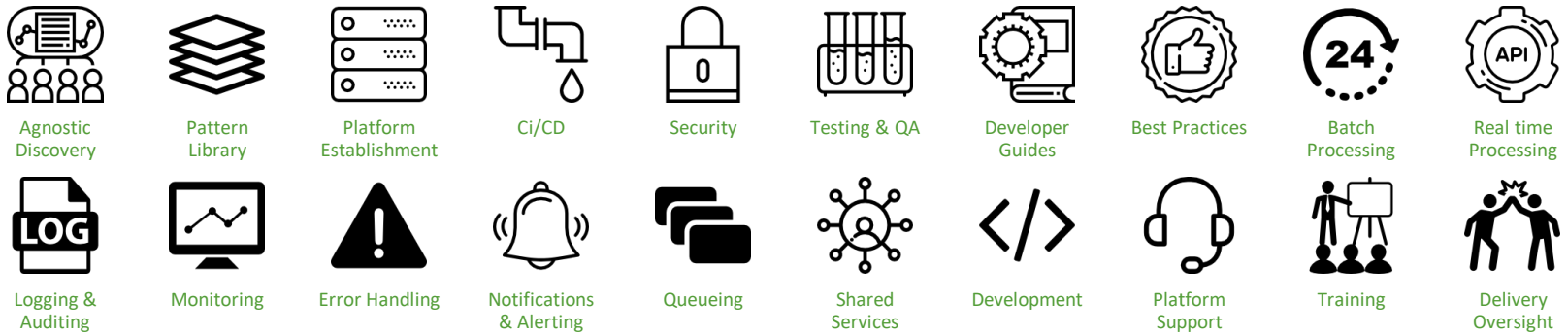
RXP's Point of View on Integration

Every business needs an Integration capability. Guaranteeing delivery of data between systems & mobile devices in a timely fashion is critical to assure data currency to its business consumers and to support regulatory obligations. APIs allow for that data to be exposed securely, where required.

RXP has partnered with MuleSoft, whose CloudHub, a scalable and component based architecture, provides the best platform for developing web-scale integration services.

- RXP has been working in Enterprise Application Integration for 15+ years. We were one of the foundation partners for MuleSoft when they launched.
- We have a team of certified MuleSoft developers and architects, work with clients across architectural review and strategy, enterprise integration platform establishment, integration competency centre establishment and platform monitoring.

Integration Service Catalogue



rxp group

RXP Integration Services Capabilities for MuleSoft

Connect
Everything

Engage
Everywhere

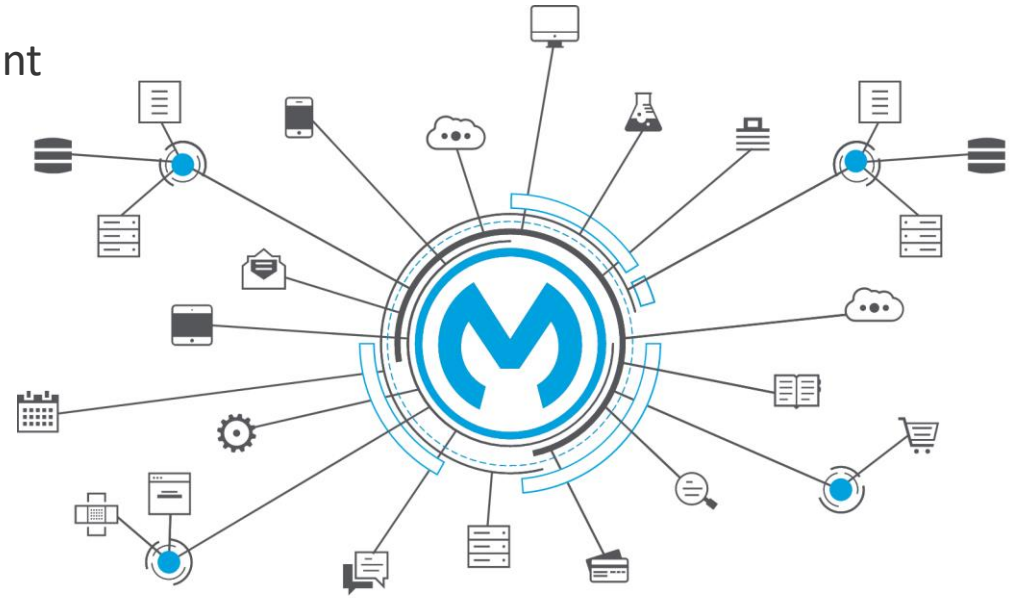
Run
Anywhere

rxp group

End-to-End Enterprise Integration Services

- Certified MuleSoft developers & architects
- Architectural reviews and strategies
- Integration Competency Centre establishment
- Platform scalability & durability assessments
- Integration layer performance tuning
- Testing Strategy, including Virtualised Testing
- Complete platform monitoring
- Enterprise Integration Patterns
- Agile integration development
- Expert delivery and training

MuleSoft®



MuleSoft is the only company to be named a Leader in both of these Gartner Magic Quadrant reports:

- Magic Quadrant for Full Life Cycle API Management.
- Magic Quadrant for Enterprise Integration Platform as a Service (iPaaS)

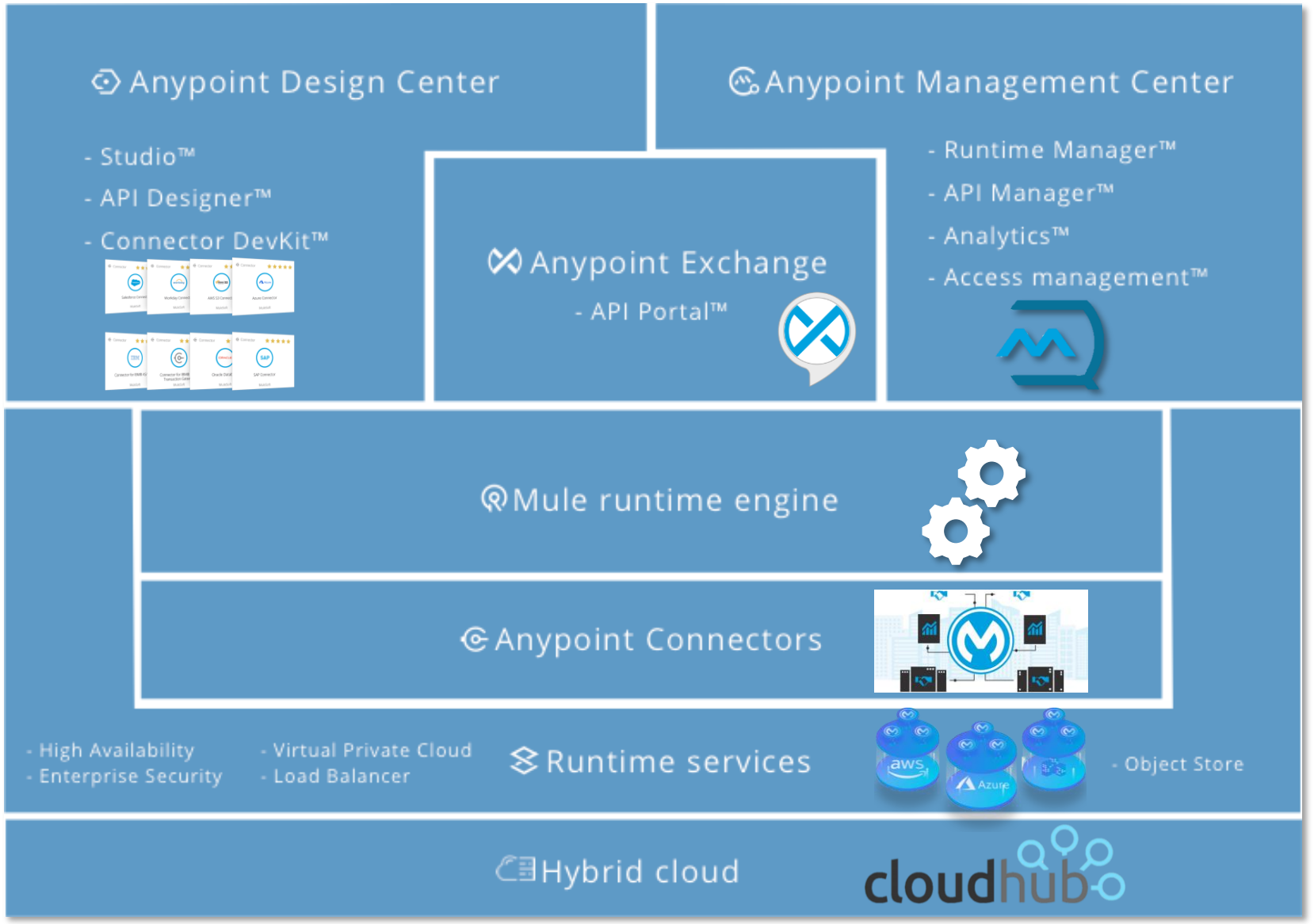
Gartner Magic Quadrant for Full Life Cycle API Management

Source: Gartner (April 2019)

Gartner Magic Quadrant for Enterprise iPaaS

rxp group

MuleSoft provides a single, flexible platform for hybrid integration.



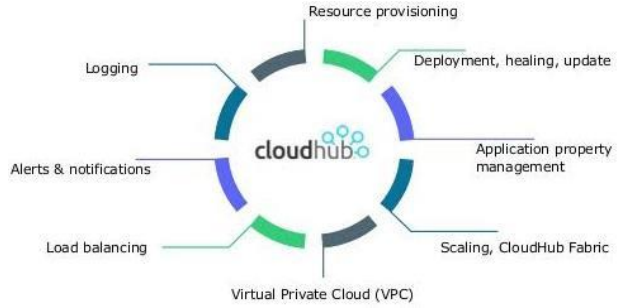
MuleSoft Cloud Application Integration – MuleSoft integrates data sources in real time with intelligent business processes that span cloud and on-premise applications.

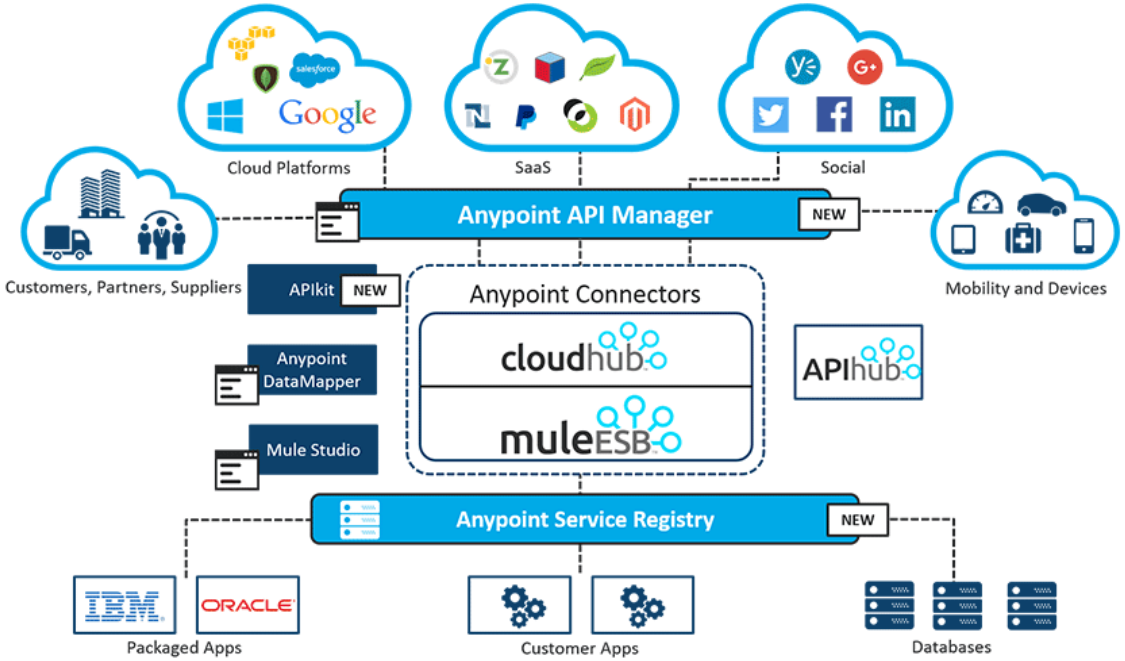
- **Anypoint Platform**: Accelerate developer productivity with a single graphical environment for SOA, SaaS, APIs and data integration, then deploy your applications with one click to the Mule runtime, on-premises or in the cloud.
- **DataWeave**: The DataWeave Language is a powerful template engine that allows you to transform data to and from any kind of format (XML, CSV, JSON, Pojos, Maps, etc). Intelligent Metadata configuration allows for rapid data mapping.
- **Open Extensible Platform**: At the core of the platform is a powerful open source ESB which is fully extensible using the Java programming language.
- **Automated Testing**: MUnit is a Mule application testing framework that allows you to easily build automated tests for your integrations and APIs. It provides a full suite of integration and unit test capabilities, and is fully integrated with Maven and Surefire for integration with your continuous deployment environment.

MuleSoft CloudHub.
Native cloud connectors
for hundreds of cloud, on-premise,
mobile, and social data sources.

CloudHub is the platform as a service (PaaS) component of Anypoint Platform, providing a fully-managed, multi-tenanted, globally available, secure and highly available cloud platform for integration and APIs. With no hardware to maintain and continuous software updates, CloudHub delivers the benefits of true cloud-based integration.

- Fully managed, fully hosted MuleSoft integration PaaS
- Multi-tenancy for applications and workers improves efficiency
- Globally distributed architecture delivers 99.99% uptime
- Cloud security and compliance available out of the box
- Control access based on complex organizational requirements





Enable a scalable API-led environment with easier, quicker, and secure integration.

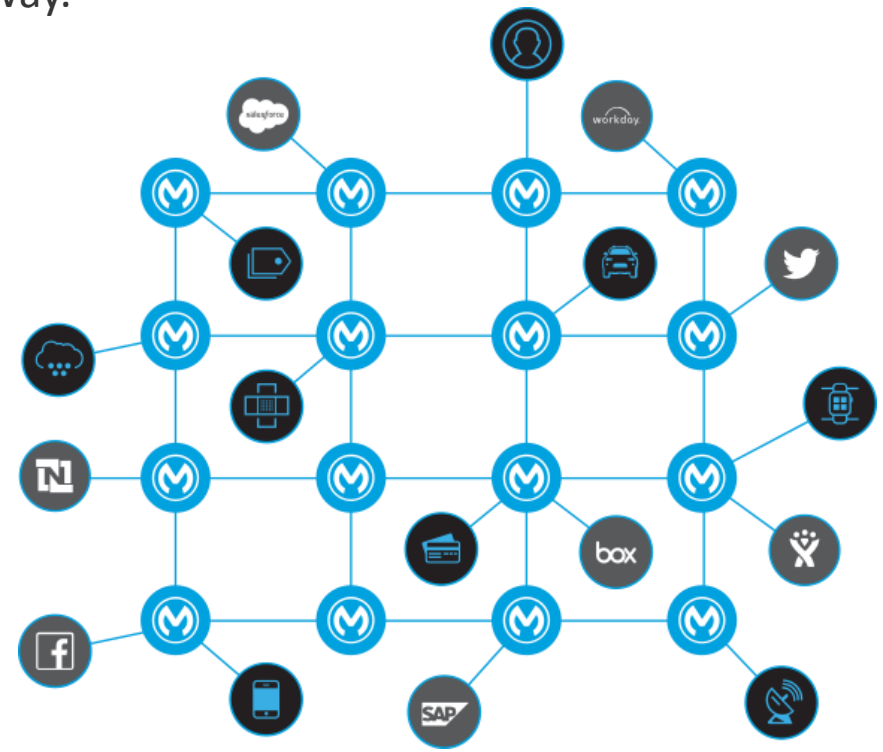
MuleSoft has been recognised by Gartner as a leader for Full Lifecycle API Management.

rxp group

CloudHub as a Microservices Platform

Organizations have adopted microservices architectures to continuously innovate and foster agility. Anypoint Platform implements microservices holistically, allowing developers throughout the organization to develop new solutions in a manageable, reusable, and governed way.

- API Design First approach
- API discoverability
- Application Network pattern
- Autonomous runtimes
- Automated deployments
- Application Lifecycle management



rxp group

MuleSoft on API-led approach

MuleSoft provides exceptional business agility by connecting applications, data, and devices, both on-premises and in the cloud, with an API-led approach. MuleSoft's Anypoint Platform has over 120 SaaS and on-prem connectors and are the building blocks of the only unified connectivity platform for integration.

Anypoint Platform enables organisations to change their existing Point-to-point/ESB/SOA infrastructure from legacy systems, proprietary platforms, and custom integration code, to a unified connectivity platform. This platform allows organisations to deploy their integration in a hybrid environment, connecting to both SaaS applications and on-premises systems seamlessly.

The adoption of API-led connectivity empowers developers and system architects to deliver applications and projects that avoid tightly coupled point-to-point integrations, in favour of:

- Clear contracts between systems
- Visibility, Discoverability, and Reusability
- Security, Availability, and resiliency

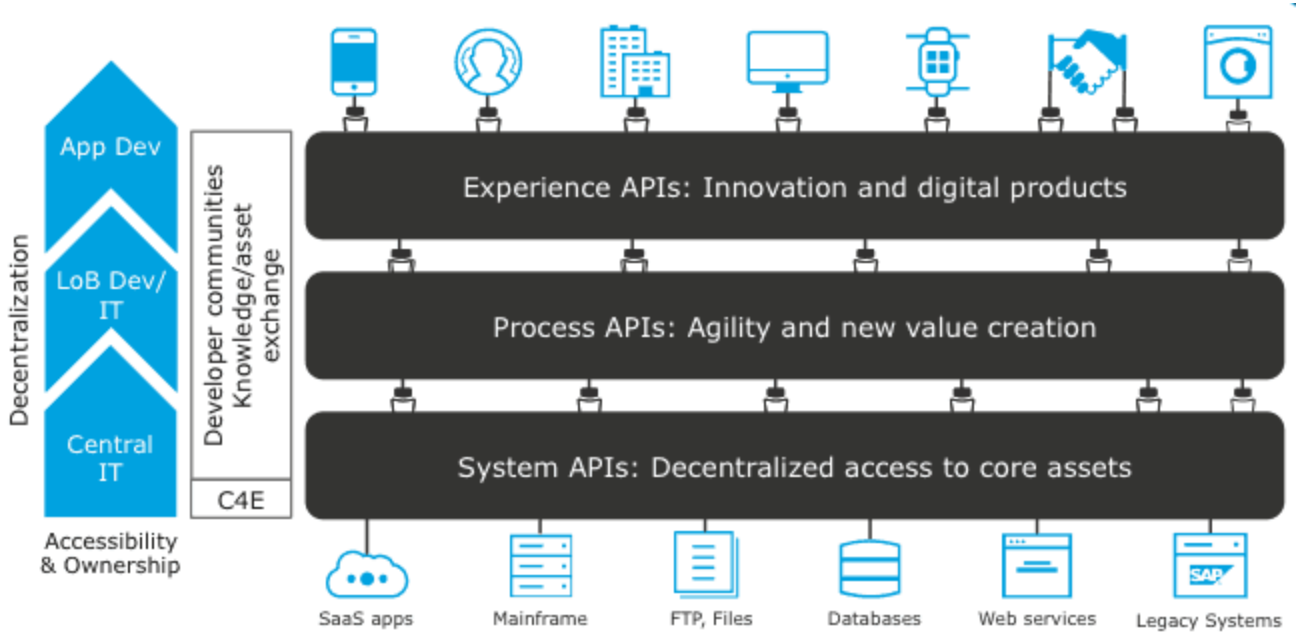
RXP on API-led approach

- Design and provision core iPaaS
- Configure Hybrid connectivity VPC
- Configure Service API catalog
- Configure Service API portals
- Setup monitoring policies
- Setup logging policies
- Security policies
- Configure business event policies
- Integrate with DevOps process

API-Led approach builds the foundation for an application network – a seamless framework of applications, data, and devices connected by APIs. Businesses with application networks have a plug-and-play repository of assets that they can use in an agile way that provides adaptability and flexibility to respond to legislative or key process changes.

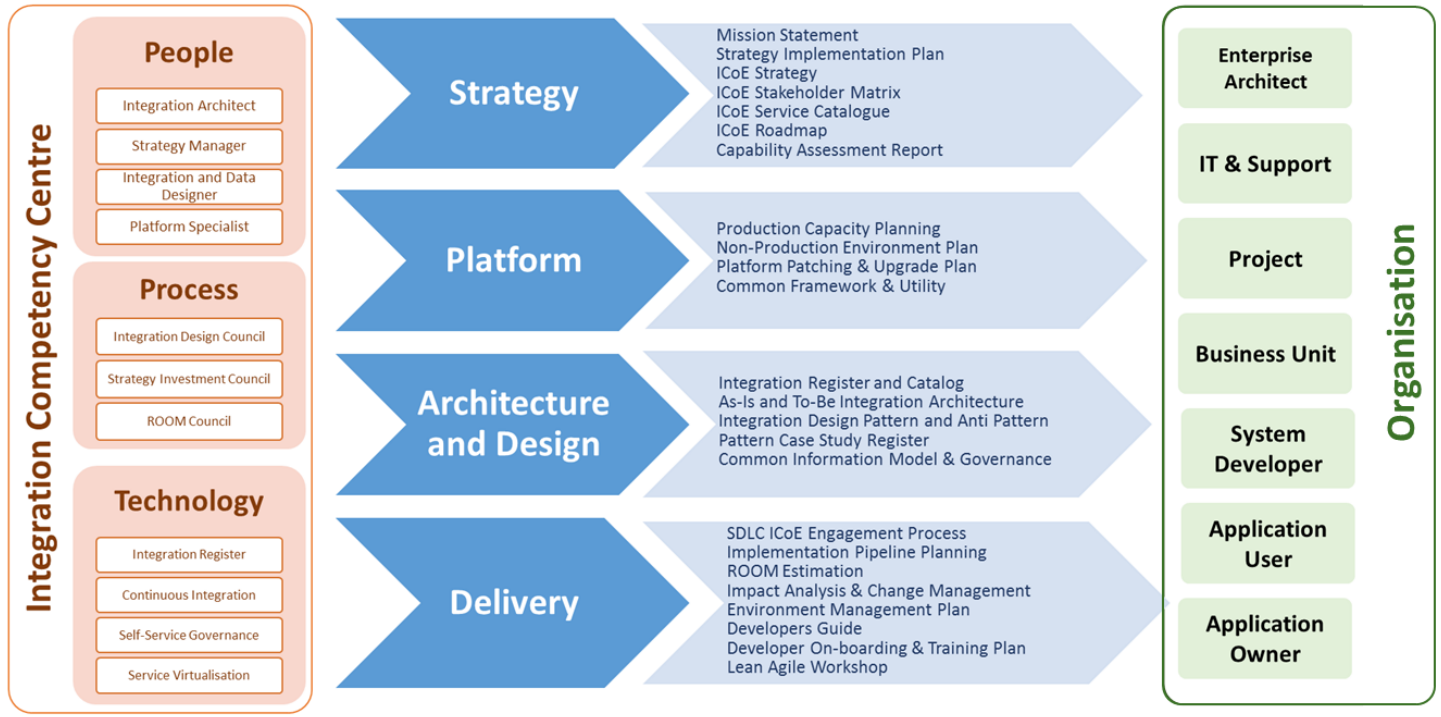
RXP recommends building and organising APIs into three broad categories.

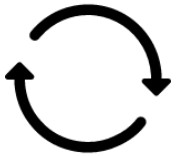
- **System APIs** – handle the minutiae of connecting to systems (backend systems such as payment gateways), where users are insulated from any changes in the backend systems.
- **Process APIs** – shape data across System APIs, with the intent of modelling business needs and processes, to break down technology silos and make data more consumable.
- **Experience APIs** – data that it is most easily consumed by its intended audience through apps and devices. APIs at this level are created with reusability in mind, without a dependence on the source systems from which that data originates.



RXP has developed a holistic framework to develop sustainable, employee owned data integration solutions that deliver tangible business outcomes.

Integration Governance Framework





Continuous Delivery Culture
Forging a culture of regular commits, reviewable and autonomous units of functionality are key to creating a successful DevOps operation

Service API Autonomy
Modelling services around bounded contexts and business capabilities will help an organization expose and maintain a wealth of functionality.

Self Service & Discoverability
Enabling internal and external service consumers to self-serve and explore business assets in a managed fashion, will help unlock business value.

rxp group

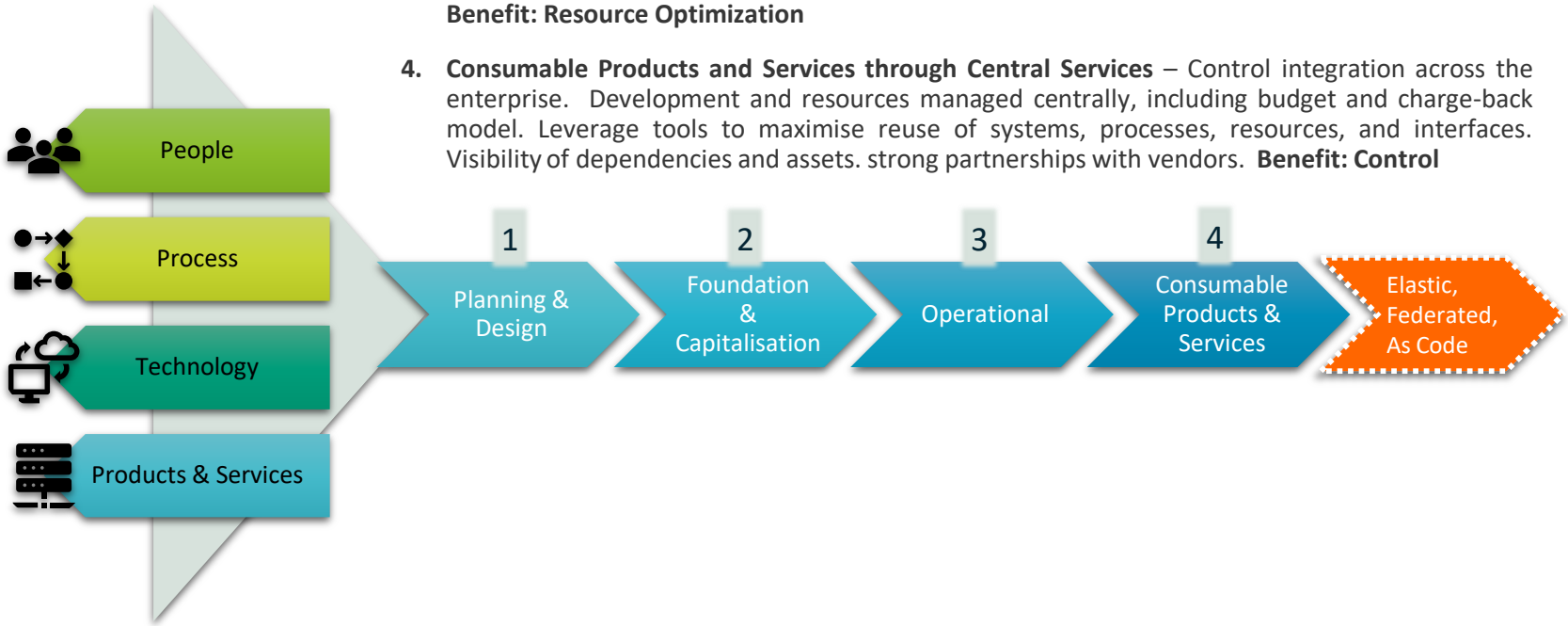
Integration Maturity Assessment On a Page

This assessment groups the People, Process, Technology, and Deliverable into milestones. The reader will know, at a glance, the approximate maturity of the organisation's Integration capability, given the typical traits at that milestone.

The assessment relates to a period of time (e.g. past year) and allows the reader to reflect objectively the expectation, the aspirations, and reality.

This short assessment can lead to a comprehensive one.

4x4 matrix Self Assessment Overview



Integration Centre of Excellence (ICoE) Phases

1. **Planning & Design through Best Practices**– For organisations to begin by leveraging integration expertise. Best practices are documented and distributed for use, but there is no enforcement nor central development / support team. **Benefit: Leveraging Knowledge**

2. **Foundation & Capitalisation through Standard Services** – Building on Best Practices and enforce standards. Introduce Change Management procedures and training to uplift knowledge. Emerging technologies are evaluated and vendors selected. Integration is standardised on a common platform. Centralised, shared knowledge repository drives reuse. Development activities are distributed across the various teams. **Benefit: Consistency**

3. **Operational through Shared Services** – Optimise the efficiency of integration project teams through common, supported environment with services from development to production support. Ensure effective use of developers across enterprise. Refine capacity planning, platform availability, and quality assurance. Responsible for hardware, upgrades, patches, installs, and compliance. Development activities are a hybrid of ICoE and across various teams. **Benefit: Resource Optimization**

4. **Consumable Products and Services through Central Services** – Control integration across the enterprise. Development and resources managed centrally, including budget and charge-back model. Leverage tools to maximise reuse of systems, processes, resources, and interfaces. Visibility of dependencies and assets. strong partnerships with vendors. **Benefit: Control**

rxp group

Integration 4x4 matrix self Assessment

rxp group

Integration Centre of Excellence (ICoE)	Planning and Design (Best Practices)	Foundation and Capitalisation (Standard Services)	Operational (Shared Services)	Consumable Products and Services (Central Services)
People	• Identify the need: A competency centre requires owners and participants • ICoE Director named • Resource plan approved • Sponsors & stakeholders identified • Growth through recruitment and/or secondment	• Core team members on board • Key partnerships with internal governance groups formalized • Stakeholder communication plan documented	• Initial team training completed • Enterprise training plan documented • Reactive to requests, people dedicated to projects • Key contacts for issue resolution, despite the problem originating elsewhere	• Staff competency evaluations and development plans documented • Core team not a constraint; Products and services are created independently, though federated (elastic) teams and service partners.
Process	• Identify the need: The premise of ICoE • ICoE charter approved • Early adopters and project opportunities identified • Growth by building a library of documented services, standards, and other collateral	• ICoE services defined • Core Integration standards or principles documented • Non-functional requirements (security, performance, etc.) defined as "guard rails" • DevOps, Master Data Management, Cloud (*aaS), and automation are key influences	• ICoE service engagement and delivery process defined • Internal communications and marketing plan documented • Reactive to security and performance requirements and issues • Provision of compromised solutions to avoid being the bottleneck	• Services are discoverable and orderable by internal customers • Regular metrics reporting in place • Ongoing Service management process in place • Processes compatible to open and/or industry standards and can adopted by third-parties after minimal induction • Automation and connection is key, along with quality resource library
Technology	• Identify the need: Pragmatic technology landscape • Integration platform designed • Growth through technology purchase / acquisition	• ICoE tools selected • Service Level Agreement template established	• Operating procedures documented (i.e. availability management, failover, disaster recovery, backup, configuration management, etc.) • Greater reliance of granular logging and auditing for manual investigation, intervention, and resolution of issues	• Applications connected and using the integration platform • SLA agreements signed off • Abides by well-established policies on Data Security and Data Quality.
Products and Services	• Identify the need: Structured and understandable catalogue of products and services • Resource Plan • ICoE Project Charter • List of prospective Early Adopter Projects • Ballpark ICoE Budget Estimate • List of tools added to the ICoE environment • Grow: Iterative build and measure through funded initiatives	• Best practice and standards documents • Agreements with key partnerships with internal governance groups • Stakeholder communication plan • ICoE Service Offerings • Service Level Agreement template • Technical Infrastructure Install • Ad-hoc relationship with vendors (products) and partners (services)	• Operational procedure manuals • Operational service level agreements (SLA) between projects leveraging the ICoE services • Published rules of engagement when utilizing ICoE services organizations. • Internal communications and marketing plan • Reactive relationship with vendors (products) and partners (services)	• Competency evaluations of ICoE staff and key project team members • ICoE Helpdesk for production support on 24/7 basis for urgent issues. • Operational environment in place • Change control process documented • SLA agreements signed off

Ongoing Support

RXP Managed Services

- Uncapped Incident Management
- Capped 32 hours / month Defect Management
- Remote Services team
- Service portal ticket management system
- Dedicated Service Delivery Manager
- Team of Managed Services Consultants

RXP's Managed Services is a Remote Services offering with an approach to allow the client's solutions to evolve with their business. RXP proactively Support existing applications and solutions utilising a combination of the ITIL framework and agile methodology.

- Process-driven, cost-effective, responsive, and secure.
- All the benefits of a low-cost model, Onshore in Australia.
- Knowledge Base: Creation and continuous updates and sharing of documentation to retain, improve, and convey knowledge of the solution.
- Defect Resolution or Managed Service with extended / out of hours coverage
- Analysis, development and deployment of defect resolution in a Break-fix release or Monthly Release Cycle, depending on severity.

Tier	Support Hours
Bronze	9am – 5:30pm / 5 days a week
Silver	8am – 8pm / 5 days a week
Gold	8am – 8pm / 7 days a week
Platinum	24/7 – 365 Days

rxp group

Training.

RXP consultants and support teams have training progression plans, which is also available to our clients across a range of technologies.

Training encompasses two phases; the "Jump Start", whereby staff are trained in the use of the product through use-cases, followed by the "RXP Way" of delivery and operations, including governance and change management.

Training Delivery Approach:

- Pre Go Live: ‘Classroom’ during the Test phase, understanding future-state processes and to provide familiarity with the solution.
- Go Live ‘Just in Time’: Critical and essential skills for each role and transactional activities for staff to perform their jobs.
- Post Go-live: Gaps and supplementary training to enable those with the appropriate knowledge, ability, and support to operate productively.

Training Delivery Principles:

- Training tailored to client processes rather than just technology modules
- Use hands-on real-work scenarios
- Include common exceptions or likely issues (not just ‘happy path’ training)
- Focus on demonstrating how to accomplish tasks
- Use training approaches that suit each audience and the content they need to learn

System Training:

- Whilst modern iPaaS provide comprehensive online resources, covering all technical aspects of support, RXP can provide guided training through to certification.
- RXP works with a dedicated team (and product owners) throughout the project, who can lead support and BAU decision making.
- RXP provides a mixture of direct training and "train-the-trainer" so that a wider end user audience can be guided through new processes and the solution.
- RXP provides user guides and a short set of 'cheat sheets' provides confidence in common tasks.

User and Administration documentation:

RXP provision essential operational & administration guides for the various roles based on the implementation, working with the staff to ensure a smooth handover, as follows:

- A transition/handover plan with timelines and responsibilities
- Training to ensure the staff are use the solution appropriately
- All assets and deliverables created as part of the project
- Support during the transition

rxp group

Integration Clients

rxp group

Case Studies

NEXTDC

MuleSoft CloudHub architecture / Reusable microservices/ Multi-layer API Architecture

- Reduced new customer onboarding process. Training.
- Enablement of Citizen Integrators. Governance / standards framework.
- Reusable microservices Reduced deployment times.

Australian Government

- Greenfield Implementation
- Won competitive public tender
- Architecture and Design
- Integration with SOA
- Public facing, high performance APIs
- Establishment of ICC, setting standards and patterns
- Automation with CI/CD

- Hybrid Integration Platform Establishment
- Architected target hybrid integration platform
- Solution spanning globally distributed team
- Platform for 120+ integrations
- Established integration patterns
- Designed integration DevOps pipeline
- Batch processing performance review
- Multi vendor training and handover
- Integration support and monitoring

DEAKIN UNIVERSITY

Provision of ServiceNow, Salesforce, Tableau, and MuleSoft services.

https://www.mulesoft.com/case-studies/soa/deakin

- ServiceNow and Salesforce architecture
- Migrate to a single, enterprise Salesforce instance
- MuleSoft Integration across Student Management system (Callista), ServiceNow, Salesforce,
- PureCloud telephony system, StarRez on-campus accommodation management system, and Callista
- Training and advice

RACV

Transformation of the Member Service Desk across the Call Centre and retail outlets through Salesforce Service Cloud.

- Business Analysis
- Functional Leadership
- Architecture
- Integration Design
- Salesforce Development

aurora energy

Next generation of Advanced Meters required a new mobile and web platform to allow Aurora PAYG+ Customers more control of their energy consumption and payments.

- Scalable, cloud-based, and integrates with the enterprise customer billing platform.
- Customers login, view their account details, current balance, transaction history, and usage data in real-time.
- Scalable to 50,000 customers

rxp group

CASE STUDY

RACV

Challenge:
RACV had a major challenge in aligning their customers needs and existing services with services offerings across their diverse product portfolio.

Solution:
By using the Salesforce Service Cloud platform and MuleSoft, not only has RACV invested in a leading edge tool for call centre relationship management, but it is also able to better understand their customers' wants, needs and ongoing service requirements.

RACV, the Victoria-based organisation, offers roadside assistance and insurance to around two million members. It also has interests in retail, clubs and resorts, such as Royal Pines on the Gold Coast.

salesforce

The transformation includes the re-platform and reimagining of the Member Service Desk, which handles the entire RACV Call Centre based in Noble Park and all retail outlets. The new platform is built on Salesforce Service Cloud and MuleSoft.

RXP has been operating as a strategic partner in this engagement for Expert skills in Service Cloud and Apttus to work alongside both RACV internal project team members and Accenture.

RXP consultants provide key roles in the context of the overall program for RACV, and are involved in Business Analysis, Functional Leadership, Architecture, Integration Design and Salesforce Development – leveraging the breadth and depth of RXP's Salesforce Professional Services Capability

rxp group

CASE STUDY

Aurora Energy PAYG+

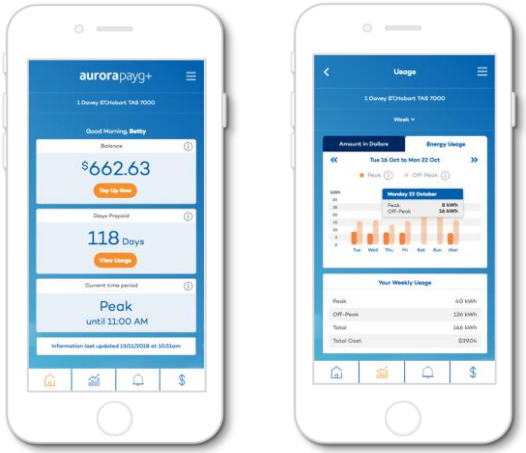
Challenge:
Aurora Energy is transitioning end of life PAYG meters to the next generation of Advanced Meters, which required a new mobile and web platform to allow Aurora PAYG+ Customers more control of their energy consumption and payments.

Solution:
Available through the Apple App Store, Google Play Store, and via the web, the solution now allows customers to login, view their account details, current balance, transaction history, and usage data in real-time. In addition the platform supports approximately 20,000 existing PAYG customers, which is scalable to support up to 50,000 customers and other products beyond Aurora PAYG+.

Accelerated design phase (3 weeks), 9 build sprints, 5 months to market

Team of 10, including SCRUM Master, Service Designer, UX, BA, Azure Architect, Tech Lead, FE Dev, full stack developers, and testers

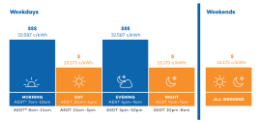
React, React.Native, MVC.NET, Azure (Azure SQL, API Gateway, Notification Hub). Visual Studio Team Services for end to end CI/CD.



A scalable, cloud-hosted, native mobile application platform.
- Identity registration and access
- Notifications
- In-App Payments credit card payments
- Real time integration to the existing core billing platform (Oracle CC&B)

Leveraging agile methodology and human centred design, RXP Group analysed the customer's journey to design a bespoke mobile platform.

The associated framework is scalable, cloud-based (Azure), and integrates (MuleSoft) with the enterprise customer billing platform.



CC&B

rxp group

Contact us

Peter Grainger,
National Practice Director
+61 402 893 405
peter.grainger@rxpservices.com

Larry Smolic,
Associate Director, Integration
+61 416 123 873
Larry.Smolic@RXPservices.com

rxp group

rxp group = Making Happier Humans®

Level 15, 31 Queen St, Melbourne, VIC 3000

info@rxpservices.com

03 8630 5800