

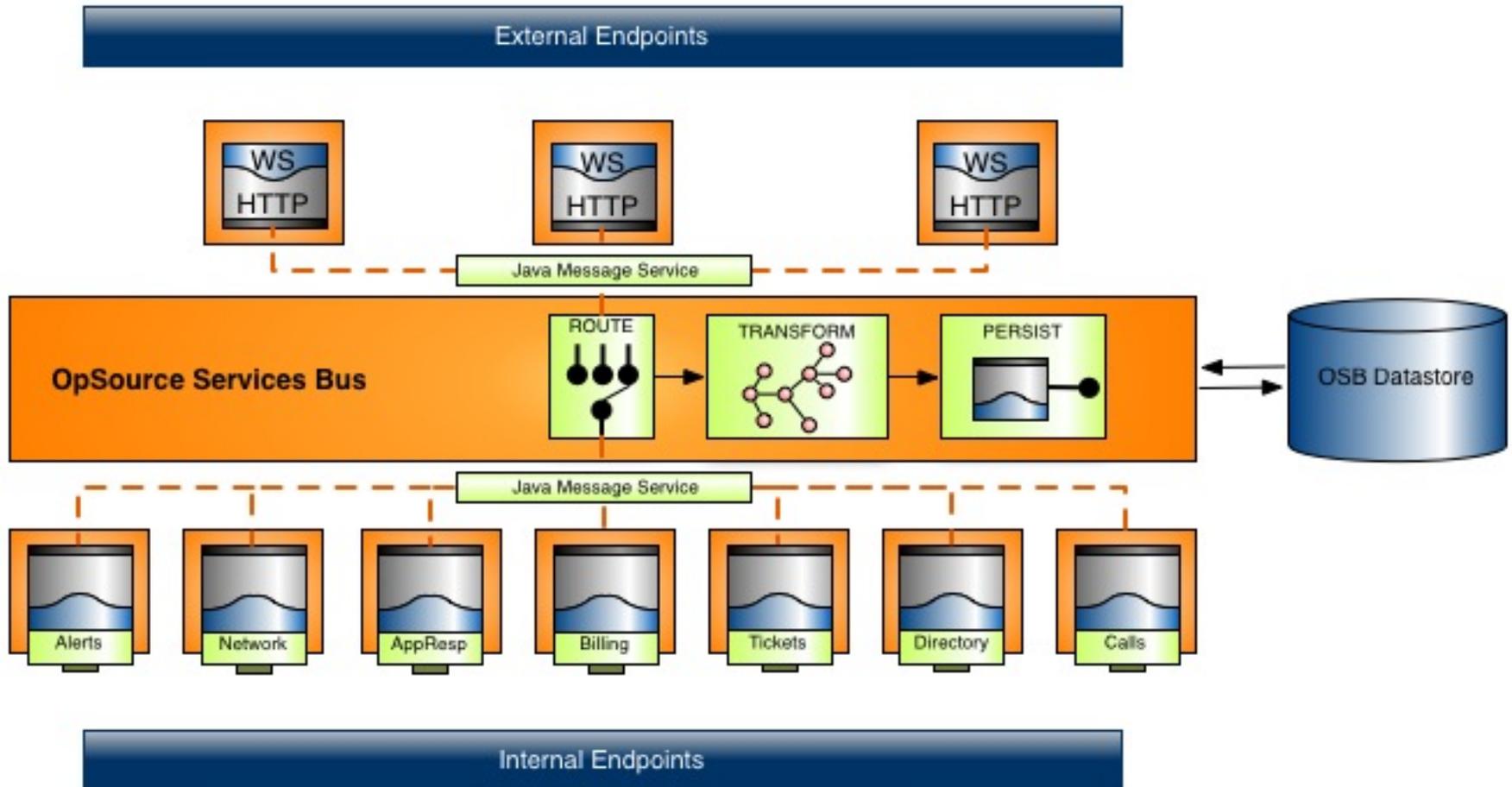


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SaaS Integration

How we started the conversation



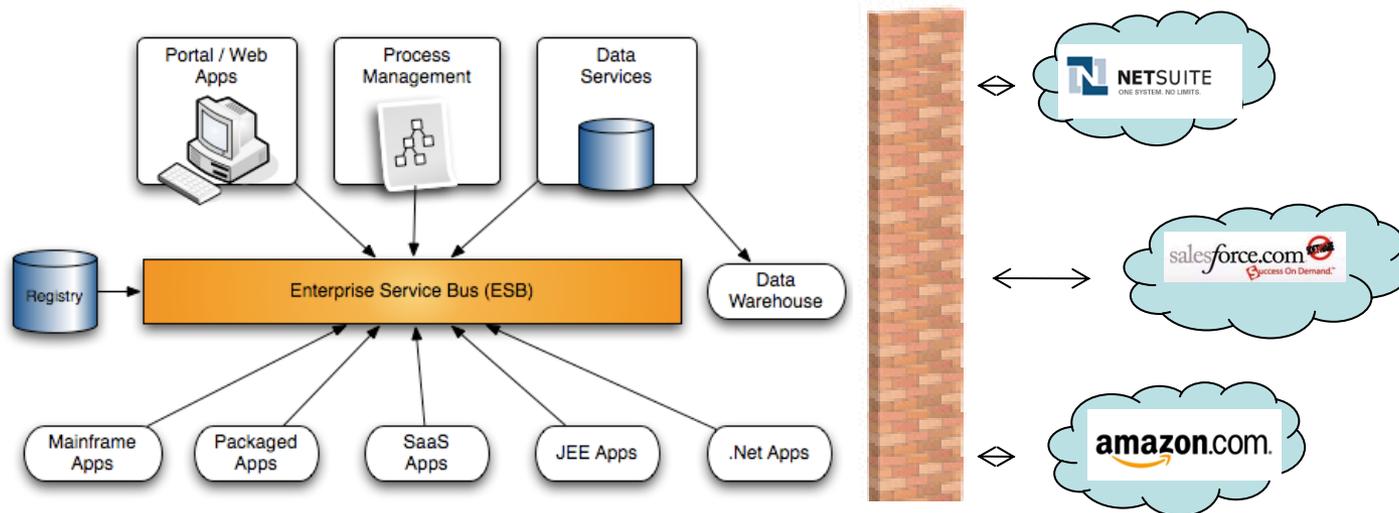
“By 2012, 80% of Fortune 1000 enterprises will be paying for some cloud computing services, and 30% will pay for cloud computing infrastructure services” Gartner 2008

- ▶ Growing customer demand for web-based solutions
 - SaaS, PaaS and The Cloud
- ▶ Changing customer acquisition models affect solution providers and end users
- ▶ Enterprise architectures being redefined as SOA

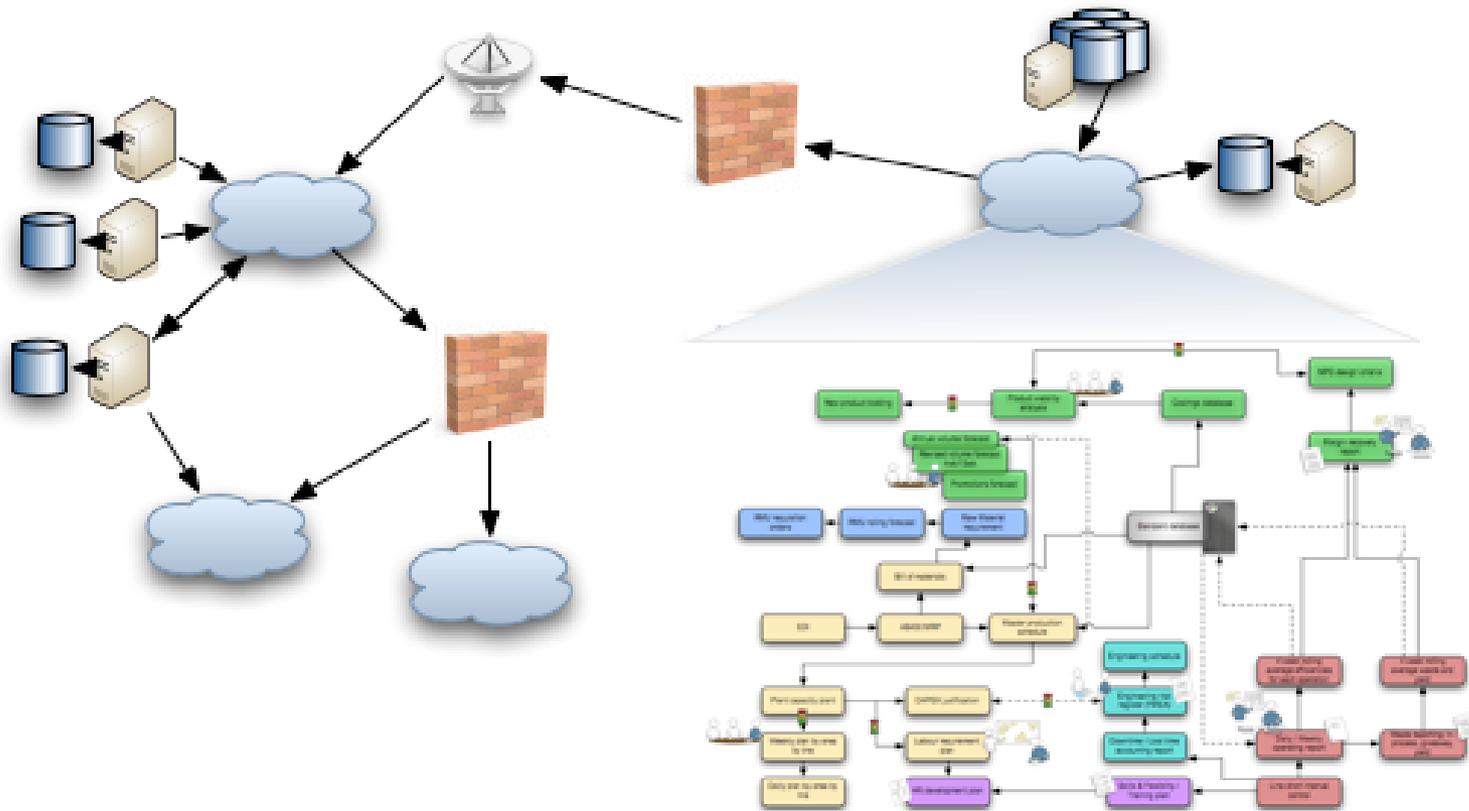
Applications moving to the Cloud



- ▶ Applications inside the firewall and SaaS applications outside of the firewall that don't easily connect
 - End users faced with added security, management and integration complexities
 - ISVs faced with adherence to standard business models and integration complexities

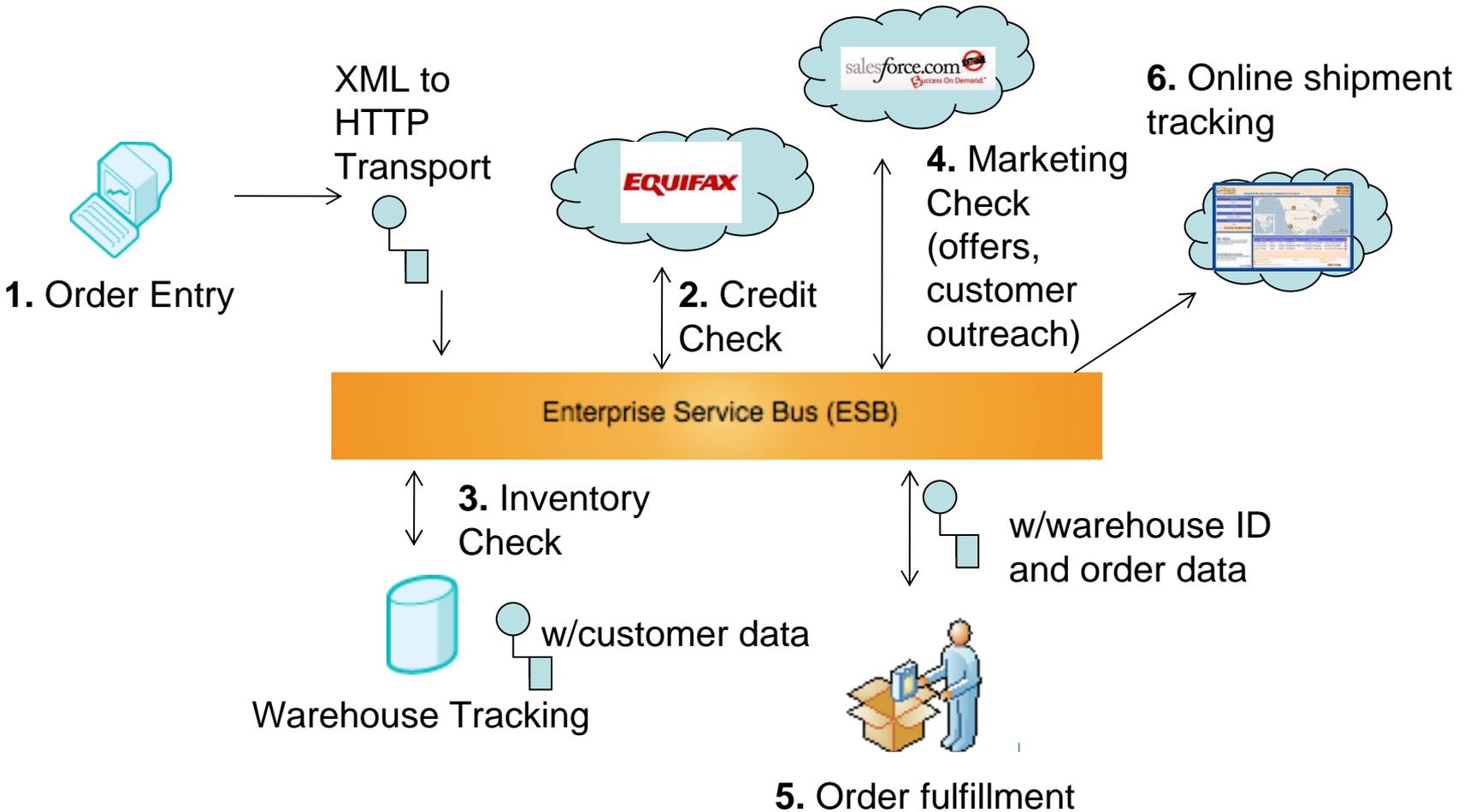


What architectures are starting to look like



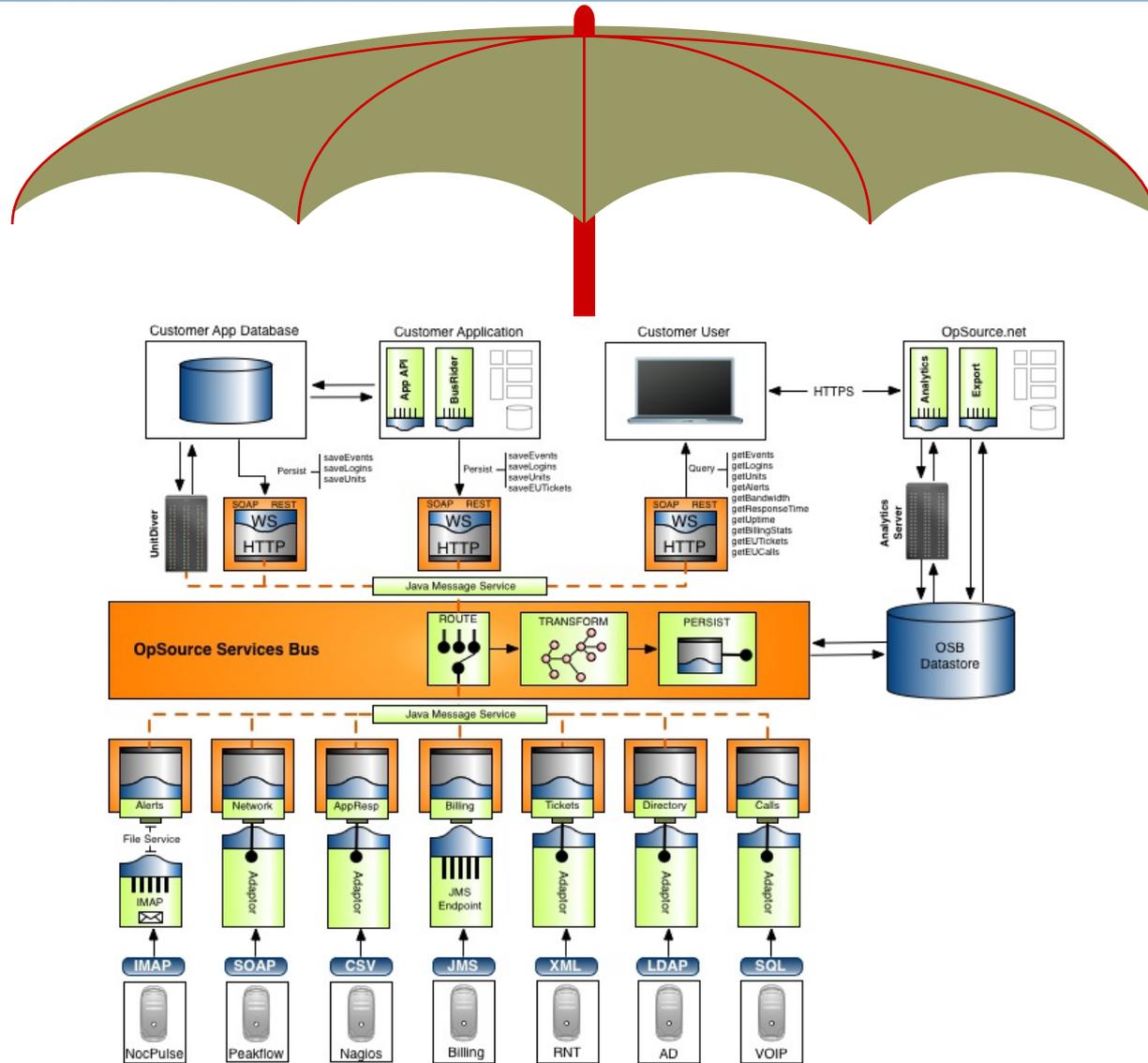
- ▶ Moving beyond web services
 - No guarantees
 - Performance isn't there
 - Limited ability to modify connections
- ▶ Necessity of multi-protocol integration
- ▶ Options to navigate within or around the firewall

SOA in context of the Cloud



POJO

Addressing integration issues: SOA Umbrella



End User

- ▶ Identify the business problem(s)/requirement(s)
- ▶ Identify the mix to solve that business problem
 - Legacy apps
 - Proprietary/open source solutions
 - SaaS offerings
- ▶ Document the actual architecture and road-mapped architecture
- ▶ Manage internal and external solutions

ISVs

- ▶ Identify and communicate the model
 - Acquisition by users
 - Business (subscription / pay-per-use?)
 - Access (computer)
 - Technical (scalability)
- ▶ Ensure adherence to standardized models
 - Run-time
 - Hosting
- ▶ Personalize processes
- ▶ Integrate with other solutions to avoid lock-in or lock-out



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Understanding cross-firewall Issues

- ▶ Integrating across firewall
- ▶ No control over multiple service provider data models
- ▶ Limited or no access to APIs
- ▶ Dependence on Web Services (SOAP over HTTP)
- ▶ Point to point connections

- ▶ Re-examining corporate firewall policy
- ▶ Service provider due diligence and security SLAs
- ▶ Ongoing management/monitoring
- ▶ Managing the “Shadow IT” problem
- ▶ Developing recovery and contingency strategies

- ▶ Visibility and performance management/SLAs
- ▶ Capacity planning
- ▶ Measuring TCO and ROI
- ▶ Duplicative silos of information (often outside of the firewall)



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Thank You