

In Pursuit of IT Transformation

Integration provides the foundation for aligning IT services with business demands

Though few will voice this premise, the reality is that without IT transformation there is no business transformation or digital transformation.

And IT transformation has two goals — both driven by the need for businesses to become more responsive to marketplace demands and competitive pressures.

First, IT is desperate to reduce the time it takes to roll out the new IT and business services needed to support business strategy. Whatever terminology you use, IT often is considered a barrier to business innovation.

To change this perception — and the reality on which it's based — IT must improve the quality of the services it delivers while creating an automated, self-service model for its internal business partners. This makeover will require linking IT applications to IT processes.

Second, IT transformation must reduce costs by slashing development time and the personnel resources necessary to meet service demands. That means streamlining data movement between operational IT processes while improving data governance and quality.

So, whether you're a chief information officer (CIO) or a chief technology officer (CTO), IT transformation has to be on your to-do list. But you don't have to be a "chief" of anything for IT transformation to matter. It's just as relevant to VPs of operations, DevOps directors and digital business strategists.

Transformation Is a Challenge

Without a doubt, IT transformation is challenging. Right now, in most organizations, it's expensive, time consuming and difficult to connect data from IT systems to support business needs. Let's use Dell Technologies as an example.

Modernizing Applications

One of the tasks of IT transformation is modernizing applications and integrating them across business segments such as manufacturing, sales, after-sales service and finance.

In its own IT transformation initiative, Dell had many "heavy-weight" [service-oriented architecture](#) (SOA) integrations that came with complex transformations and business logic embedded in an [enterprise service bus](#) (ESB). This created a massive infrastructure inside Dell that included a thousand-plus virtual machines to maintain.

Boomi streamlines data movement for operational processes, maintains connections across multiple virtual and physical endpoints and improves data governance and quality.



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IT Director, Dell Technologies

For Dell, reducing the cost to upgrade and maintain those systems was its primary focus. It was costing the company millions of dollars every year. Plus, application owners — the business units — had to work with IT during the upgrades, absorbing employee time across departments.

The applications had thousands of endpoints. So, it was a huge effort that took months while also disrupting the business.

Creating an Agile Infrastructure

Most large companies have hidden costs buried in their technology infrastructure’s total cost of ownership (TCO). These costs result from accumulated shortcuts, mismanaged decisions and misguided investments that may date back decades.

In addition to operating costs, such legacy environments also bring with them a cost of change that gradually increases over time while reducing agility. Dell wanted to break this cycle by creating an agile infrastructure with a distributed architecture that could support cloud-to-on-premise, on-premise-to-on-premise, and cloud-to-cloud use cases.

Overcoming the Barriers to IT Transformation

IT transformation allows businesses to optimize existing systems by connecting application and data silos,

streamlining procedures and creating an operating model — IT as a service (ITaaS) — built on flexible, scalable platforms.

This increases agility while improving business-IT alignment.

To achieve these outcomes requires:

- A modern integration tool that reduces development time, allows a “fail fast” approach and creates a portfolio of reusable integration assets
- An automated, self-service platform that supports citizen developers and provides a services catalog
- A hybrid cloud infrastructure

How Can Boomi Help?

The cloud-native, low-code [Dell Boomi platform](#) delivers pervasive connectivity across people, processes and devices. Just what IT transformation demands.

A pioneer in the integration cloud and perennial leader in the top industry reports, Boomi sets the standard for modern integration tools.

Boomi helps customers — internal and external — with [application and data integration](#), [data quality governance](#), [B2B management](#), [API design and management](#), [workflow automation and app development](#).

Here's How Boomi Helped Dell Technologies Transform IT Operations

Reducing application development time

IT transformation efforts using Boomi reduced integration development time by 73 percent. Before Boomi, it took 12 weeks to create, test and deploy a case management application, with many people involved. With Boomi, that time dropped to three weeks.

“Business units often come to us to try out a solution,” said Manikandan Rathinavelu, IT Director at Dell Technologies. “They can’t wait 12 weeks to see if it works.”

The Boomi platform, with its out-of-the-box connectors, gives IT the ability to deploy quickly and iterate easily. In addition, this flexible integration capacity allows integrations to be reused across similar business processes, further reducing development time.

Empowering citizen developers

As a new IT business model emerges based on self-service and automation, one of the model’s most significant contributions is empowering citizen developers — individuals who have the domain expertise, in this case, business knowledge — to design a solution quickly.

A case in point: Dell Services. This group needs to develop solutions quickly or risk losing business. It can’t take the time to transfer its business expertise to IT and wait for a solution.

But with Boomi and its drag-and-drop interface, Dell Technologies created an automated self-service platform that allows citizen developers to create integrations quickly. No IT bottleneck. And Boomi scales easily to meet business growth.

Creating a services catalog with API data

APIs serve a dual role. They can be consumed within an organization as part of a self-service platform, but businesses can also publish them externally for partners and customers.

[Boomi API Management](#) can catalog Boomi-created APIs as well as non-Boomi APIs. In this scenario, Boomi becomes a service broker in the cloud, connecting applications on-premise or in the cloud for internal and external consumers.

Adopting a hybrid cloud model

For Dell, a hybrid cloud offers the flexibility needed to develop in a unified, centralized environment and deploy wherever needed.

The cloud-native, low-code Boomi unified platform helps IT transform to become an enabler of business innovation — working better, faster and smarter.

With Boomi, which gives Dell the benefits of the hybrid cloud, integrations become portable between cloud and on-premise. This eliminates the constraints of legacy infrastructure and supports scale-out deployments.

The Boomi Difference for IT Transformation

For organizations looking to speed IT transformation, Boomi streamlines data movement for operational processes, maintains connections across multiple virtual and physical endpoints and improves data governance and quality.

This broad overall benefit measurably simplifies management and increases efficiency by:

- Making data created in physical infrastructure and service management processes available to better manage infrastructure and IT processes (events, incidents, problems and changes)
- Connecting performance data to IT service agreements, so IT services can be measured and managed to meet business requirements
- Managing changes to occur in a timely manner with minimal errors

- Ensuring operational anomalies are addressed and remediated while decreasing the number of recurrent problems

Improving service quality and speed while reducing costs and maintaining data governance may sound like an impossible dream, but with Boomi, it can become reality. Integration is a prerequisite for the success of any transformation initiative, whether it be business, workforce or digital.

Forget barriers. The cloud-native, low-code Boomi unified platform helps IT transform to become an enabler of business innovation — working better, faster and smarter.

Dell Technologies Uses Boomi to Connect ServiceNow and Salesforce to a Portfolio of Cloud-Based Applications

As part of its IT transformation, Dell used Boomi to connect ServiceNow and a VMware instance of Salesforce, so it could match service tickets to customers. This allowed Dell to make ServiceNow a centralized case management system.

ServiceNow has several modules in IT, including release management. All the connections between ServiceNow

and various applications inside Dell run through Boomi, including seven use cases that connect to Salesforce.

Moreover, Boomi supports a number of systems still in use by Dell's acquisitions, by connecting other cloud-based applications such as Eloqua, Aprimo, Changepoint, Workday and Ariba to Salesforce.



Learn more about how Boomi can help you integrate everything boomi.com/platform



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