

# Services Catalog



**BOSTON SOFTDESIGN**  
IT Solutions, Software Development, and Consulting



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# Services Overview

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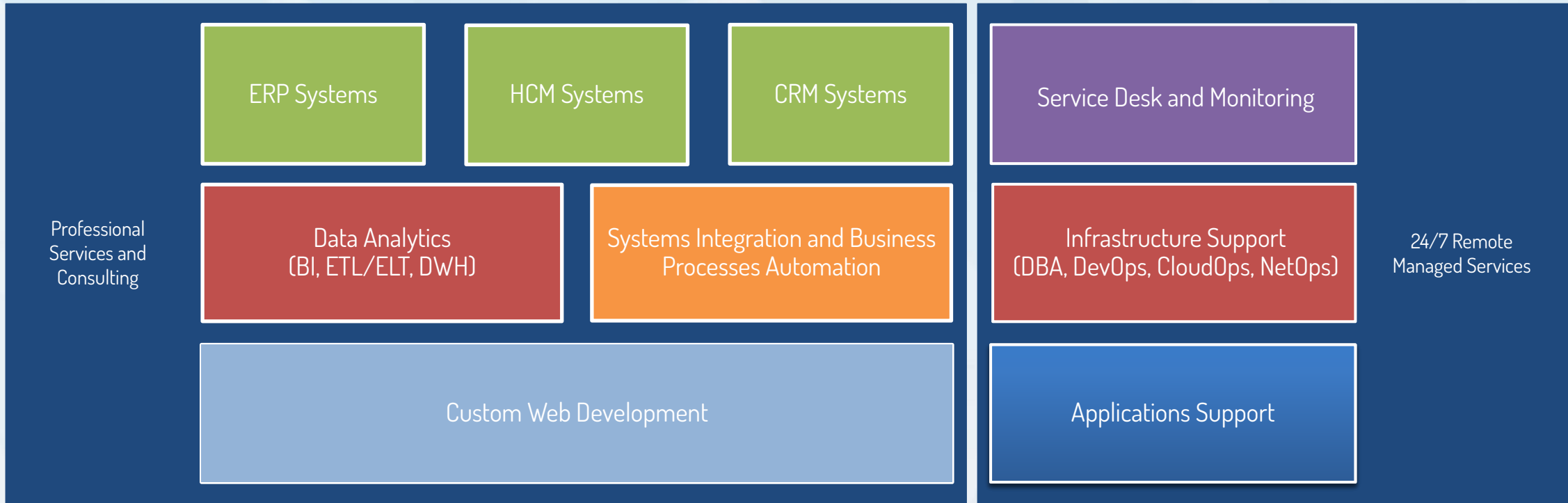


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# Boston SoftDesign: What We Do



## Partnerships



Silver Solution Partner





# Professional Services and Consulting

## How We Help:

1. Transfer day-to-day responsibilities of IT management and improve operational efficiency
2. Receive the highest levels of security, redundancy, and flexibility that change with your IT requirements over time
3. Augment your team and increase capacity
4. Implement performance tuning, troubleshooting, capacity planning, new deployments, system upgrades, or architectural changes
5. Get 1:1 support from an Account Executive who is dedicated to your team and backed up by 24x7 support domestically and internationally



# Remote Managed Services

- ITIL-Based Processes
- Four Shifts for 24x7 Support
- Global Operations at Five Offices Worldwide
- Shift Managers
- Monitoring & Service Desk Team
- Applications SMEs
- Infrastructure SMEs:
  - DBA
  - DevOps
  - NetOps
- Incident Management
- Escalation Management
- Scheduled Tasks
- On-Demand Tasks

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Shift 1	Shift 1			Shift 1	Shift 1		
		Shift 2	Shift 2			Shift 2	Shift 2
	Shift 3	Shift 3			Shift 3	Shift 3	
Shift 4			Shift 4	Shift 4			Shift 4



# DevOps

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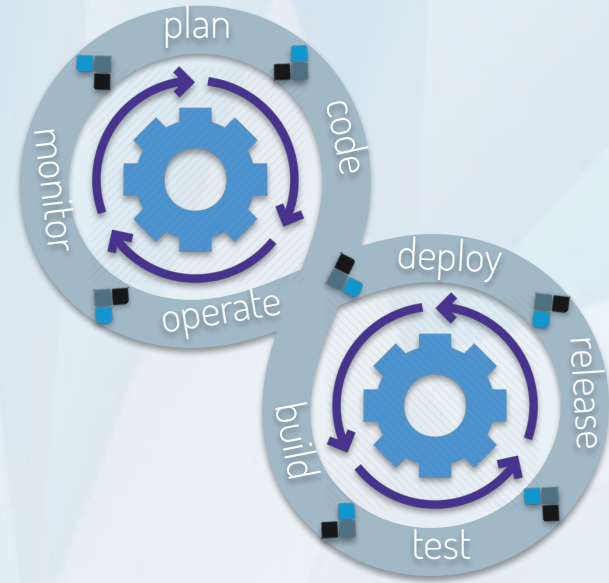
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# DevOps Objectives and Goals

## Accelerated Application Development and Release Capabilities

- Build automated solutions for:
  - Continuous Integration
  - Continuous Delivery
  - Continuous Deployment
- Implement the technologies and tools to:
  - Improve the software development life cycle
  - Reduce time to market
  - Increase transparency in development and product quality
- Maintain communication between SysOps, Developers, QA and management





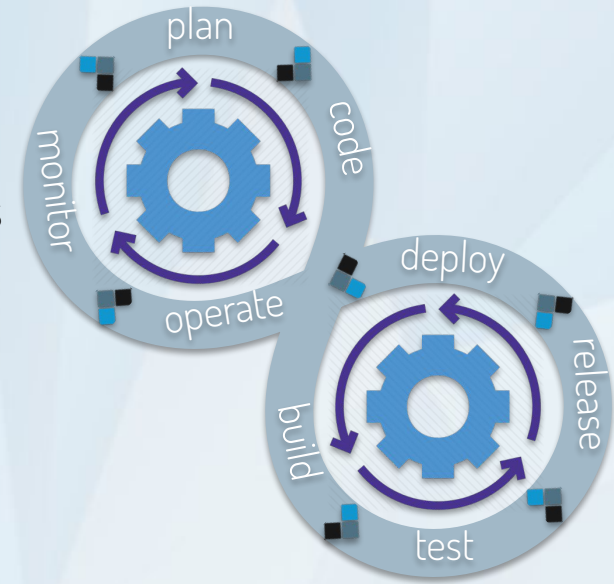
# DevOps Objectives and Goals

## Infrastructure and Architecture Optimization

- Implement virtualization, containerization, autoscaling, and microservices architecture

## Operational Infrastructure and Applications Optimization

- Create Cloud/Hybrid infrastructure using Configuration Management and Infrastructure as Code (IaC) approach
- Build complex monitoring solutions for dynamic, scalable environments with integrated, automated QA
- Implement disaster recovery automation
- Automate routine system administration tasks





# DevOps Skills and Tools

## • Cloud Platforms

- AWS
- Azure
- OpenStack

## • CI/CD

- GitHub
- Jenkins
- GitLab
- Bamboo
- TeamCity

## • Automation

- Puppet
- Ansible
- Chef
- Salt
- Terraform (IaC)

## • QA Testing

- Selenium
- Jenkins

## • Monitoring

- Prometheus + Grafana
- Datadog
- Ghostinspector
- ELK Stack

## • Paas and Orchestration

- Docker
- Docker Swarm
- AWS ECS
- Kubernetes
- Azure Container Service



Jenkins

TeamCity



GitLab

Bamboo



Microsoft  
Azure



ANSIBLE



CHEF



HashiCorp  
Terraform



puppet



kubernetes



docker

# iPaaS and Data Integration

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# iPaas and Data Integration Services

## How We Help:

1. We know business applications
2. We work with ESB, iPaaS and Data Integration market leaders
3. We're experienced in business flows, automation, and building scalable integrations
4. We can build custom connectors for integrations with legacy systems or custom applications
5. We're powered by an in-house PMO department

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Cloud ERP



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NETSUITE



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E-BUSINESS SUITE

boomi



celigo

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# iPaas and Data Integration Services

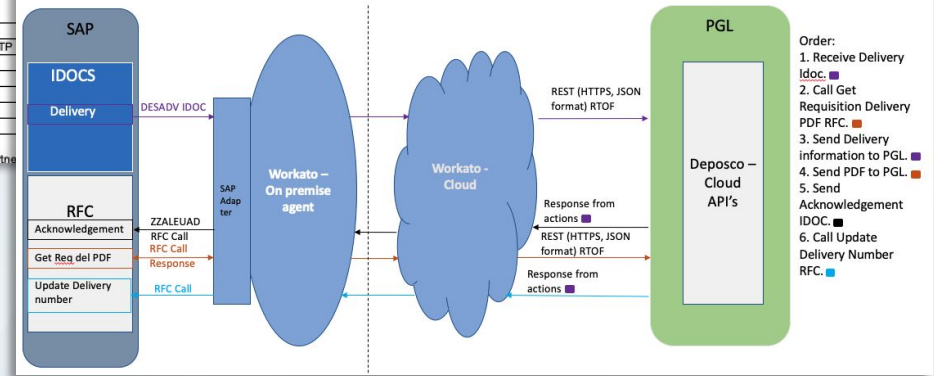
Ignoring foundational elements and jumping directly to implementation causes most issues with integrations.

We'll help you avoid that problem with:

- Business system and data flow integration analysis
- Planning the "future state"
- Defining integration standards and following best practices
- Implementing integration flows and centralizing integration services
- Providing tools, flows, and control for self-service integrations

Interface Checklist								
Name	Description	Frequency/timing	Automated/Manual	Documented	Developer	Analyst	Contact @ Vendor	Version
Taxware	Sales & Use Tax Processing	real-time calls to SAP	Automated	Yes	John Doe	John Doe		3.4.5
RightFax	Fax Server & Email	real-time	Automated		John Doe	John Doe		8.5
SAP CRM	Excel import				John Doe	John Doe		3.0
SAP CRM	Lead import from web sites				John Doe	John Doe		3.0
SAP CRM	SAP BI extracts				John Doe	John Doe		3.0
SAP CRM	Do-Not-Call				John Doe	John Doe		3.0
SAP XI	XML communication to trading partners/Webstore	24/7	Automated	Some	John Doe	John Doe		3.0
Omnify	PLM Tool	real-time	Automated	Yes	John Doe	John Doe		4.0
Blue Cross Blue Shield	Benefits							
Vision Service Provider	Benefits							
Delta Dental	Benefits							
TELCO	Phone Bills							
Striiff	Download of Picklists							
<b>Web Methods</b>								
Kenexa	SAP-IDOC-WM-XML-FTP							
Job Code	SAP							
Foundation Data	SAP							
Association Data	SAP							
User Data	SAP							
MCFin	SAP WM-FTP							
Channel Enablement- Master data files send to Zyme	Customer_zyme_t1partne							

## 10 Deliveries, 81 Acknowledgements





# Enterprise Integrations: Comparing iPaaS Solutions

Data integration provides access to enterprise data and functions that are fragmented across disparate systems. This provides a combined, accurate, and consistent view of core information. Companies can also process and leverage assets that drive business decisions.

Working with iPaaS market leaders, we assist with solution discovery and identify the best integration platform based on your needs.

**Workato vs Celigo**

Feature	celigo	workato	Comments
Out of the box connectors			
RPA/Processes automation			
ETL/ELT capabilities			
Integrations self-healing			
Orchestration			
ChatBots			

**iPaaS comparison**

	DELL Boomi	MuleSoft	workato
iPaaS (data/app integration, APIM,...)	✓	✓	✓
Out of the box connectors	200+	1000+	1000+
Automation (Workflows)	✗	✗	✓
Automation (Bots, AI/ML)	✗	✗	✓
No nodes or cores to provision/optimize	✗	✗	✓
Zero operational footprint	✗	✗	✓
Implementation time (per integration)	Moderate	Slow	Fast
Scalability	Moderate	Moderate	High
ETL/ELT	✗	✗	✓



# Enterprise Integrations: Gartner Magic Quadrant

Figure 1: Magic Quadrant for Enterprise Integration Platform as a Service



Source: Gartner (September 2021)

## Magic Quadrant for Enterprise Integration Platforms

Enterprise application integration enables business process automation and the efficient exchange of information across separate applications and departments.



# Case Study: iPaaS and Data Integration Services

CUSTOMER STORIES

## How Avid Successfully Replaced Its Legacy ESB Solution with Workato



Learn how BSD [migrated Avid](#) from webMethods to Boomi, and from Boomi to Workato.

“After migrating from on-prem Webmethods to Workato, Avid achieved significant improvement in their overall integration experience, which has been critical for improving its operations, business continuity, and customer experience.”

Avid Technology, Inc.—a US-based technology company that develops tools to enable the creation, management, storage, and distribution of film, television, and music—found itself in a difficult situation: The vendor support of their legacy webMethods ESB solution was ending.

The team at Avid® had to replace it, quickly. They searched for platforms that not only offered fast go-live times but could also achieve pervasive integrations and automations by enabling more ‘citizen’ builders.

To meet this need, they purchased another market-leading enterprise iPaaS solution. However, due to complexity and the need for training and maintaining specialized resources, it was never fully implemented. The need for citizen integrators was not met, their systems were not synced, and they were running out of time in replacing webMethods.

That’s when they decided to try Workato.



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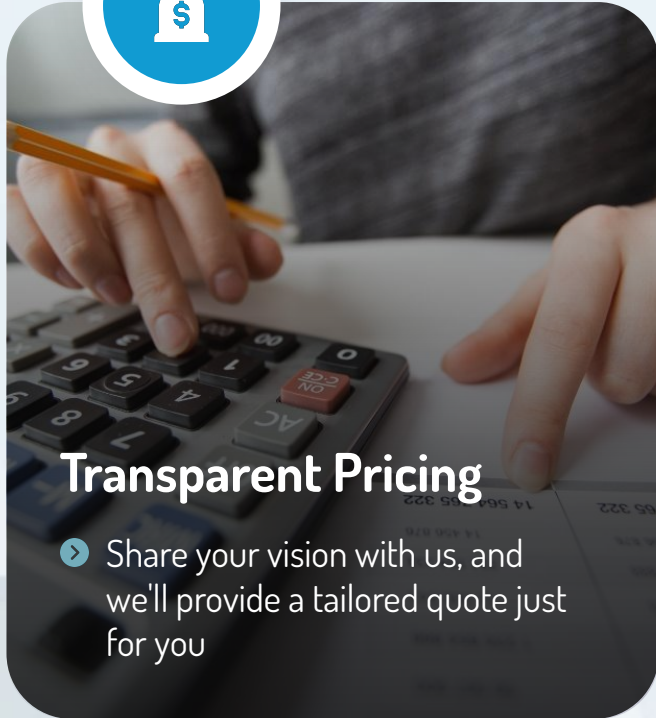


# Professional Services



# Transform the Way You Do Business

Discover our dynamic service delivery models



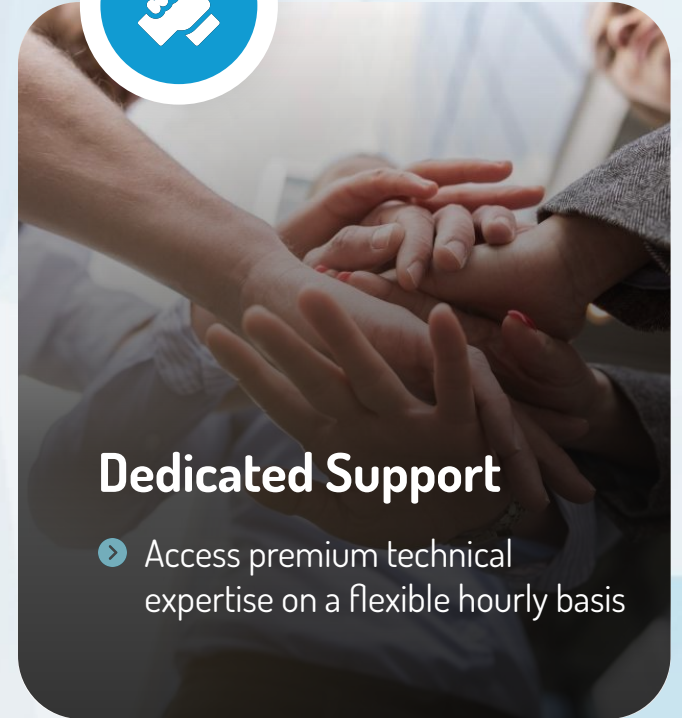
## Transparent Pricing

- ▶ Share your vision with us, and we'll provide a tailored quote just for you



## Collaborative Teams

- ▶ Empower your team through a partnership with our experienced developers



## Dedicated Support

- ▶ Access premium technical expertise on a flexible hourly basis



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Professional Services





# Salesforce Service Portfolio



## Salesforce Practice Highlights

- Certified consultants have comprehensive SFDC Cloud and technical stack experience
- Support services ensure you're never left in the dark
- From CRM consulting and implementation to legacy-to-SFDC migrations and Force.com app customization, our solutions match your needs
- Technical expertise in enterprise CRM and custom SFDC solutions
- Seamless integrations with third-party platforms using REST, SOAP, Metadata APIs, and top-tier iPaaS and ETL tools like Mulesoft, Boomi, Workato or Informatica
- Developers master and embrace Agile/Scrum methodologies



# Salesforce Implementation Experience

## Salesforce Sales Cloud

- BSD experts can help to define the sales path
- Streamline lead generation and lead conversion processes
- Automate manual tasks and flows with process builder
- Improve visibility of the sales cycle with Task and Event management
- Build sales analytics with AI driven predictions using Salesforce Einstein

## Salesforce Service Cloud

- Set-Up and Manage Cases - configure assignments rules, queues, escalation rules and automation
- Configure Salesforce Knowledge and articles recommendation with Einstein
- Salesforce Community cloud implementation for Customers, Employee portals, and Partners

## Salesforce Community Cloud

- Salesforce Community cloud implementation for Customers, Employee portals, and Partners



# Salesforce Administration and Development Skill Sets

## Administration Skill Set

- Provide dedicated assistance for new and established Salesforce users
- Gather requirements and execute configuration changes in alignment with Workflow, Process Builder, Validation, Assignment, and Approval processes
- Prioritize security with meticulous management of Role and Profile hierarchies, Queues, Public Groups, Sharing Settings, Permission Sets, and related elements
- Enhance system utility with bespoke modifications in Reports, Dashboards, and Email Templates
- Develop comprehensive Packages and Applications config and management for optimal configuration
- Streamline SDLC with Deployment and Change Sets management, including CI/CD automation
- Eliminate duplicate and misaligned data, ensuring precise account ownership within sales territories
- Execute data uploads, modifications, and Mass Data Migrations using the best data migration tools
- Provide comprehensive system configuration maintenance that keeps your system primed and running

## Development Skill Set

- Seamlessly transform user requirements into functional, dynamic software that drives results
- Develop Business flows via Workflows, Validations, Process Builder and integrations based on your business needs
- Design, develop, test, and refine Salesforce applications, including custom objects, page layouts, and intricate dashboards
- Enhance existing functionality with Apex, VisualForce Pages, SOQL, SOSL, JavaScript, HTML, CSS, Lightning Experience, and third-party APIs
- Integrate external Services and Systems (REST, SOAP, ETL, iPaaS and more) for business process automation
- Stay informed and prepared with thorough documentation on application codes, usage flows, and training materials
- Track usage trends and maintain data integrity with system metrics



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Professional Services

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NETSUITE



# NetSuite Administration and Development Skill Sets

## Administration Skill Set

- Gather requirements and implement configuration changes including definition of Workflow, Saved Searches, and customization of standard entities, or creation of new ones
- Customize Reports, Email Templates, Saved Searches, layouts, and forms to improve system usability
- Complete data integrity and manipulation tasks, including merging duplicate records
- Use data migration tools for data uploading and changes, as well as Mass Data Migrations
- Provide functional support and maintain overall system configuration

## Development Skill Set

- SuiteScript development, both 1.0 and 2.0:
  - Bundle Installation Scripts
  - Client Scripts
  - Map/Reduce Scripts
  - Mass Update Scripts
  - Portlet Scripts
  - RESTlet Scripts
  - Scheduled Scripts
  - Suitelet Scripts
  - User Event Scripts
  - Workflows
- Translate simple and complex user requirements into functional and actionable software
- Develop Business flows with the help of Workflows and SuiteScripts
- Integrate external Services and Systems (REST, SOAP and more)
- Create and maintain documentation on application code, application use, and flow and training materials
- Review code, configuration, data, and usage to ensure long term viability, integrity, and adoption



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Cloud ERP



# Oracle Cloud Services

## Cloud Implementation and Support Capabilities

- Oracle HCM Cloud
- Oracle Financials Cloud (AP; AR; GL)
- Oracle Procurement Cloud
- Oracle SCM Cloud - Plan to Produce and Order to Cash
- SCM Cloud Foundation (Inventory)
- Oracle Sales Cloud
- Oracle Project Portfolio Management Cloud
- Security support and custom roles setup

## Development Capabilities

- Oracle Cloud Platform: Development
- Oracle Cloud Platform: Integration
- Oracle Business Intelligence for Oracle Fusion Applications (Sales Cloud, Oracle HCM Cloud and Oracle ERP Cloud)



# Oracle Cloud Experience

## Cloud Upgrade from R11 to R12

- Security overview; testing and managing the process
- Financial modules overview; testing and managing the process
- New custom roles development

## Modules Implementation

- Cloud Inventory
- Cloud Purchasing
- Cloud Costing
- Cloud Financials

## Bi-Directional Integration of Third-Party System (Jaggaer) with Oracle Cloud (R12) in Purchasing and Inventory

- Oracle Inbound was implemented via seeded SOAP web services, RESTful APIs and FBDI ( File Based Data Import )
- Oracle Outbound was created with BI report, moving necessary data file into a location that could be used by a third-party system for further processing

## BI XML Publisher reporting development for Oracle Cloud

- Multiple reports in GL, Projects, AP, Expenses and Inventory



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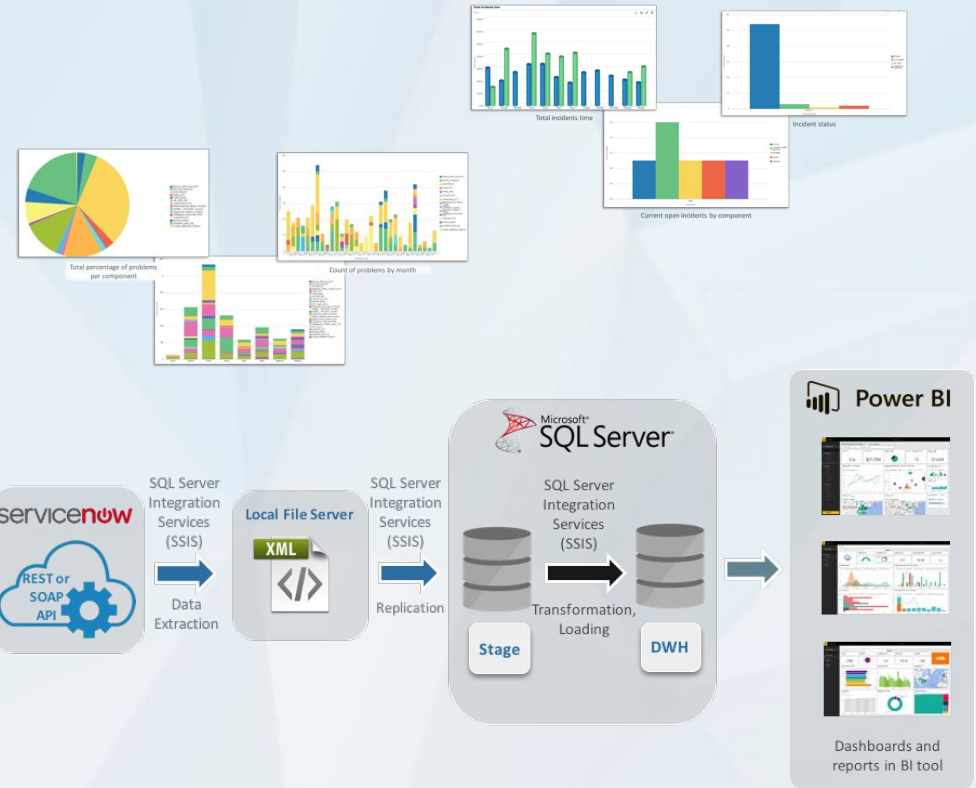
# ServiceNow Support Services

## General Administration and Support

- User Administration
- Group Administration
- Role Administration
- Access Control List (ACL) Setup
- LDAP/SSO Integration
- Configuration Item Updates

## Advanced Services

- Application Change Requests/Enhancements
- UI Customization
- Workflows
- Unit Testing





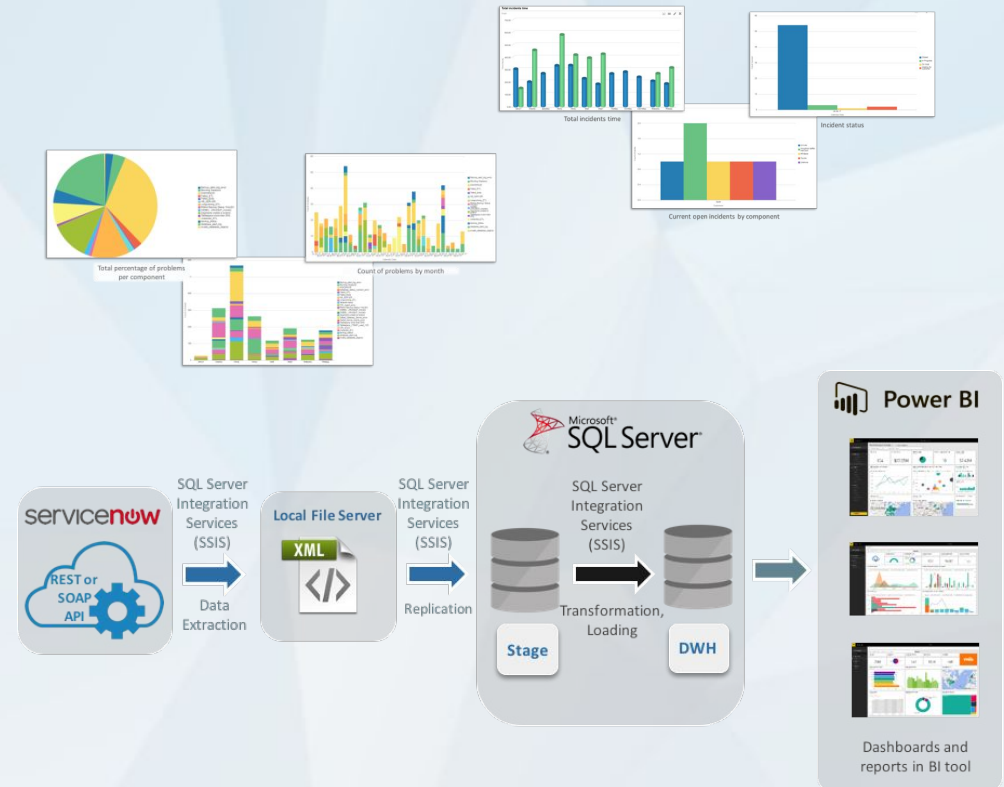
# ServiceNow Support Services

## ServiceNow Development

- Improve ServiceNow reporting capabilities
- Develop and adjust reports and dashboards within built-in ServiceNow features

## ServiceNow Integrations

- Integrate external DWH and BI solution for greater reporting capabilities
  - Developing ETL, DWH architecture, BI reports, and dashboards





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Web & Mobile Development



# Web & Mobile Development Skills and Tools



ASP.NET



ASP.NET MVC & ASP.NET Core MVC



Java



JavaScript



AngularJS



ReactJS



HTML 5



CSS 3



Bootstrap 3



jQuery



# Web & Mobile Development Experience

## **Customer Portal for Healthcare plan management**

- ASP.NET WebForms
- JavaScript + AJAX+JSON used to build dashboards and “real time” monitoring parts

## **SMS Gateway**

- N-tier architecture (Windows service + Web Service + SQL Server Database + Administrative WEB application)
- .Net Windows service orchestrates SMS capable devices using REST and COM Port communication channels
- ASP.NET SOAP Web service provides indirect secured channel between third party consumers and windows service
- ASP.NET MVC + Administrative web application used to orchestrate security and SMS devices

## **Microservices for Integration between NetSuite, Salesforce, Customer Portal, and Central Repository**

- ASP.NET SOAP web services for communication with Salesforce
- ASP.NET WebAPI RESTful services for communication with NetSuite
- ASP.NET SOAP SOAP web services for communication with Customer portal



# Web & Mobile Development Experience

## **Project Management System: Cloud Solution**

- ASP.NET WebForms + ReactJS high availability solution

## **Integration between Shoretel and NetSuite**

- Java service for integrating data between Shoretel's MySQL database and NetSuite
- Service is working on 24x7

## **Cloud Services in Banking Sector**

- J2EE RESTful web services
- Frontend development using HTML5+CSS3+ReactJS

## **Cloud Solution for Energy Management Company**

- High availability ASP.NET MVC solution
- ASP.NET WebAPI RESTful services
- Knockout+KendoUI+Bootstrap for building frontend



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Thank You!

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