Business Agility – IT credibility

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August 31st, 2010

SAI GLOBAL – Who are we?

- Established as part of Standards Australia 1922
  - Listed as SAI GLOBAL in 2003
  - Headquarters in Sydney, Australia
  - Now Capitalized at around 800M AUD
  - Employ over 1400 employees
  - Presence in all major markets Europe, North America, Asia and Australia
  - SAI Global has 3 main businesses
    - Information Services
    - Compliance
    - Assurance

Certified Product ™
Australian Standard

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SAI GLOBAL – Key Business Objectives 2011

- Drive organic revenue growth back towards pre GFC levels

- Effectively integrate Integrity Interactive and deliver business case outcomes

- Complete technology and management integration of property services' businesses

- Continue to develop and enhance technology platforms across the Group

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SAI GLOBAL - IT Strategic Intent 2011

- "To be valued as a partner to the business, to be respected for IT management by the business community, and regarded as an employer of choice by IT staff"
  - Common Applications Delivery platforms
  - Customer focused and highly competent IT&T people

SAI GLOBAL - CRM Delivery Platform

- Strategic Selection of Salesforce in late 2007 as our Global CRM Platform

- Strategic Selection of Integration Platform for all SAI business units.

SAI GLOBAL

SAI GLOBAL - Application Overview
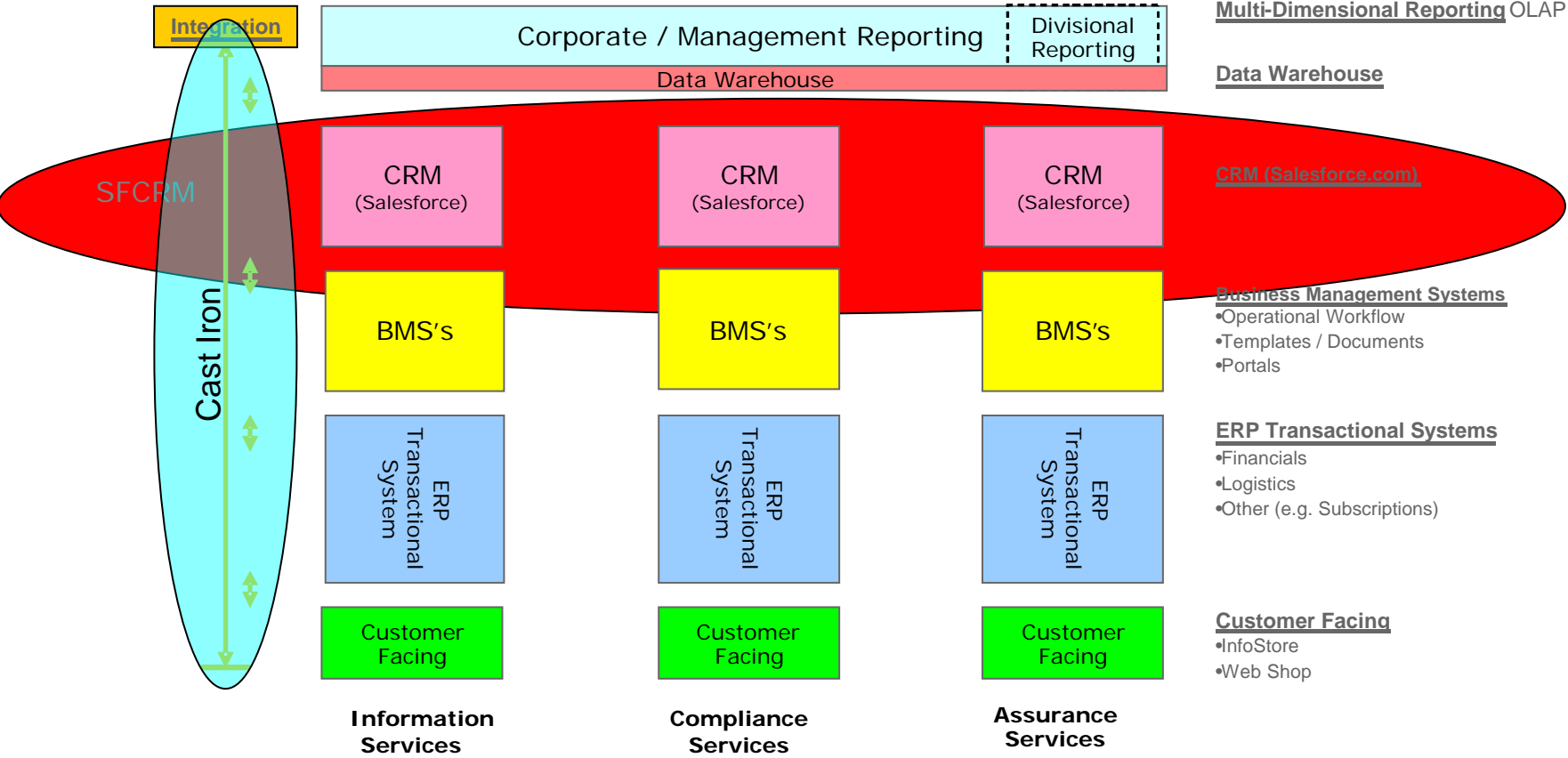
SAI GLOBAL – CAST IRON EVOLUTION

- Selected Cast Iron late 2007 based on POC and RFP

- 2 Tier Prod / Dev environment - leased

- First Integration project went live mid 2008

- Complex Information Systems project went live early 2009

- Continued to rollout Salesforce across the business globally

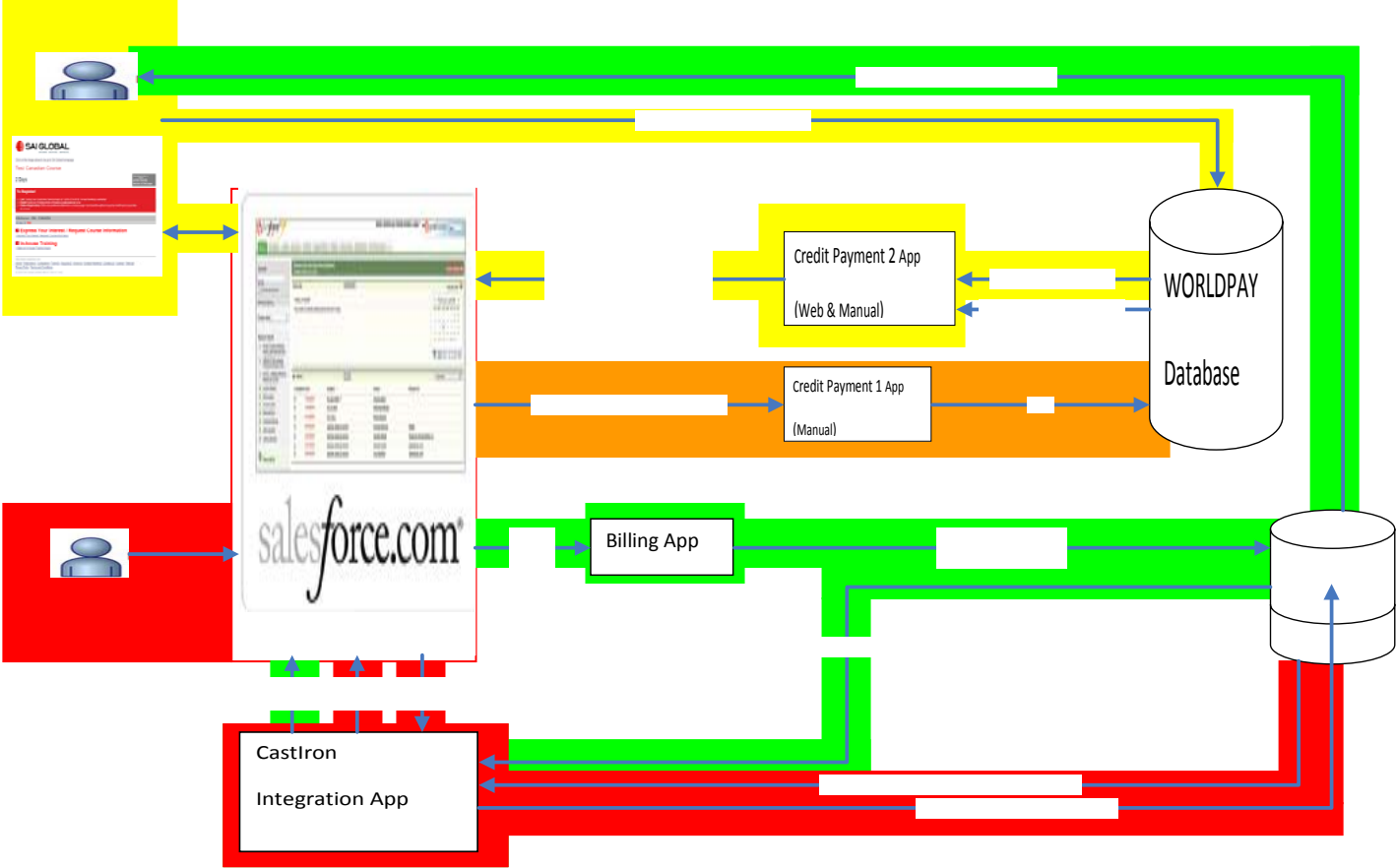- Decided in late 2009 to move from 2 Tier physical to multi image VMware version of the software
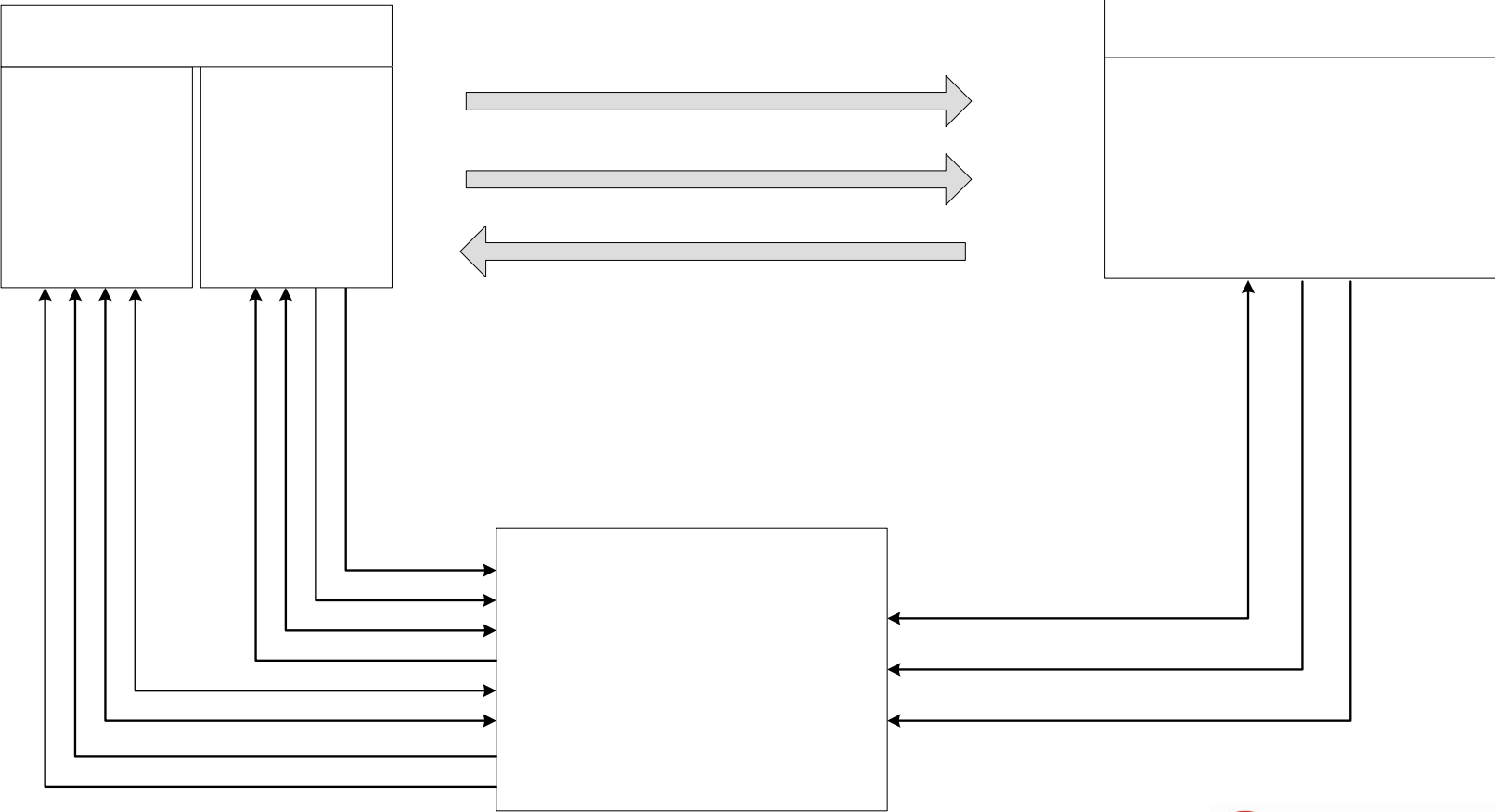
SAI GLOBAL – Integration Points

SAI GLOBAL – Integration Evaluation 2007

Sesame Software	Scribe Software	Cast Iron/Custom Ware	Informatica
Pro's			
Application Support – currently very committed	Great User Interface for building integration	Short Implementation time	Company Size/fiscal strength
Attractive Pricing	Very Attractive Pricing	Innovative – Pricing rent/purchase option	Experts and third parties with skills
Proven positive experience with supplier, some knowledge of their product	Product provides easy test/monitoring and scheduling features	Mid size player	Certified by Salesforce
Performance	A lot of inbuilt features and functions	Certified by Sales force	
Data warehouse – Supported through replication approach		Local experts in the tool	
		Simple user interface with inbuilt features	
Con's			
Very small company/ fiscally weak	Application performance appeared poor in testing	Most expensive over five years if we continue to rent	Expensive
Poor User Interface for building integration	Application Support may initially be difficult due to time zone differences	Physical hardware needs to be replaced after 5 yrs if purchased	Complex tool
No testing/monitoring/scheduling capacity with the tool	Limited local Support		POC inconclusive
Adds some additional technology elements to our data centre landscape			
Requires builder to have greater technical capability			

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SAI GLOBAL – TIS Solution - Small

Credit Payment 2 App
(Web & Manual)

Credit Payment 1 App
(Manual)

WORLDPAY
Database

salesforce.com

Billing App

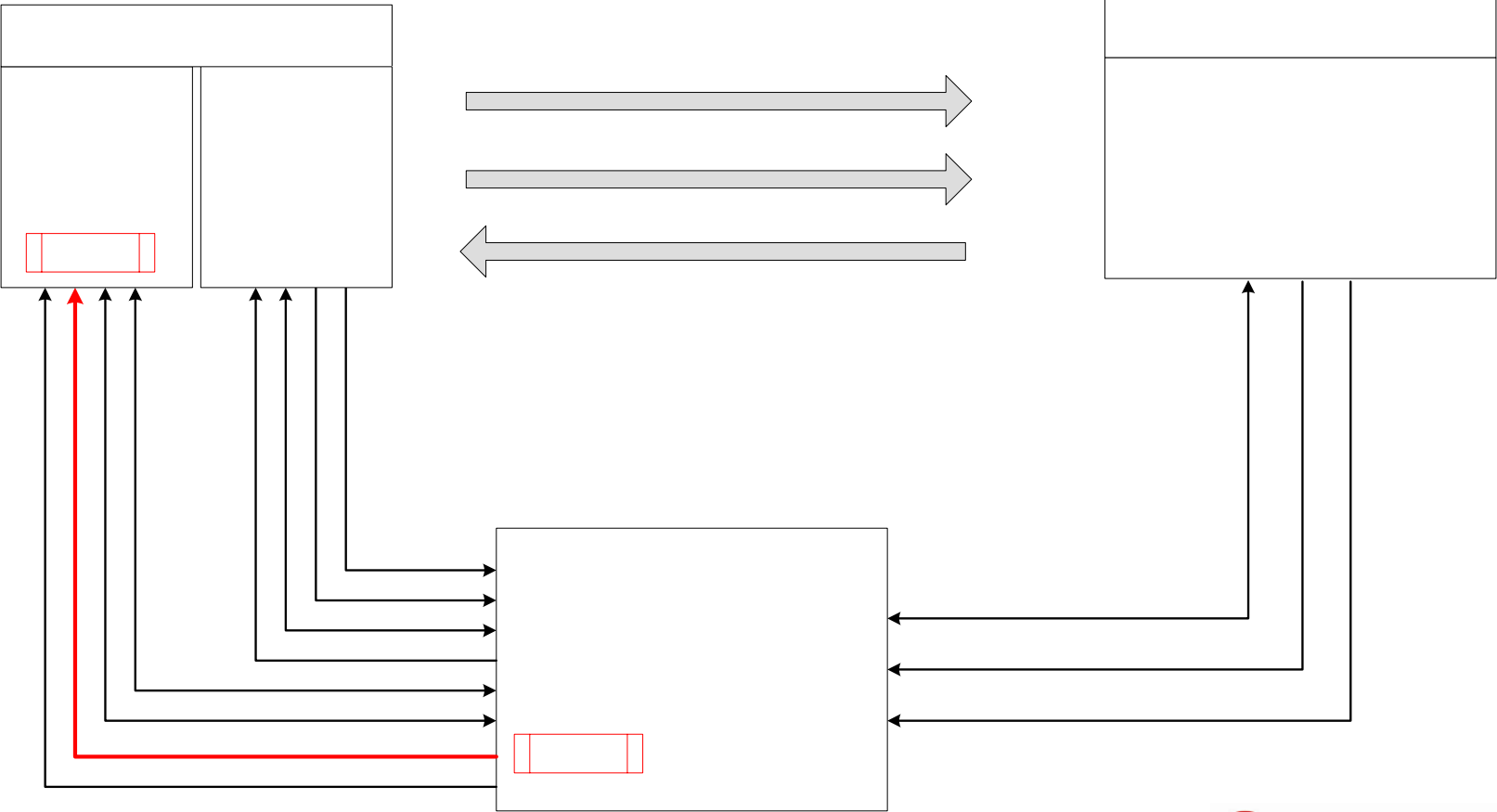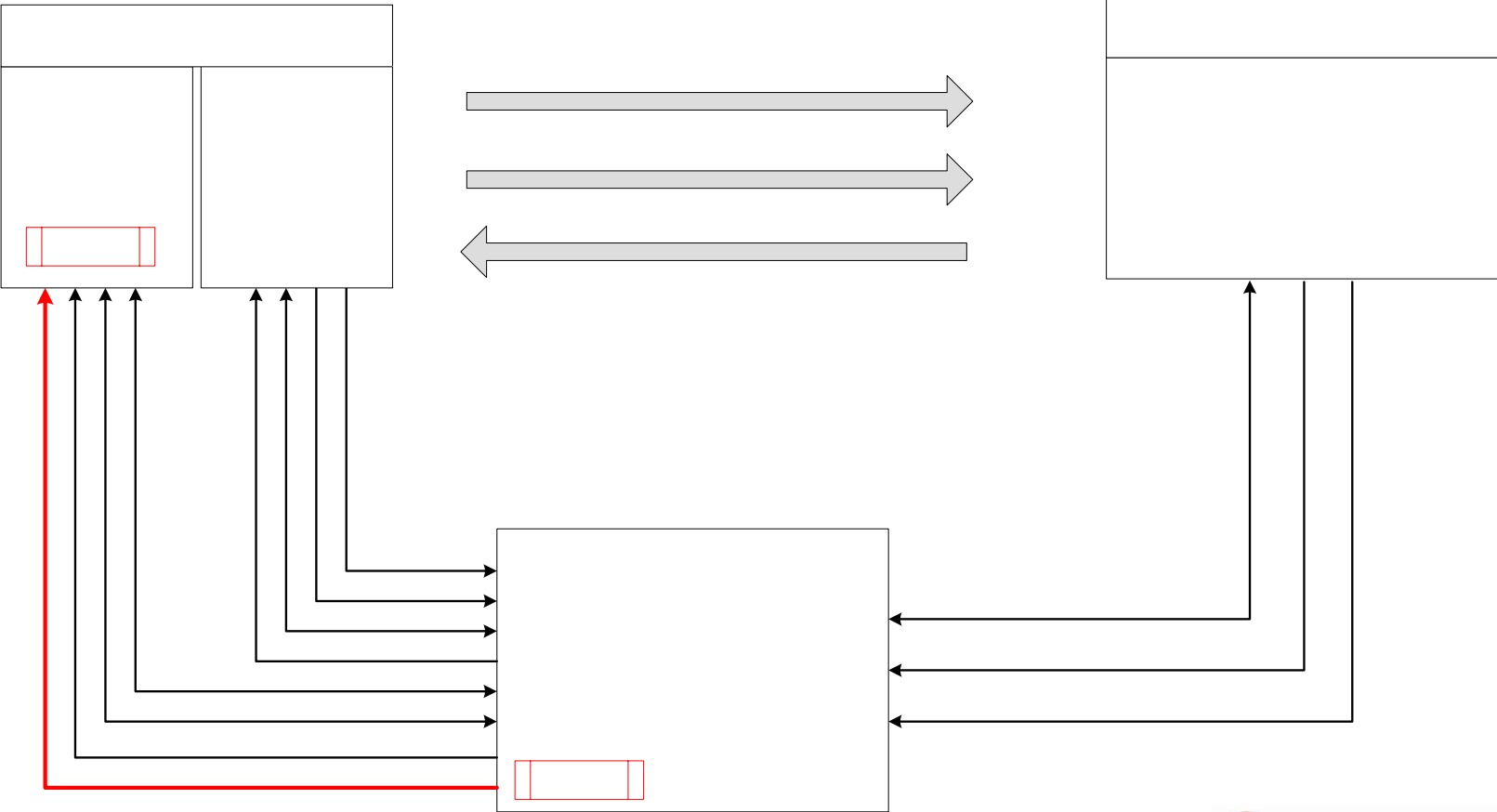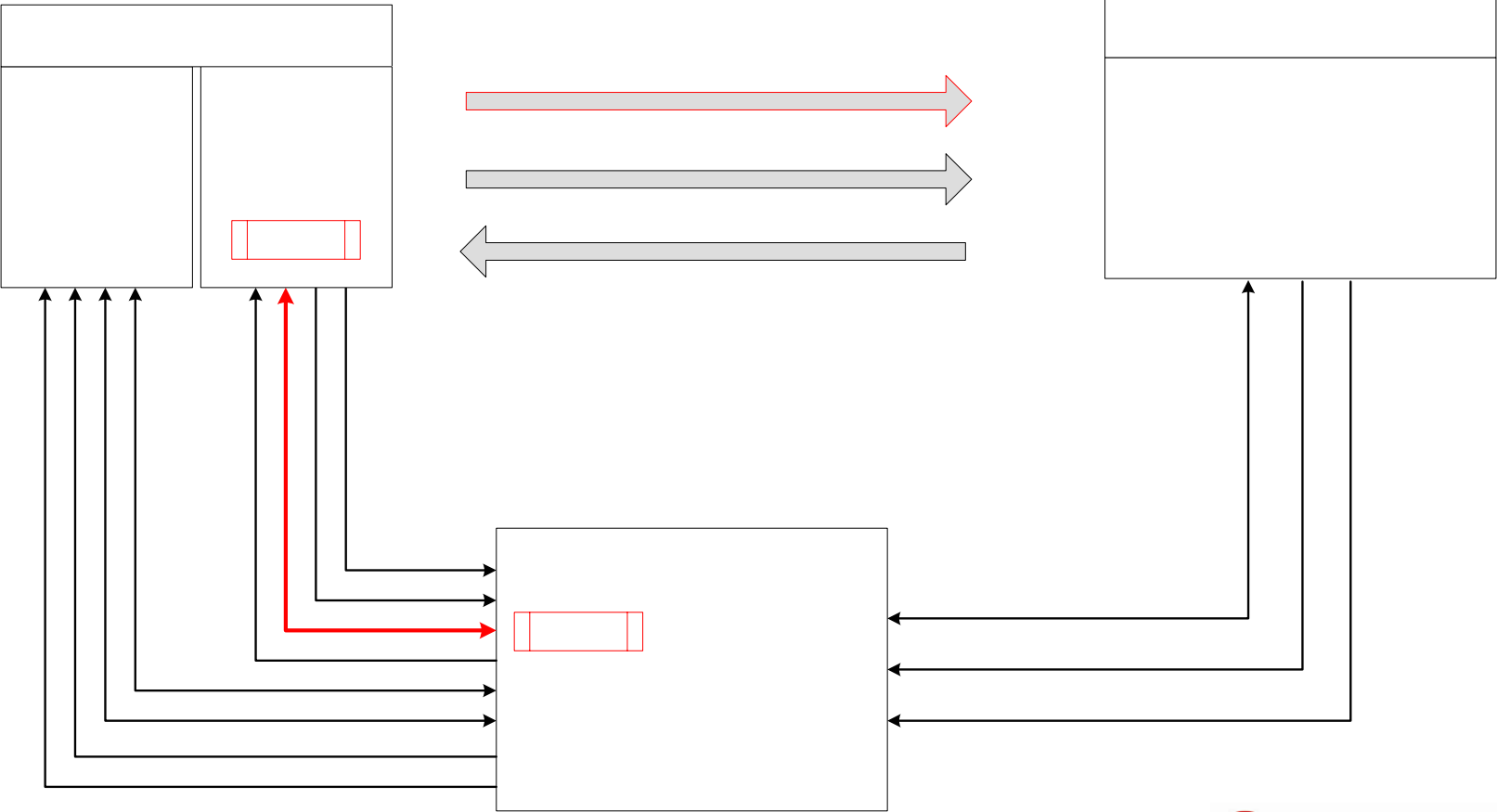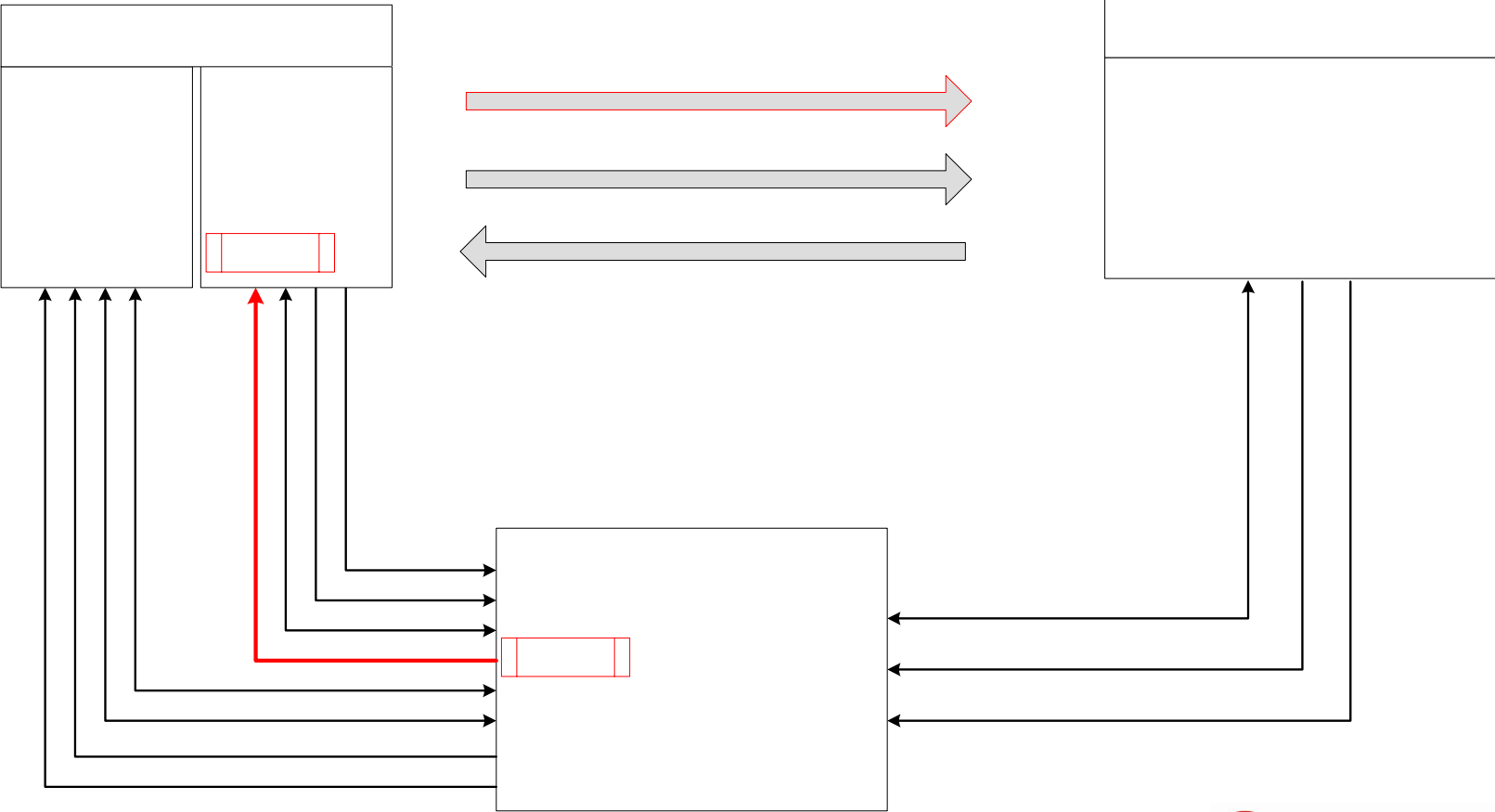CastIron
Integration App

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SAI GLOBAL – IS Solution - Large

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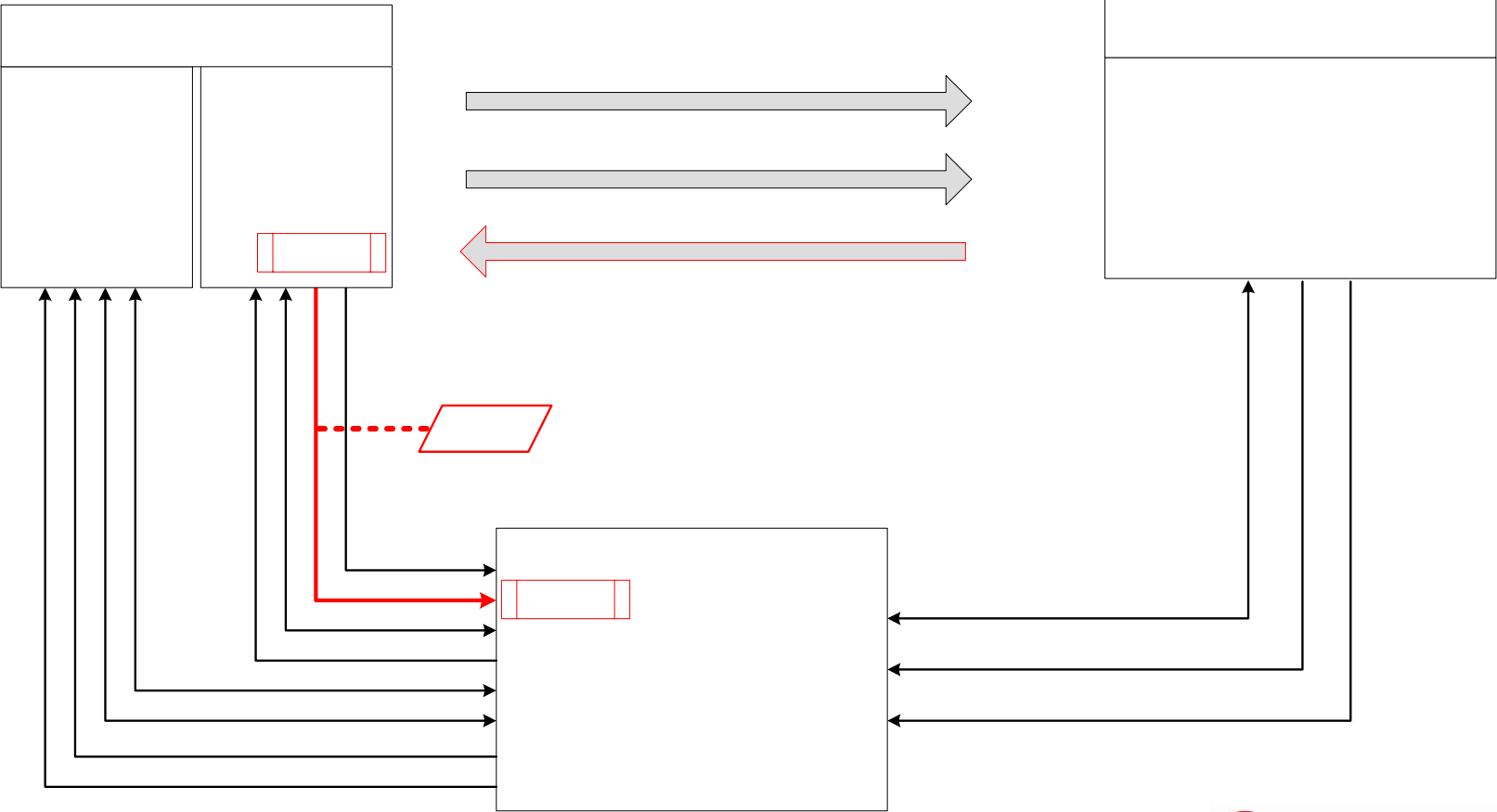# SAI GLOBAL – IS Solution - Large

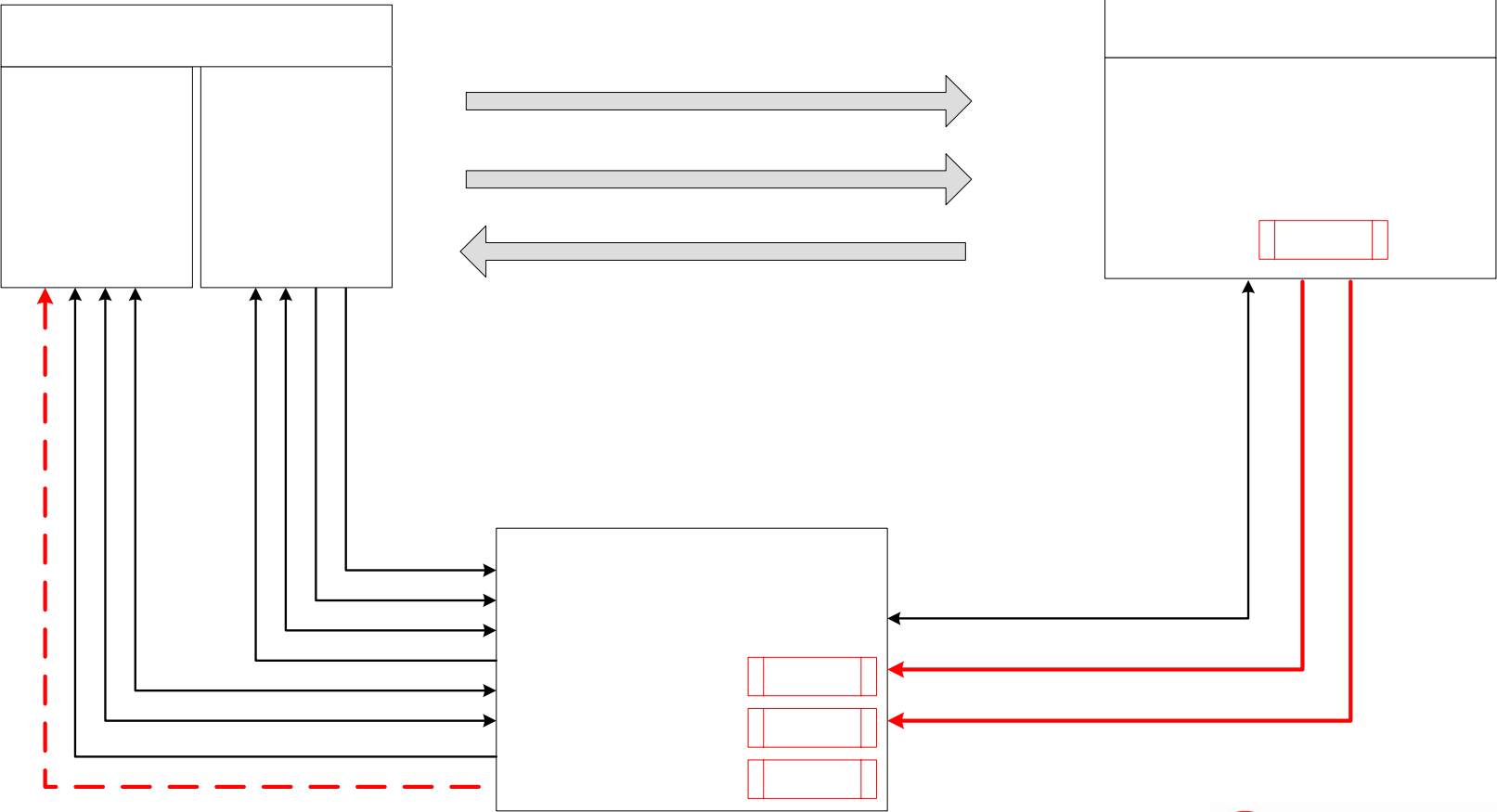# SAI GLOBAL – IS Solution - Large

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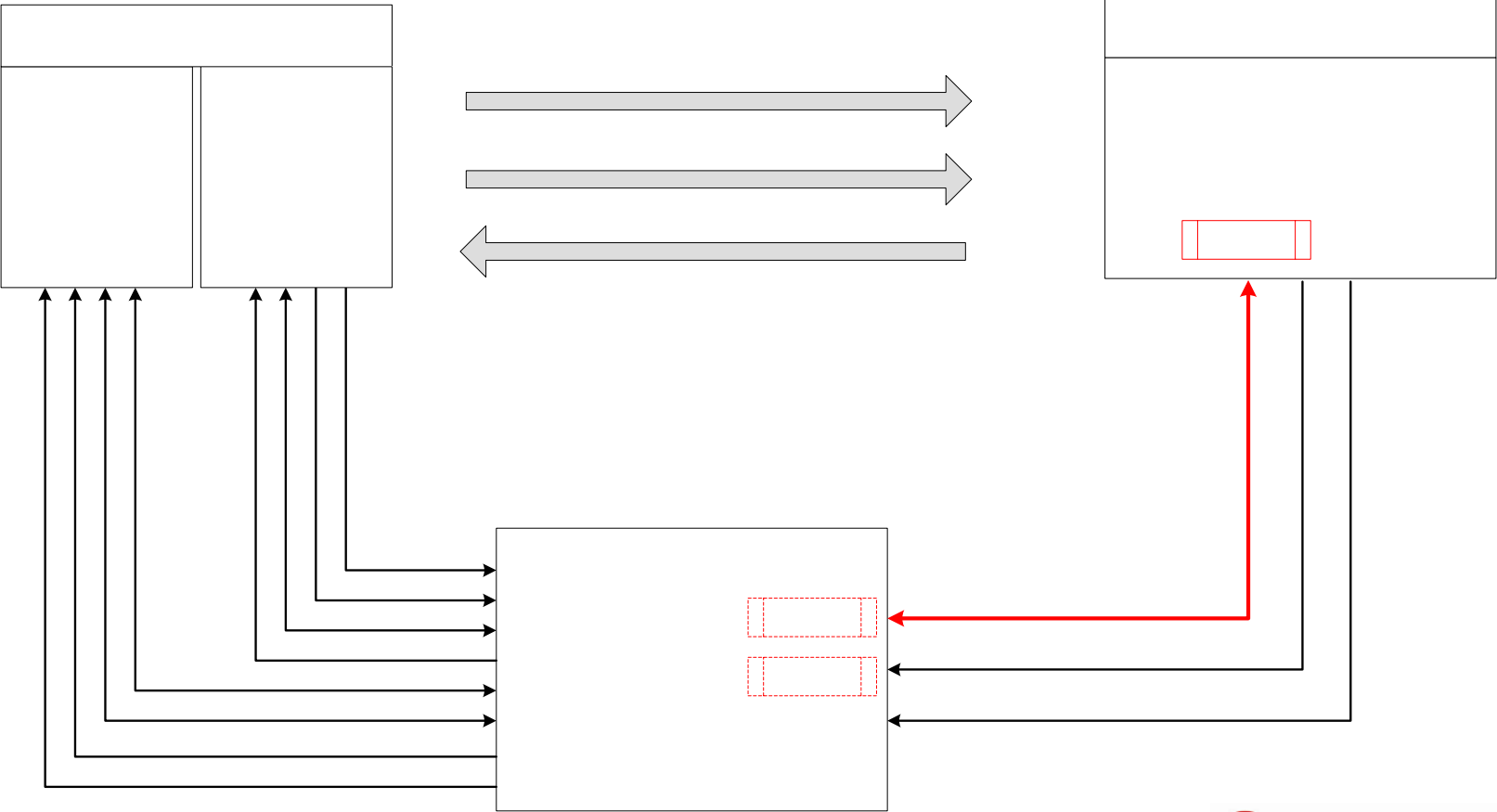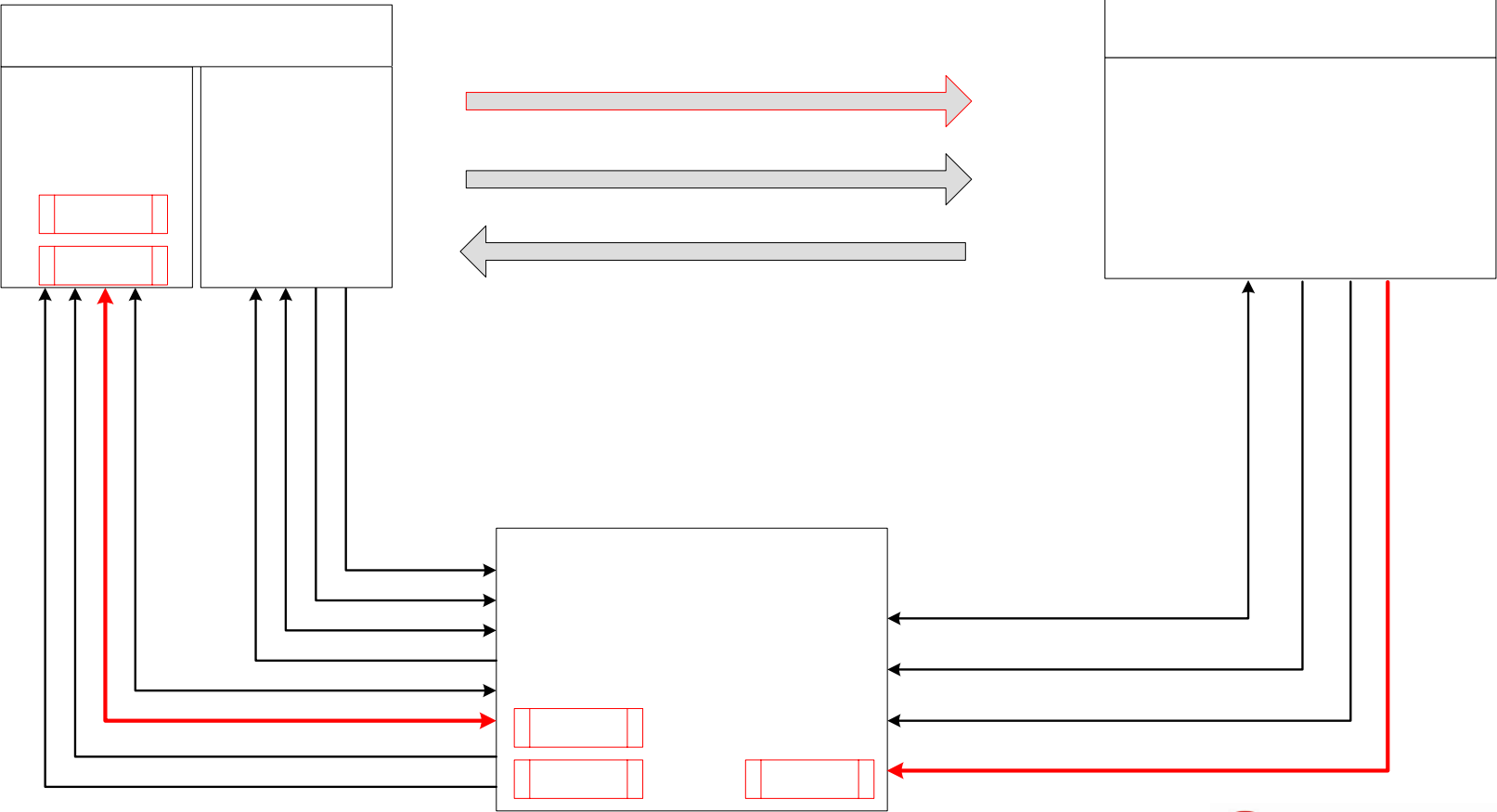
SAI GLOBAL – IS Solution - Large

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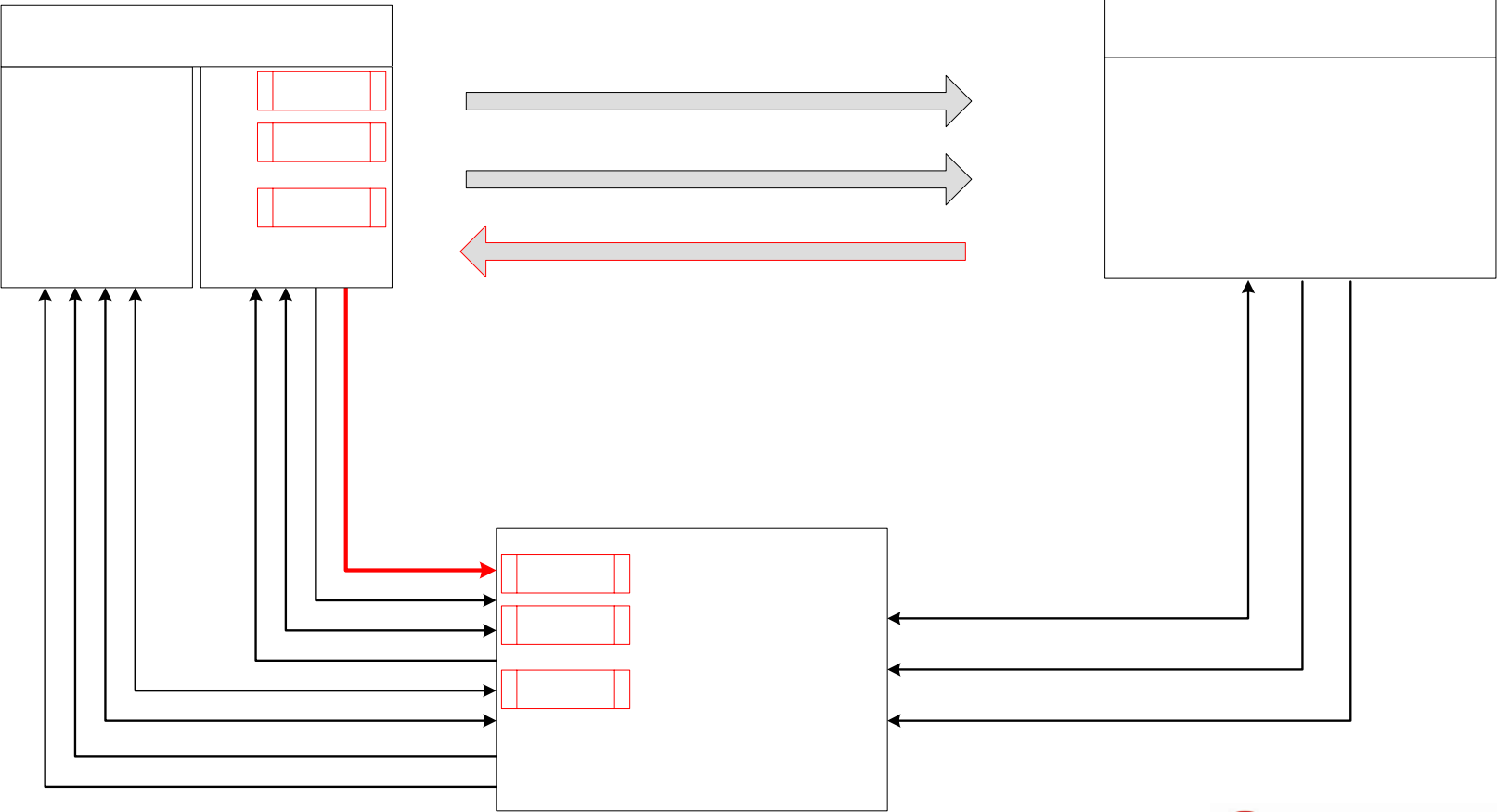# SAI GLOBAL – IS Solution - Large

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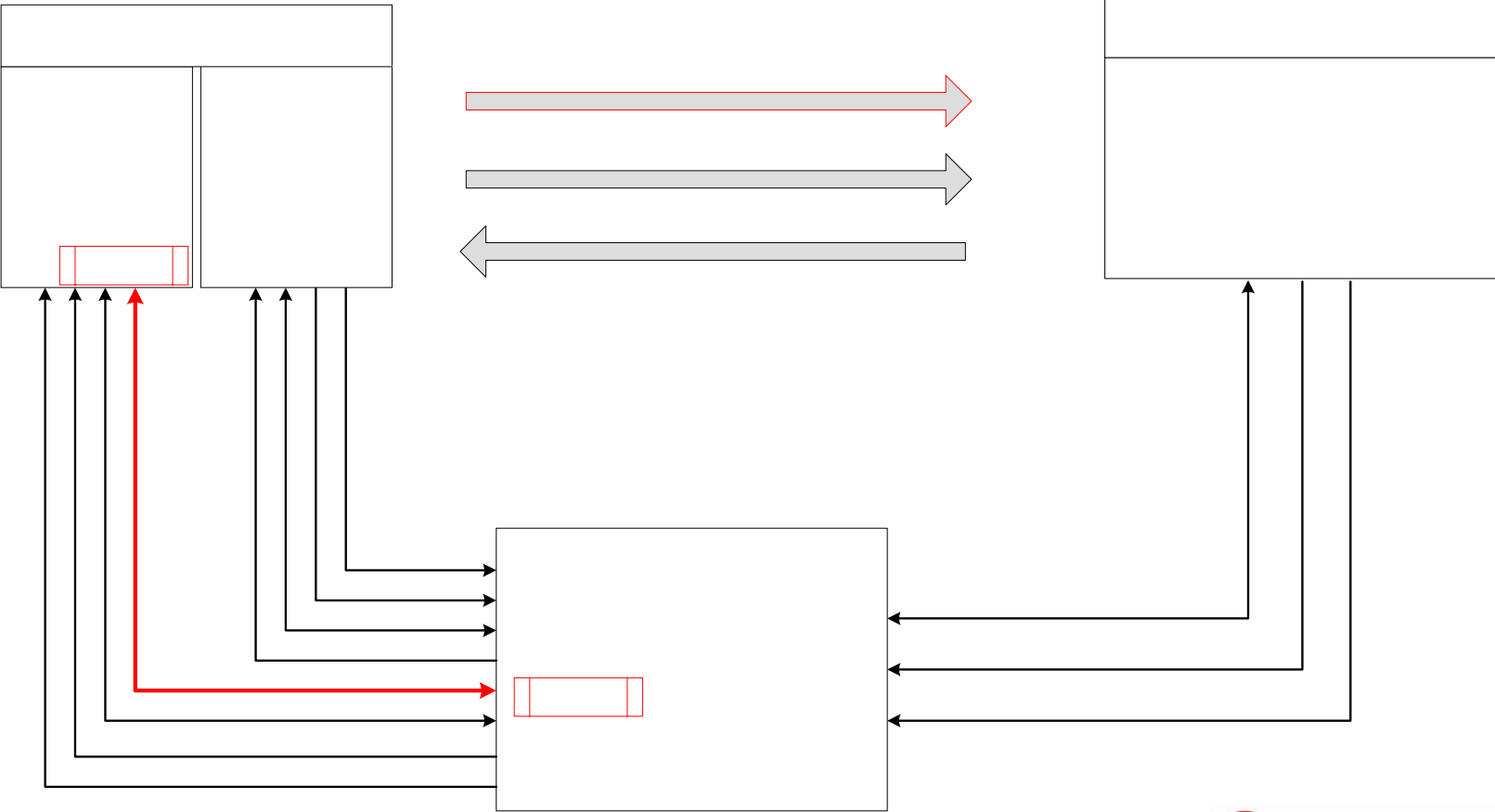
SAI GLOBAL – IS Solution - Large

SAI GLOBAL – CAST IRON TODAY

- Orchestration Production
    - Information Systems APAC – 36
    - Assurance Training APAC – 12
    - Assurance Training AMER – 4
    - Information Systems EMEA – 2
    - Corporate – 2
- Orchestration Under Construction
    - Compliance APAC - 20

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SAI GLOBAL – Lessons learnt

- Spend time upfront with business understanding their various Scenarios

- Work with IT in providing secure access to various systems

- Build up some internal competence for support/enhancements

- Work with partner for projects - quicker

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SAI GLOBAL – Salesforce Today

- Today we now have 318+ UE Salesforce users covering 8 business units spread throughout the globe.

- Sales force is used in Assurance, Compliance and Information services in supporting, selling and delivery of our products and services.

- Salesforce forms key part in End to End solutions for all business units to backend ERP systems and Front-end customer systems

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SAI GLOBAL - Application Overview Tomorrow

Corporate / Management Reporting — Divisional Reporting
Data Warehouse

CRM (Salesforce)
CRM (Salesforce)
CRM (Salesforce)

BMS's
BMS's
BMS's

ERP Transactional System
ERP Transactional System
ERP Transactional System

Customer Facing
Customer Facing
Customer Facing

Integration
Cast Iron
SFCRM
Force.com
Epicor

Multi-Dimensional Reporting OLAP

Data Warehouse

CRM (Salesforce.com)

Business Management Systems
•Operational Workflow
•Templates / Documents
•Portals

ERP Transactional Systems
•Financials
•Logistics
•Other (e.g. Subscriptions)

Customer Facing
•InfoStore
•Web Shop

Business Publishing
Compliance Services
Assurance Services

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SAI GLOBAL – Integration Points Tomorrow

Questions?

- Join us at Morning tea

- Join us over at breakout session "Flexible integration of SaaS and on-premise applications with Cast Iron Systems"

- Go to Infostore