

SOA in Action: Central Document Factory

Papyrus Adapters deliver SOA on z/OS and PC/UNIX for interoperability of legacy infrastructures

SOA is not merely a promise but rather a practical solution available today to enable organizations to re-use valuable legacy business processes for enterprise content management. Enterprises have increased focus on the usable and practical possibilities of SOA protocols for integration of content management applications across the organization.

Taking an interoperable approach – beyond mere integration – to delivering specific business value with SOA, customer-focused organizations can now use data from legacy business applications for personalized business communications that transform transactions into 1:1 interactions with customers.

Using Papyrus, changes in business correspondence require no changes in legacy applications because the platform's meta-data repository manages all access to and interaction with content from these existing systems.

Integration can be so simple.

In its broadest sense, SOA involves any form of standardized, loose coupling. The complexity of legacy applications is uncoupled with the SOAP interface, and every interface can be reused, i.e. SOA or MQ Series, with the added operational benefit of strongly reducing IT cost.

The Papyrus Business Communications Platform offers a SOAP adapter to support SOA, allowing flexible coupling between the business application data and the document system. With the Papyrus SOAP Adapter, SOAP messages can be fully and transparently generated while executing business rules.

In addition, the communication with JAVA or .NET applications is transparently possible. While an SOA interface must transport complex XML, which is configured with WSDL, Papyrus can not only receive any file and data format using MQ Series but also use simple data definitions to adjoin all with Papyrus internal data structures. Because neither SOA nor MQ Series require Java or .NET programming, dependencies on compilers and libraries are now eliminated.

Another advantage of adapters is that services, including the execution function and the data, can be made generally available for use by different applications and platforms. With no hard coded linking of applications, as with APIs, a very high degree of reusability is guaranteed.

Extended flexibility and maintenance

The Papyrus SOAP Adapter does not change the definition of the adapter, so business applications can change with rules and benefit from the flexibility of making updates without sacrificing stability and consistency:

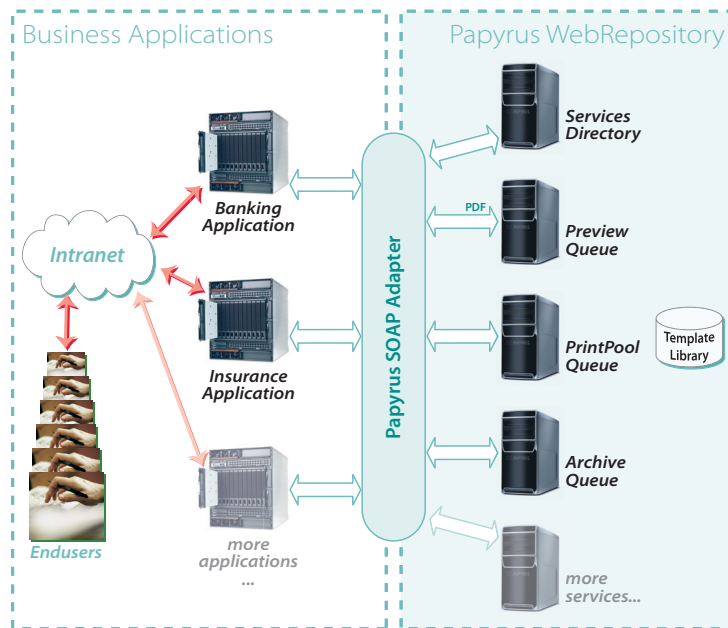
- Common interface for all operating systems
- Self-maintenance of interface definition
- Standardized interface for activating document processes
- Single defined interface independent of data content changes



Application Sample: Central Document Factory

For improving customer care and communications applications like contract management, insurance policy generation, damage/claims management, account opening, loan and mortgage servicing, or simply serial letter mailings, Papyrus has successfully established a central service for document generation and management in several finance and insurance organizations.

With a focus on data access, control and process management, Papyrus simplifies integration of key content and document management systems at every step of the process, from document creation to outbound processing to inbound capture and response.



The SOAP interface can send a document request from any application, drawing from templates and content in the Repository as well as system-wide business rules, to determine how the document will be created, handled and even delivered:

- Data required
- Document ID
- Return formatting for previewing in PDF, etc.
- Central or remote print production
- Output channels for print, fax, e-mail and post processing

The SOAP interface can also tell users which document templates exist, which services (preview or print) are offered and how every authorized application is serviced. With this streamlined interoperability, future user-generated applications require simply defining new documents in Papyrus, defining the data fields of the SOA interface in the document and delivering any document type to any output channel – without programming effort.

Optionally, Papyrus can also request data for document generation from the SOA interface, with no complex JAVA programming or BPEL/SOA orchestration required for a simple definition of process steps.

Finally, the recognition of incoming documents can be trained, and data captured by OCR can be delivered via SOA to initiate a business process.

Papyrus is the central inbound and outbound switchboard for every customer communication. Under the defined compliance rules and security requirements, every application in the organization can start a document process, send documents, preview received documents and search the archive.

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