PeopleSoft

Unify Access

Integrate Processes

Consolidate Data in Real Time

PeopleSoft AppConnect

Customers expect immediate visibility into your business processes. Employees need timely and relevant information for effective decision making. Partners and suppliers want collaborative insight to optimize their operations. Your relationships with your customers, suppliers, partners, and employees demand real-time performance. Are you ready?

Real-time business means extending business processes directly to key members of your business ecosystem anywhere in the world, from any web device, in real time. In order to accomplish this, complex multivendor applications must work together seamlessly and global operations must run on accurate, consolidated data. Additionally, critical information must be shared dynamically with all key individuals and organizations. Bring together the people, processes, and data that drive your business using proven enterprise-class technologies. Extend and enhance your existing business application investments. This is the power of PeopleSoft AppConnect — integration, insight, and action.

Consolidate People, Process, and Data in Real Time

The demands of real-time business require a new breed of technology solutions to integrate business applications with speed and simplicity. PeopleSoft AppConnect gives people access to information and transactions, unifies global business processes, and centralizes data in real time—across your enterprise and beyond.

Comprehensive Approach to Integration

Business processes have always spanned departments and organizations, yet enterprise systems have barely been able to communicate with each other, much less with the outside world. Over the years, several product categories have emerged to tackle this problem, but in large part they have failed. Why? Because bringing together a complex IT environment takes more than point solutions that add yet another layer of integration. A new approach is needed that recognizes that integration at the people, process, and data levels is essential to successful business performance. Without it, the goal of improved efficiency can never be realized, due to inaccurate and conflicted data, users' inability to access the necessary data or systems, and business processes that remain disjointed. PeopleSoft AppConnect streamlines the challenges of connecting people, process, and data through a comprehensive, pre-integrated platform.

Embedded Business Expertise

At the core of every integration project lies a business process. Whether it is user access to business applications through a portal, automation of manual processes, or analysis of operational data, the central theme is bottom-line business improvement along a business process. Why trust PeopleSoft to integrate your enterprise? Because over 15 years of experience in business applications have taught us how enterprises really work, day in and day out. We have taken that knowledge and baked it into AppConnect. Whether it's the 1,200 prebuilt metrics in our PeopleSoft Enterprise Warehouse or the ability to bring together content and applications in the context of a business process using our Enterprise Portal, the result is the same—a higher level of value, faster and with less risk.

Open and Flexible

A real-time enterprise cannot be built with applications from only one vendor—it's unrealistic and impractical. With PeopleSoft AppConnect, it is possible to mix and match PeopleSoft and third-party technology solutions using modular components. This open framework allows you to connect people to processes, integrate disparate applications, and enable more insightful decisions with unprecedented investment protection. PeopleSoft AppConnect works with leading hardware, middleware, and database platforms, and it supports both Microsoft .NET and Java implementations. You can even roll out new functionality incrementally, according to your schedule and budget, in less time and with less risk. PeopleSoft AppConnect—address the urgent business needs of today and adapt to the technology changes of tomorrow.

> "This portal technology is our first step in leveraging the flexibility offered through PeopleSoft in terms of accessibility to data and knowledge critical to our customers."
>
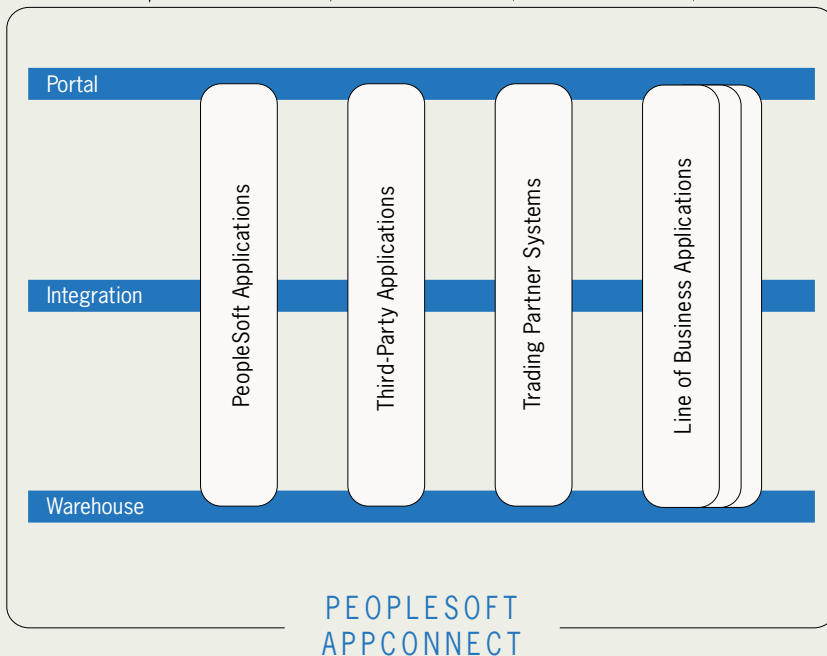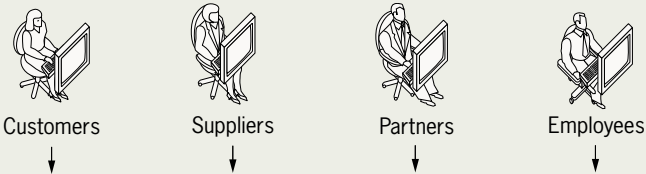> **Frank Flynn,** President, Sager Electronics

PeopleSoft®

certified

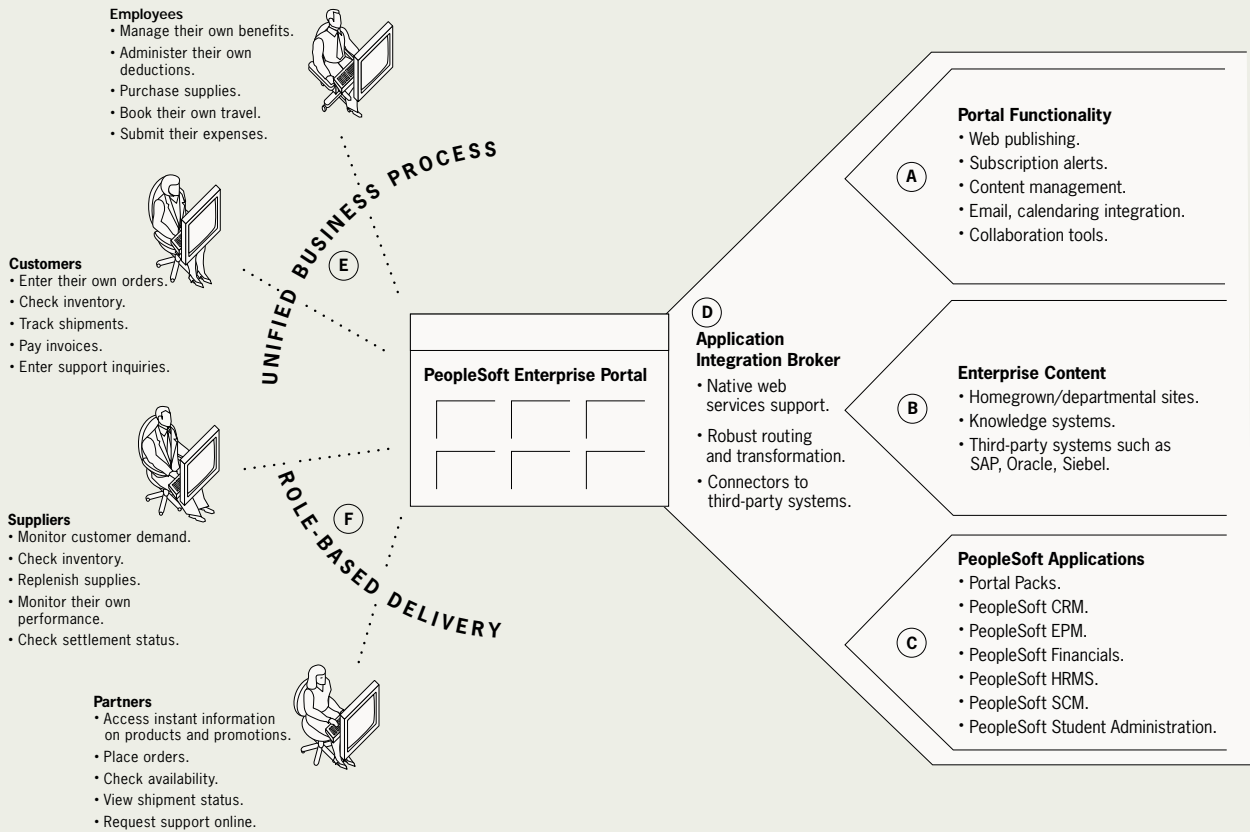*AppConnect Version 8*

The Proven Infrastructure Solution

The PeopleSoft AppConnect Certification Program individually validates our consulting partner expertise and our software partner products to perform with PeopleSoft AppConnect. We certify these integrations to be functionally and technically sound, operate as designed, and perform as required. You receive proven solutions with outstanding value and a selection of integrated technology alternatives. For more information on our partner programs, visit www.peoplesoft.com/go/partners.

Customers   Suppliers   Partners   Employees

Portal

PeopleSoft Applications

Third-Party Applications

Trading Partner Systems

Line of Business Applications

Integration

Warehouse

PEOPLESOFT
APPCONNECT

PeopleSoft AppConnect

The demands of real-time business require a new breed of infrastructure to support all of your critical business applications. For the first time, you can connect your people, processes, and data using a common, pre-integrated platform. Customers, suppliers, partners, and employees can access information and perform transactions in real time via a portal interface. You get open, agile, and intelligent integration of enterprise applications and legacy systems with the PeopleSoft Integration Broker. People can analyze business scenarios using accurate and consistent data from a data warehouse to make better decisions faster.

Enterprise Portal

Employees
- Manage their own benefits.
- Administer their own deductions.
- Purchase supplies.
- Book their own travel.
- Submit their expenses.

Customers
- Enter their own orders.
- Check inventory.
- Track shipments.
- Pay invoices.
- Enter support inquiries.

Suppliers
- Monitor customer demand.
- Check inventory.
- Replenish supplies.
- Monitor their own performance.
- Check settlement status.

Partners
- Access instant information on products and promotions.
- Place orders.
- Check availability.
- View shipment status.
- Request support online.

UNIFIED BUSINESS PROCESS

ROLE-BASED DELIVERY

PeopleSoft Enterprise Portal

Application Integration Broker
- Native web services support.
- Robust routing and transformation.
- Connectors to third-party systems.

(A) Portal Functionality
- Web publishing.
- Subscription alerts.
- Content management.
- Email, calendaring integration.
- Collaboration tools.

(B) Enterprise Content
- Homegrown/departmental sites.
- Knowledge systems.
- Third-party systems such as SAP, Oracle, Siebel.

(C) PeopleSoft Applications
- Portal Packs.
- PeopleSoft CRM.
- PeopleSoft EPM.
- PeopleSoft Financials.
- PeopleSoft HRMS.
- PeopleSoft SCM.
- PeopleSoft Student Administration.

Connecting People to Business Processes

Valuable information and business processes often remain trapped within individual lines of business. We created the PeopleSoft Enterprise Portal to make timely and relevant information available to all of the people who impact the success of your organization—customers, suppliers, partners, and employees. PeopleSoft portal technology delivers a personalized, role-based interface to critical business information, transactions, and services from internal and external sources. The portal allows you to combine online applications with rich content, enabling people to work together anytime, anywhere. It eliminates costly user training and improves users' productivity by delivering information and transactions in the context of individual business processes for more accurate and informed decision making.

(A) Portal Functionality

The PeopleSoft Enterprise Portal is a business application in itself, not merely an integration technology. Our portal delivers its own specific business functionality, apart from any PeopleSoft or third-party applications you access through the portal.

(B) Enterprise Content

The portal ties together content from all your enterprise systems, enabling you to leverage your investments in your existing technologies. The portal gives users your enterprise content in its most usable, intuitive form.

(C) PeopleSoft Applications

As you would expect, the PeopleSoft Enterprise Portal is the best possible portal for your PeopleSoft applications—and the fastest to implement. Our prebuilt Portal Packs and business applications are integrated with our portal out of the box.

(D) Integration Broker

The key to the success of any portal is the depth of its integration technology and architecture. PeopleSoft is known for its industry-leading Pure Internet Architecture™ and its open and flexible development framework. The PeopleSoft Enterprise Portal leverages the Integration Broker's extensive integration capabilities, so you can easily deliver PeopleSoft and non-PeopleSoft content to your business users.
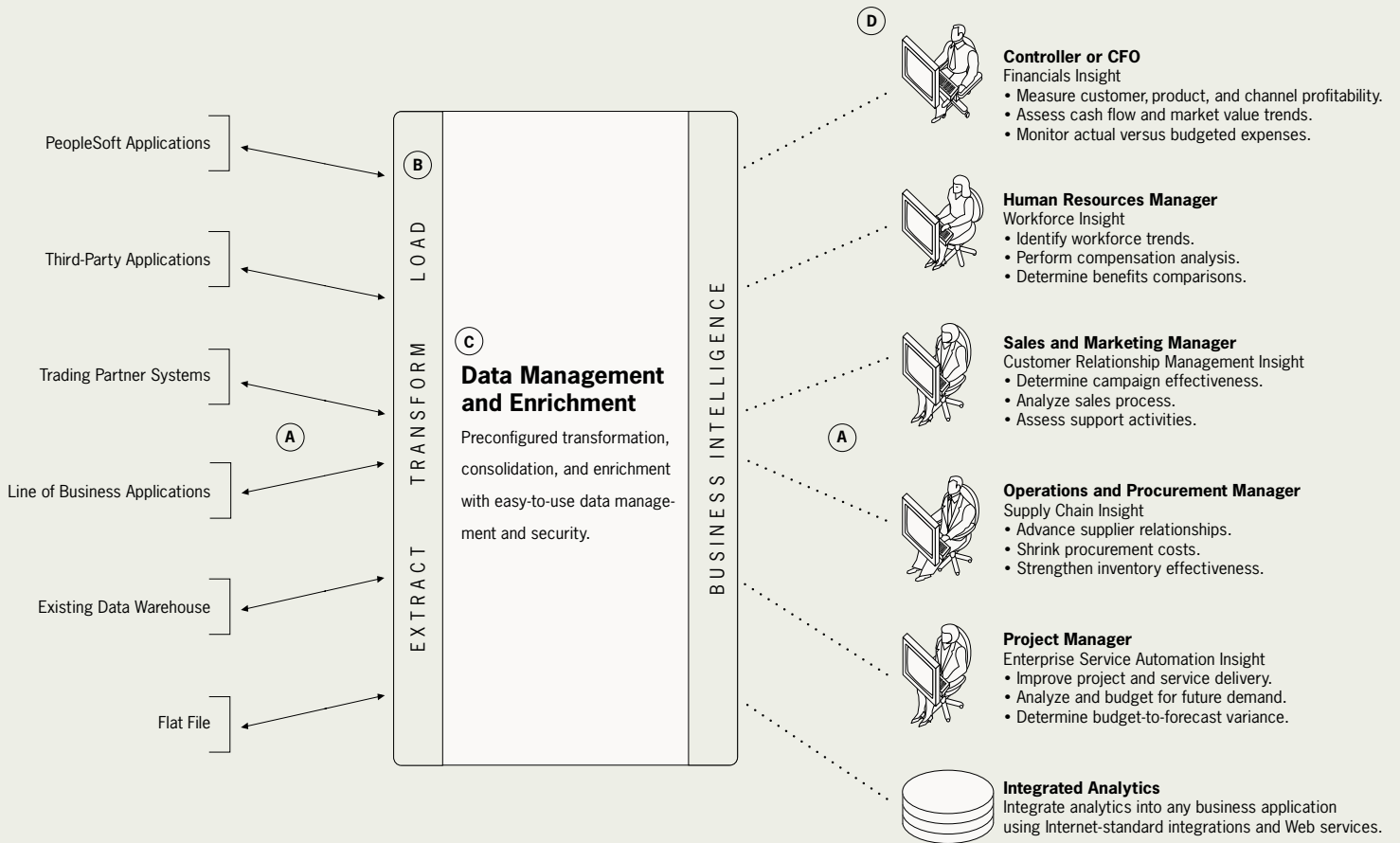
(E) Unified Business Processes

The portal brings the right information to the right people at the right time—in a compelling format where they can see unified business processes at a glance.

(F) Role-Based Delivery

The portal helps people do their work more efficiently and effectively by showing them what they need to know—and only what they need to know. Our unique rules-based role engine personalizes portal content for your customers, suppliers, partners, and employees—giving them what they need to contribute to your enterprise.

Enterprise Warehouse

Controller or CFO
Financials Insight
- Measure customer, product, and channel profitability.
- Assess cash flow and market value trends.
- Monitor actual versus budgeted expenses.

Human Resources Manager
Workforce Insight
- Identify workforce trends.
- Perform compensation analysis.
- Determine benefits comparisons.

Sales and Marketing Manager
Customer Relationship Management Insight
- Determine campaign effectiveness.
- Analyze sales process.
- Assess support activities.

Operations and Procurement Manager
Supply Chain Insight
- Advance supplier relationships.
- Shrink procurement costs.
- Strengthen inventory effectiveness.

Project Manager
Enterprise Service Automation Insight
- Improve project and service delivery.
- Analyze and budget for future demand.
- Determine budget-to-forecast variance.

Integrated Analytics
Integrate analytics into any business application using Internet-standard integrations and Web services.

Diagram inputs: PeopleSoft Applications, Third-Party Applications, Trading Partner Systems, Line of Business Applications, Existing Data Warehouse, Flat File. Stages: EXTRACT, TRANSFORM, LOAD — **Data Management and Enrichment** — Preconfigured transformation, consolidation, and enrichment with easy-to-use data management and security. Output: BUSINESS INTELLIGENCE.

From Business Intelligence to Enterprise Insight

Enterprise data typically resides in disjointed silos that cannot communicate with each other. PeopleSoft Enterprise Warehouse harvests information from all of your systems and across the Internet, consolidating and enriching data into a "single source of truth." Enterprise Warehouse accelerates the decision-making process faster with less risk by enabling real-time access to predefined business metrics. Your workforce gets enterprise insight for improved operational performance—not just business intelligence.

A Integration Broker

The key to the success of any data warehouse is the depth of its integration technology and architecture. The PeopleSoft Integration Broker's web service capabilities enable you to easily deliver analytics to your business applications.

B Predefined Extract Transform Load Maps

Minimize your custom development and answer your critical business questions out of the box using the predefined business metrics and data model populated from over 1,500 predefined ETL maps.
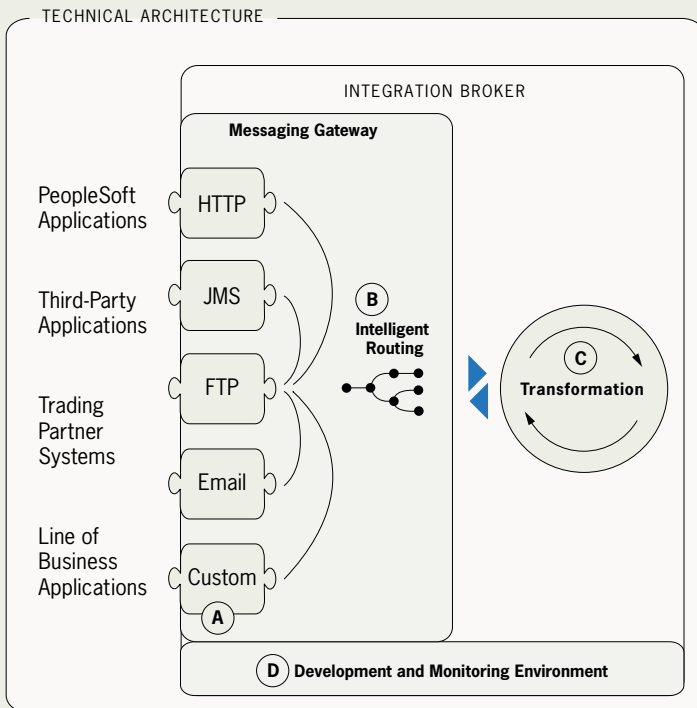
C Data Management and Enrichment

This packaged business analytics platform is preconfigured for automated data integration, staging, transformation, enrichment, and multidimensional reporting and analysis. It has a pure internet administration layer for easy-to-use data management, scheduling, and security.

D Enterprise Insight

Take advantage of the dozens of predefined templates for role-based analytics across all your major business functions, including financials, human capital management, customer relationship management, supply chain management, and enterprise service automation. And integrate analytics back into your business applications for improved decision making at all levels of your organization.

PeopleSoft Integration Broker

INTEGRATION BROKER

Messaging Gateway

PeopleSoft Applications

Third-Party Applications

Trading Partner Systems

Line of Business Applications

HTTP

JMS

FTP

Email

Custom

A

B Intelligent Routing

C Transformation

D Development and Monitoring Environment

Intelligent Integration

PeopleSoft Integration Broker—your integration control center—connects business processes across application and enterprise boundaries using a hub and spoke model. An open standards-based middleware technology, PeopleSoft Integration Broker automates the routing and transformation of data between disparate systems—replacing costly and time-consuming manual programming. Native support for web service standards such as XML, SOAP, and WSDL and a full suite of packaged connectors delivered out of the box ensure that we have an integration solution to fit every situation. By using Integration Broker, you can create real-time collaborative business processes that span entire enterprise systems, today.

A Packaged Connectors

All messages entering or leaving the Integration Broker pass through a single mechanism known as the Gateway. The Gateway is delivered with prebuilt connectors to receive and transmit traffic using various standard protocols such as HTTP or JMS. More importantly, PeopleSoft provides an environment for the development of new connectors to legacy systems, ERP applications, and web-based systems.

In addition, all PeopleSoft applications are built with integration in mind from the start. Whether you have CRM, HCM, or another product line, we have prebuilt interfaces that enable seamless communication between our applications and also between third-party systems.

B Routing

Central to any messaging architecture is routing. Routing ensures that the incoming message is delivered to the right receiving system(s), and that the requesting system has the appropriate security privileges.

The Integration Broker also understands if the message needs to be sent in real time (synchronous), or if it is deferrable (asynchronous), and manages the queuing of deferrable messages. The queue can even be set up to handle message delivery based on predefined rules that assign differing priorities to message or system types (for example, always customer-order data messages first).

C Transformation

Transformation is required to translate a message between different systems. This is much like translating a sentence from one language to another. The meaning of a sentence is the same in French or English, but unless some conversion is performed, neither person will understand the message. Similarly, the Integration Broker takes a system message and converts the data from one system's format into another's. This becomes extremely valuable when you consider the hub and spoke model described earlier. With the Integration Broker, after an application has been mapped once, the Integration Broker enables communication to any other system automatically. In the future, as the mapped system changes, there is only one place to modify the mapping, saving time and money.

D Development and Monitoring Environment

Integral to the Integration Broker architecture is a development and monitoring environment. The development environment is used by programmers to map the complex relationships between systems. The developers determine how the Integration Broker should transform and route the messages, taking care to understand the various data schemas and business process rules that must be managed.

In addition, the monitoring environment is a dashboard for the entire messaging process, giving the user a picture of all messages moving in and out of the Integration Broker. From this dashboard, administrators can view original messages, transformed messages, or delivery status. Or, they can perform higher-level operations such as canceling delivery or resubmitting a message.

> "The PeopleSoft Enterprise Warehouse provides an open and flexible platform that enables the integration of actionable analytic applications with back-office systems...Its XML-based integration technology moves PeopleSoft Enterprise Warehouse from a PeopleSoft-only solution to an enterprise infrastructure play."

Colin White, Database Associates, May 2002

Feature/Function	Description	Business Benefits
Globalization	Multilingual and multicurrency support, role-based management of preferred languages, multiple time-zone awareness, and full Unicode support enable your enterprise to transcend any border.	Whether you are already an international organization or growing to become one, your infrastructure has built-in global capabilities.
Platforms	PeopleSoft architecture offers the most flexible platform options for databases and web servers.	PeopleSoft AppConnect is certified on all leading RDBMSs and comes bundled with your choice of industry-standard Web server software: BEA WebLogic or IBM WebSphere.
Security	PeopleSoft is fully integrated with directory servers and lightweight directory access protocol (LDAP), and access is controlled with rules-based roles.	Security administration for administrators and users is simplified with a single signon system for secure access to information.
Universal Access	PeopleSoft architecture provides support for multiple browsers and extensions for your mobile users. Pure Internet Architecture eliminates software downloads and reduces administration for remote users.	You're able to access your business information and applications from anywhere—corporate headquarters on your VPN, a hotel business center, or from a customer site.
Web Services	PeopleSoft architecture incorporates industry-leading support for Web services, publish, and subscribe with both synchronous and asynchronous messaging between multiple systems. Supports XSLT, XML, SOAP, UDDI, and Java.	You can share data between systems more easily. Enable more agile integration. Benefit now and in the future from a uniquely flexible solution that works today.
Metadata-Driven Architecture	PeopleSoft has always used metadata to define integrations, analytics, and user interfaces. This separates the development environment from the production architecture.	This empowers a business analyst to enhance systems and monitor customizations while dramatically simplifying the upgrade process.

PeopleSoft.

PeopleSoft, Inc.
Corporate Headquarters
4460 Hacienda Drive
Pleasanton, California 94588 USA
Toll-free 1 888 773 8277
Tel 925 694 3000
www.peoplesoft.com

About PeopleSoft

PeopleSoft is the world's leading provider of application software for the Real-Time Enterprise.™ PeopleSoft pure internet software enables organizations to reduce costs and increase productivity by directly connecting customers, suppliers, partners, and employees to business processes online, in real time. PeopleSoft's integrated, best-in-class applications include Customer Relationship Management, Supply Chain Management, Human Capital Management, Financial Management, and Application Integration. More than 5,000 organizations in 140 countries run on PeopleSoft software. For more information, visit us at www.peoplesoft.com.