

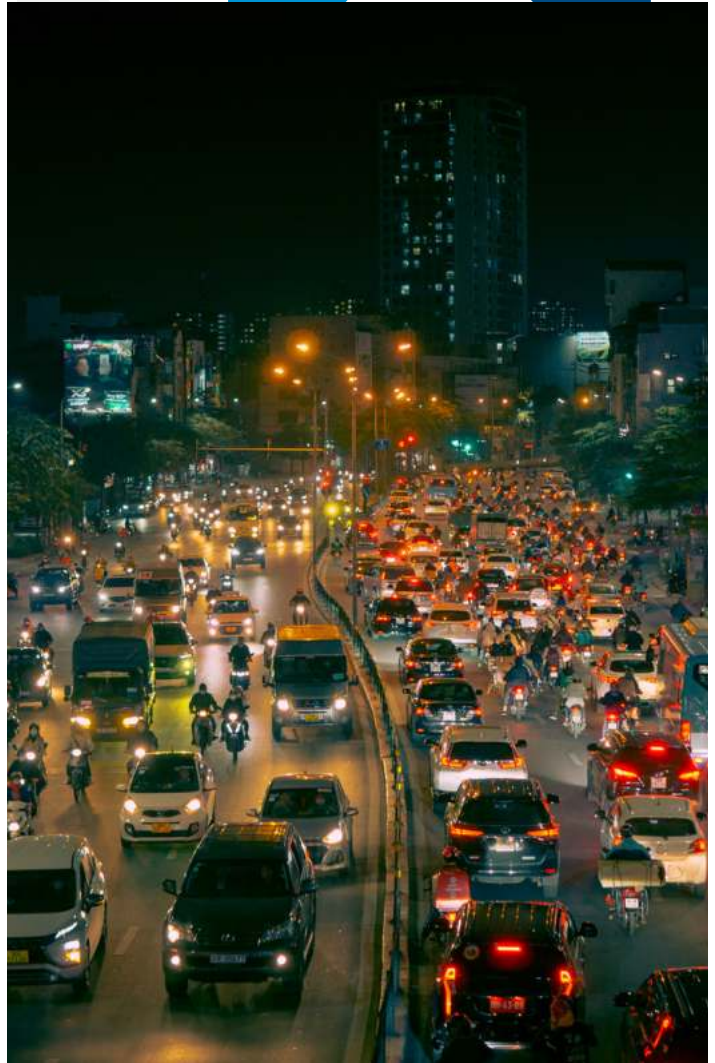
Revolutionizing Notifications: Harnessing IBM BAW & DEF with Salient Process

THE CLIENT

A Leading Global Automotive Manufacturing Company

THE CHALLENGE

The Global Automotive Leader needs a new notification framework to replace their current system. The existing framework is inefficient and lacks essential features, hindering effective communication and business automation workflows. The organization requires a modern and robust notification framework that can accurately trigger notifications based on specific events and exceptions, map events to notification actions, and provide flexibility in configuring notification channels. The challenge is to find a solution that can enhance their communication capabilities, improve business processes, and overcome the limitations of the existing notification framework.



THE SOLUTION

The solution implemented leverages the Dynamic Event Framework (DEF) in conjunction with the Event Notification Framework. It incorporates a modular and configurable Event Processing Framework hosted on WebSphere Application Server. The framework utilizes DEF events as triggers to initiate event flows, enabling the system to send notifications based on specific events and exceptions. With support for various notification channels and features like template selection and batched notifications, the solution enhances communication by enriching events with relevant data and delivering notifications to the intended recipients effectively.

SEAMLESS TRANSITION

The team successfully underwent a seamless transition from their previous default notification system within BAW to the new comprehensive notification solution. This involved implementing the necessary installations and configurations, including components such as the Message Driven Bean, Servlet, and EJB Singleton hosted on the WebSphere Application Server. While there was a learning curve in initially adapting to the new system and crafting notifications, the team dedicated themselves to training and gaining proficiency. Through their efforts, they effectively overcame the learning curve, enabling them to fully utilize the features of the notification framework and tailor notifications to their specific needs. The transition has resulted in improved communication processes, enhanced user engagement, and increased operational efficiency within the organization.

PROJECT RESULTS

Salient Results

The implementation of the Event Notification framework has been successful, providing them with a fully functioning notification system. Despite some initial challenges, the team effectively resolved them and achieved the desired outcome. The framework offers flexibility and meets their notification needs. Moving forward, they plan to enhance the system by introducing a sort order for batching and refining the logic for batching templates. Overall, the results of the implementation have been positive, empowering the organization with an efficient and adaptable notification solution.



Dynamic Event Framework (DEF)

A Process Mapping and Analysis Sprint is not complete without the actual mapping and analysis of key processes. During this two-week sprint, Salient Process Analysts documented over 20 processes that support 3 key business capabilities within Finance, Procurement, and HR.

After processes are mapped, we use the ai-powered Automation Compass to identify and quantify opportunities for automation.

