



Service Definition Document

Workato Practice

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About NeosAlpha

At NeosAlpha, we recognize that every business is unique. Our approach to creating value begins with a deep understanding of the distinctive goals and challenges of each business we serve.

Technology Modernization: We empower your organization to remain relevant today and poised for tomorrow's challenges through Right Cloud Strategy, Adoption of Emerging but Relevant Technologies and Data-Led Approaches

Engineering Automation: We simplify complexity to make your business more productive and scalable through powerful integrations, API-first thinking and efficient workflows

Innovative Experiences: We relish creating exceptional experiences for your customers by leveraging AI, cloud-native apps and data-driven intelligence

Services



Digital Integration

- iPaaS
- APIs
- Process Automation
- EDI

Enterprise Applications

- CRM
- ERP
- HCM
- SCM



Data & Analytics

- Data Integration
- Data Platforms
- Data Architecture
- Analytics & Reporting

Cloud-native App and Microservices

- Microservices
- Containerization
- Distributed Systems
- API development & CI/CD



Technology Partners



Cross-Domain & Industry Expertise



Tailored Automation for Core Business Processes

Higher Education

- Student Information System (SIS) integration
- Learning Management System (LMS) integration
- Fees and Payment Management
- Curriculum Management
- Accommodation Management

Public and Non-profit

- Donor Management and Fundraising
- Volunteer Management
- Grant & Finance Systems Integrations
- Online Citizen Service Portals

Finance

- Payroll Management
- Expense Management
- Procure-to-Pay
- Accounting: A/R and A/P
- Payment Processing

Supply Chain Management

- Order Management
- Procurement
- Warehouse Management
- Logistics/3PL and Transportation
- Inventory Management

Human Capital Management

- Employee data Management
- Timesheets & Reporting
- Expense Management
- Performance Management
- Hire-to-Retire Process

NeosAlpha Workato Services

01 Integration Architecture & Consulting Services



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01

Integration Architecture & Consulting Services

Description

- Our team of experienced architects and consultants assess your current systems, identifies integration requirements, and develops a comprehensive architecture blueprint.
- We offer strategic advice, best practices, and recommendations to ensure seamless connectivity between your applications, data sources, and systems.
- Whether you're modernizing your IT infrastructure, or optimizing existing integrations, our services empower you to achieve your integration goals efficiently and effectively.

Scope & Features

- Thorough evaluation of existing systems, applications, and data sources to understand integration needs and challenges.
- Development of a robust integration architecture blueprint
- Strategic planning to align integration initiatives with business objectives
- Assessment of integration technologies, platforms, and tools to determine the most suitable solutions
- Produce an Integration Architecture Assessment document highlighting the findings, comments and recommendations

Benefits

- Peace of mind & confidence on integration initiatives
- Clear articulation of current state, gaps and opportunities
- Accelerate project planning and execution
- Faster time-to-value of integration projects
- Saving cost by avoiding integration mistakes

02

Workato Application Integration: Cloud, On-Premise, and Hybrid Environments

Description

- Whether your applications reside in the cloud, on-premise, or in a hybrid environment, our Workato integration solutions provide the flexibility and scalability to connect them effortlessly.
- Streamline data flow, automate business processes, and enhance collaboration between different systems and platforms, enabling your organization to achieve greater agility, efficiency, and innovation.

Scope & Features

- Integrations with any SaaS applications including ERP, CRM, payment gateways and more
- Event-based integrations to enable real-time data synchronization between applications, ensuring that information is always up-to-date and consistent across systems
- Data mapping & transformations ensuring data consistency across systems
- Comprehensive view of all integrations, their status and notifications of errors
- Usage of the most appropriate integration pattern based on the needs and capabilities of the systems in place

Benefits

- Get maximum out of your data
- Save cost by integrating legacy systems with modern infrastructure
- Build scalability as part of development process
- Easy to manage and equally secure integration layer
- Achieve automation, avoid manual, error-prone data entry

03

Workato EDI: B2B integrations

Description

- Automation of exchange of business documents, such as purchase orders, invoices, and shipping notices, in a standardized electronic format with their trading partners.
- Design and development of flexible and scalable solutions for managing EDI transactions, supporting various EDI standards and protocols, including ANSI X12, EDIFACT, and XML.

Scope & Features

- Partner Onboarding and Management
- Seamless Integration between EDI and any ERP
- Ability to expose EDI capabilities as API
- EDI monitoring & Web EDI solutions
- Zero-touch Document translation, validation and compliance

Benefits

- Comprehensive view of all EDI transactions
- Quick onboarding of trading partners
- Scalability to accommodate growing B2B transaction volumes
- Security to protect sensitive data
- Saving cost of entire supply chain by reducing errors and delays

04

Workato API Management and Governance

Description

- Designing, publishing, securing, and monitoring APIs, ensuring compliance with policies and industry standards
- Securely expose digital assets as APIs while seamlessly integrating with backend systems

Scope & Features

- Designing and developing APIs. Support for RESTful APIs, SOAP APIs and more
- Complete API lifecycle management
- Building secure and scalable API gateways
- Security and Access Control - authentication, authorization, encryption, and audit logging
- Self-service developer portal for API discovery & interactive API documentation

Benefits

- Rapid development of new digital capabilities
- Centralize data access, validation and security compliance
- Save cost - abstract core business functions as reusable assets
- Ease of API-driven integrations
- Increase business agility & productivity

NeosAlpha Support Desk

Support Package Name	On-demand	Extended On-demand	Proactive	Round-the-Clock Care
Monthly Cost (£)	£900	£1,200	£2,200	£3,000
Support hours included	8* hrs per month (UK working days)	8* hrs per month (UK working days)	2* hrs per day (UK working days)	24* hrs per month (365 days)
Minimum Term	12 months	6 months	6 months	6 months
Availability	7am to 2pm UK Time	7am to 4pm UK Time	7am to 2pm UK Time	Core Support hours: 7 am to 5 pm UK Time On-call Support hours: 5 pm to 7 am UK Time
For every additional hour	£80	£80	£80	£80

* Use it or Lose it

If above support packages don't meet your needs, pls contact NeosAlpha team (sales@neosalpha.com) to comeup with a customised model.

SLA

- Issue Acknowledgement: Within 4 hour of issue being notified
- Issue Analysis: Share the initial findings within 8 hours of acknowledgement
- Issue Resolution: Depending on the complexity of the issue

Scope

- Any support plan will cover only application/solution which are already stable in production.
- Standard activities will cover monitoring the health of the application in scope, making configuration changes, log monitoring to troubleshoot issues and minor fixes to address ad-hoc issues.
- No new operational or business enhancements and changes would be carried out.
- No limit on the number of issues.

Service Delivery Approach

Strategy and Planning	Architecture and Solution	Delivery Management	Support and Operations	Organisational Management
• Digital Strategy • Technology change and adoption management • Enterprise level integration roadmap • Business value alignment	• Enterprise Integration Blueprint • Architectural standards, policies and guidelines • Deployment of common framework and integration patterns • Technology selection guidelines • Integration solution development • Security model	• Development methodology and tools • Quality management • Release management • Deployment management • Best practices	• Problem management • Capacity Planning • Disaster Recovery • Infrastructure management • SLA management	• Project management • Organisation structure, roles & responsibilities • Governance models • Change management • Integration Program work management

Harness New Growth With Us!

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Unleash
