



Service Definition Document

Boomi Practice

Table of Contents

About NeosAlpha

Services

Technology Partners

Highlights of NeosAlpha Boomi Practice

Cross-Domain & Industry Expertise

Tailored Automation for Core Business Processes

Higher Education

Finance

Supply Chain Management

Human Capital Management

NeosAlpha Boomi Services

Integration Architecture & Consulting Services

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

Boomi EDI: B2B integrations

Boomi API Management and Governance

Boomi Data Integration & Master Data Hub Solutions

Boomi Workflow Automation: Low-Code App development

Boomi Platform Runtime Management: Comprehensive Infrastructure Support

NeosAlpha Support Desk

Service Delivery Approach

Contact Us



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



boomi



Google apigee



ORACLE®
NETSUITE



Microsoft
Azure



Kong



salesforce



Highlights of NeosAlpha Boomi Practice



- ★ 7 Years of Thriving Boomi Partnership
- ★ Winner of Prestigious Boomi Awards for 3 Consecutive Years
- ★ Boomi Practice Strength: 50+ Certified Developers & QA
- ★ Proudly Served 100+ Boomi Customers
- ★ Seasoned Integration Architects, each with 15+ Years of Experience
- ★ Neos Boomi Innovation Hub: Pioneering Boomi Accelerator Frameworks
- ★ Stellar Track Record: 100% Successful Boomi Projects Across All Services
- ★ Flexible Commercial Models for Cost-Effective Solutions
- ★ Experience Catering to Businesses of All Sizes, from £2 Million to £3 Billion
- ★ Global Presence: Serving Clients Across UK, Europe, USA, and Australia

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 Boomi Services

01 Integration Architecture & Consulting Services



Boomi Application Integration:
Cloud, On-Premise, and Hybrid
Environments **02**

03 Boomi EDI:
B2B integrations



Boomi API Management and
Governance **04**

05 Boomi Data Integration &
Master Data Hub Solutions



Boomi Workflow Automation:
Low-Code App development **06**

07 Boomi Platform Runtime
Management: Comprehensive
Infrastructure Support



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

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

Description

- Whether your applications reside in the cloud, on-premise, or in a hybrid environment, our Boomi 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

Boomi 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

Boomi 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

05

Boomi Data Integration & Master Data Hub Solutions

Description

- Integrating disparate data sources, systems, and applications to facilitate the flow of data across the business
- Establishing a single, authoritative source of truth for critical business data, such as customer, product, and employee information.

Scope & Features

- Extract, Transform, Load (ETL) Processes
- Handling large volumes of data through batch processing techniques
- Change Data Capture (CDC): Capturing and propagating incremental changes to data to achieve synchronization
- Creating and maintaining a centralized repository for master data
- Data Quality Assurance & Governance Framework

Benefits

- Unified Data Governance and data security
- Improved Data Quality: Ensures data accuracy, consistency, and completeness
- Regulatory Compliance: Implementing data governance policies, access controls and audit trails
- Unified view of data across the organization, enabling better decision-making, predictive analytics, and actionable insights
- Increased Operational Efficiency: Reduce manual effort and errors associated with data entry, reconciliation, and reporting

06

Boomi Workflow Automation: Low-Code App development

Description

- Enabling organizations to rapidly design, build, and deploy custom applications using Boomi Flow
- By harnessing the power of low-code development, automate repetitive tasks, streamline processes, and improve efficiency.

Scope & Features

- Rapid design, development, and deployment of custom applications and workflows
- Process Automation of business processes by automating manual tasks, approvals and notifications
- Using Boomi's extensive integration capabilities, connect seamlessly to wide range of applications
- Support for extensive customization of applications, including custom branding, styling, and logic to meet specific business requirements

Benefits

- Rapid application development
- Continuous improvement
- Cost effective
- Easy to build, Easy to scale
- Agility driving Innovation

07

Boomi Platform Runtime Management: Comprehensive Infrastructure Support

Description

- Ensures the smooth operation of Boomi runtimes, covering aspects such as deployment, configuration, optimization, monitoring, and maintenance.

Scope & Features

- Provisioning and hosting Boomi runtime environments
- Managing the underlying infrastructure required for hosting Boomi runtimes, including servers, storage, networking, and security.
- Setting up and configuring Boomi runtimes according to the business requirements and specifications
- Managing software patches, updates, and version upgrades for Boomi runtimes to ensure they are up-to-date and secure
- Scaling the infrastructure and resources as needed to accommodate changes in workload and demand

Benefits

- Convenience and peace of mind
- Flexibility, we can set-up, run and manage Boomi runtimes in all leading cloud platforms
- Boomi Application, Runtime and Infrastructure managed under one roof
- Reliability and Uptime, professional management of Boomi runtimes by experts
- More time to focus on core business activities, not IT infrastructure

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!

Contact us!



Building 3, 1st Floor Concorde Park,
Concorde Road Maidenhead - SL6 4BY, UK



+44 1628 638053



www.neosalpha.com

Unleash
