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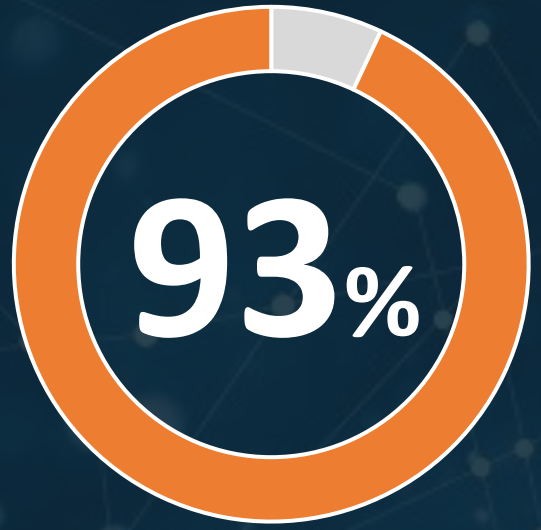
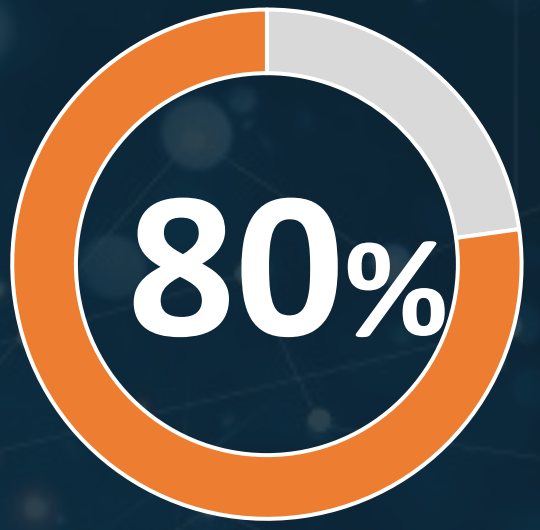
Using
Enterprise Value chain Resilience
Brillio's Serverless Hybrid Integration Platform (SHIP)
Powered by
Azure Serverless

Executive attention to value-chain risk was already on the rise, but now it's in the spotlight



Of the executives have value chain resilience as their priority

The imperative isn't just to improve their **value chain flexibility, risk-monitoring capabilities, and capacity to respond rapidly to new shocks**, but to **improve agility, speed to market, and stability** to achieve **faster return on investment.**



Of business leaders, across all industries, intend to accelerate their digital transformation

Enterprises are digitizing the value chains to achieve all the above imperatives.

"Resilience has become Key Business Differentiator"

Trends and Challenges we see to build resilience

Unique challenges across Industry value chains

Manufacturing & pharma

Intelligent supply & demand

Omni channel collaboration

Smart mobility

Regulatory & compliance

Realtor & Mortgage

Smart contracts

Real time visibility on price updates

Geo-spatial intelligence

Personal consumer experience & AR/VR

Banking, financial services & Insurance

Automated transactions

Omni digital channel integrations

Regulatory compliance

Remotely accessible

Telecom & Service Provider

Lean call center operations

Network management

Visual assistance

5g IT challenges

Every organization is on a “unique” journey to Respond to the crisis, Recover from it and Reimagine their business.

Journey to build resilience and overcome challenges

	Respond	Recover	Reimagine
Market condition	Countries and cities lock down to flatten the curve.	Nations fight crisis and reopen at different times, but new lockdowns could happen.	Vaccines and treatments become available, but VUCA will continue to linger
Business Focus	**Ensure safety and business continuity** Tackle immediate priorities to keep employees safe and stay in business.	**Prepare to restart and rebound** Be ready to grow in the right markets at the right time.	**Invest for sustained competitive advantage** Transform to strengthen resilience and thrive in the "New Normal" Future
Digital Focus	Empower your employees to be productive & collaborative to ensure business continuity Enable remote workplace for the safe and productive work environment. Enhance the security measures & management, to meet the new remote work requirements	Deliver to customer expectation in the time of change Build business agility to rapidly react to future uncertainties and adapt to new opportunities Rapidly build and modernize the apps & enhance processes Eliminate redundant tasks and automate repetitive tasks to achieve faster time to market	Plan cloud migration to build agility and reduce total cost of ownership. Build end to end visibility into value chains for transparency. Data aggregation and analytics to break the silos and drive data driven decision making Customize solutions to increase customer satisfaction

"Resilient value chains = Digitized Value chains"

Digitized value chain enables enterprises to react and recover in a faster and a flexible way to unexpected situations

The Digital Path to Business Resilience, by Boston Consulting Group

Digitized Value Chains Build Long Term Resilience

Investments on building resilience not only minimizes the losses but also

Agility

40-50%

Faster time to market

Performance

12-20%

Additional Earnings

Stability

Up to 60%

Less rework & Improved Quality

Enablement

20-30%

Workforce Productivity

Increase's enterprise productivity, Increase's profitability, Strengthens entire interconnected ecosystem & improves digital capabilities of the value chain

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The Digital Path to Business Resilience, by Boston Consulting Group

Dimensions Of Digital Value Chain To Build Resilience

Risk Management & Business Continuity

Business Enablement For Growth

Foundational Strength

Sustain & Grow The Top Line

(Customer Experience , Omni Channel)

Adopt Business Agility

(remote workforce, agile operations)

Interconnected Economy

(Customers, Supplier / Partners & Employee Exchanges)

Digital Platforms & Data Democratization

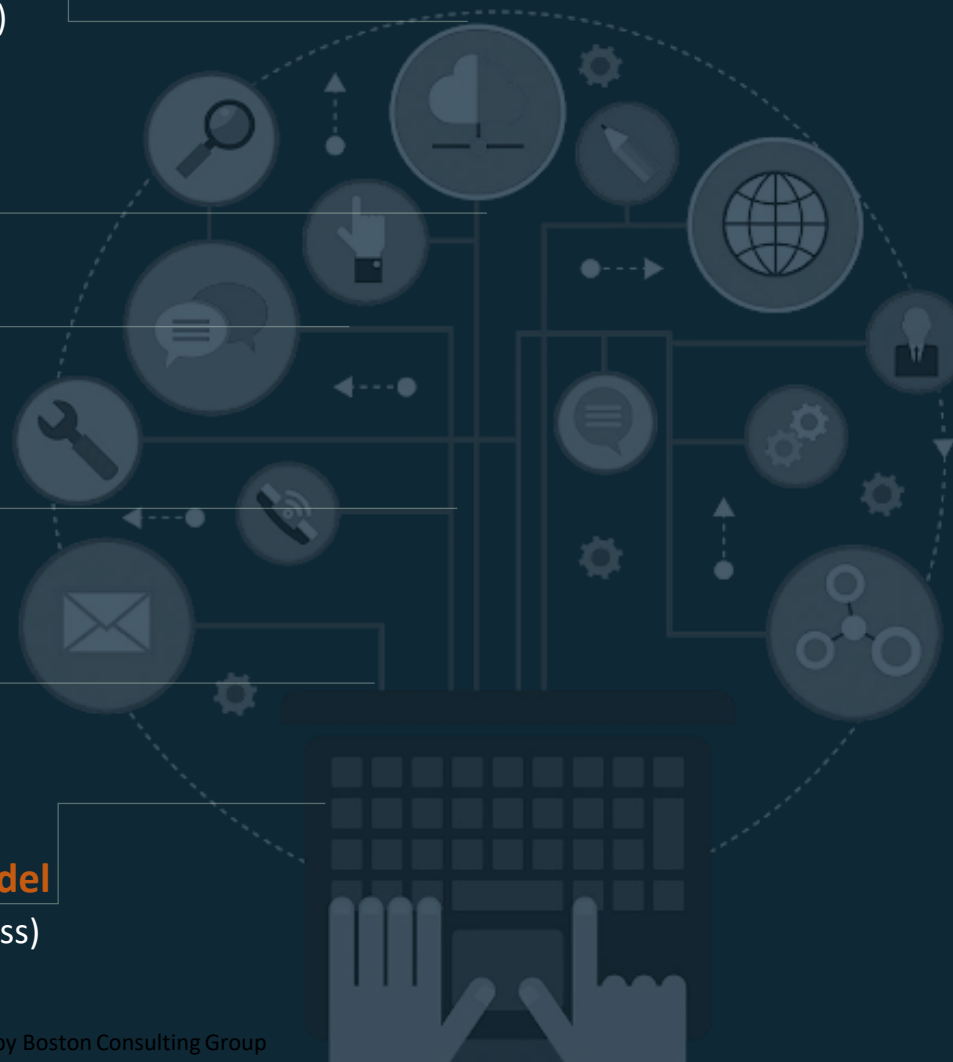
(Services Uberisation, API economy)

Enhanced Digital Value Streams

(Continuous delivery & security)

Adopt A Reduced TCO Model

(Cloud Native, Serverless)



The Digital Path to Business Resilience, by Boston Consulting Group

Introducing Brillio's
Serverless Hybrid Integration Platform (SHIP)

A Platform to support the resilience journey across the resilience dimensions of the Value Chain

Built using robust & resilient ***cloud native & serverless services*** and powered by ***Brillio's platform and product centric approach*** with accelerators, reusable assets, enablers, and agility frameworks,
SHIP as a platform further accelerates the response, recovery & reimagination journey towards business resilience.

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Delivering The Following Business Benefits

New Revenue & digital channels (API economy)

Democratizing with Low code /No code platforms

Gain control & cost optimization (operational efficiency)

Improved decision making

Beat time expectations

High adherence to regulatory & compliance

Enhanced visibility

Achieve optimal TCO

Transform resilience problem into an opportunity

SHIP enables & accelerates resilience across the digital value chain dimensions

Sustain & Grow the top line

Rapidly identify and respond to changing Customer Experience needs with Services & Products, enabled with data driven Insights, new digital Revenue Omni channel sales , and Optimized pricing.

Adopt Business agility

React quickly to and manage disruptions in the value chain - Sourcing, Manufacturing, facilities, development, and Corporate functions including remote workforce enablement, adapt new approaches to talent management and development

Interconnected Economy

Empower employees, partners/suppliers & customers to be more productive, collaborate effectively & efficiently, and stay connected through information exchanges using enterprise services integration.

Digital platforms & Data democratization

Increase the modularity and availability of core IT infrastructure and applications using a Uberised platform approach. Democratize and monetize data internally and externally using APIs to enable data-driven and AI-enabled decisions across silos

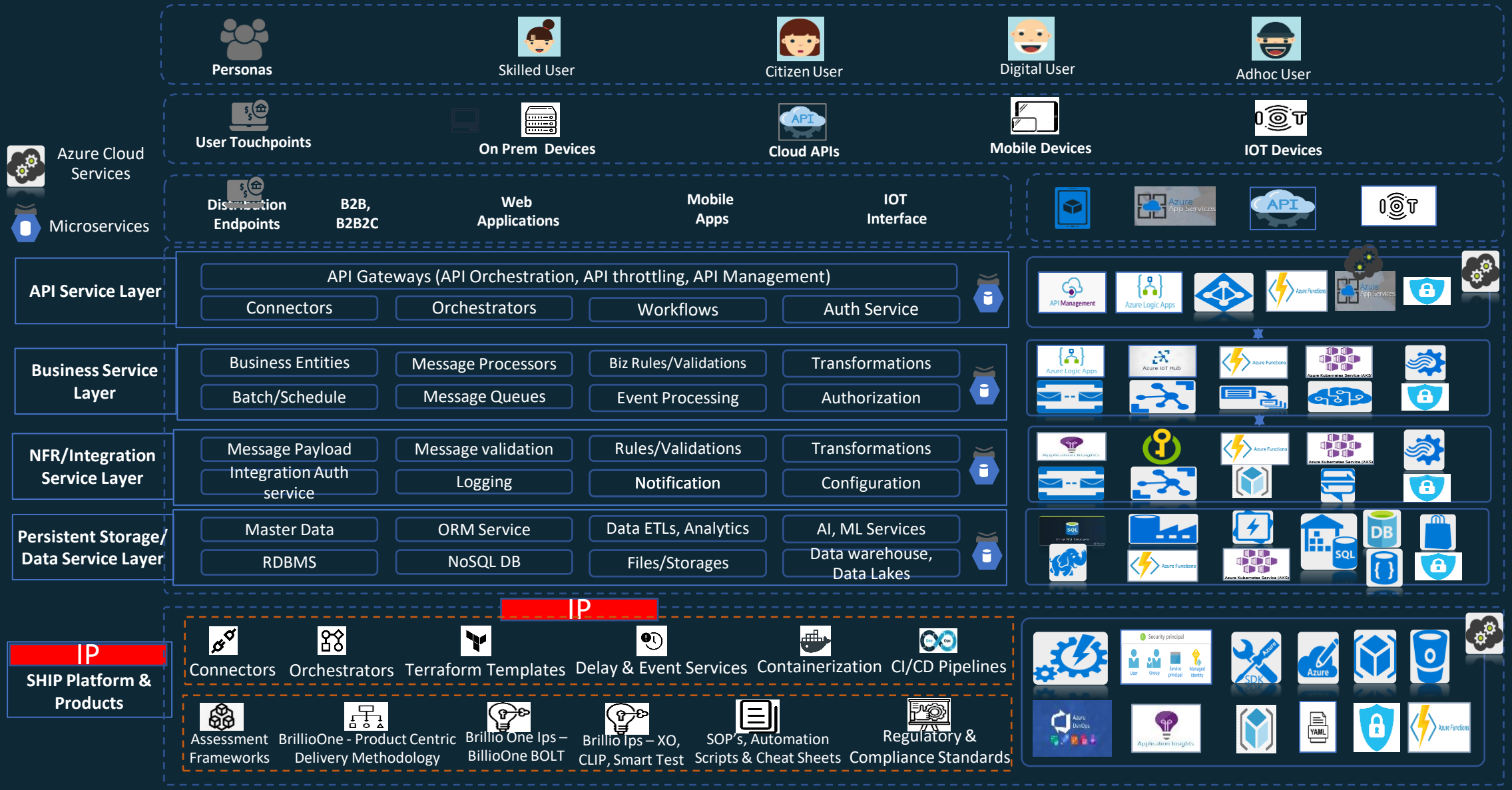
Enhanced digital value streams

Enable continuous delivery in the value streams (Continuous Integration, deployment & release - DevOps), Safeguard digital assets with robust security solutions and react quickly to security breaches with continuous monitoring (SecOps) in an increasingly distributed heterogeneous environment

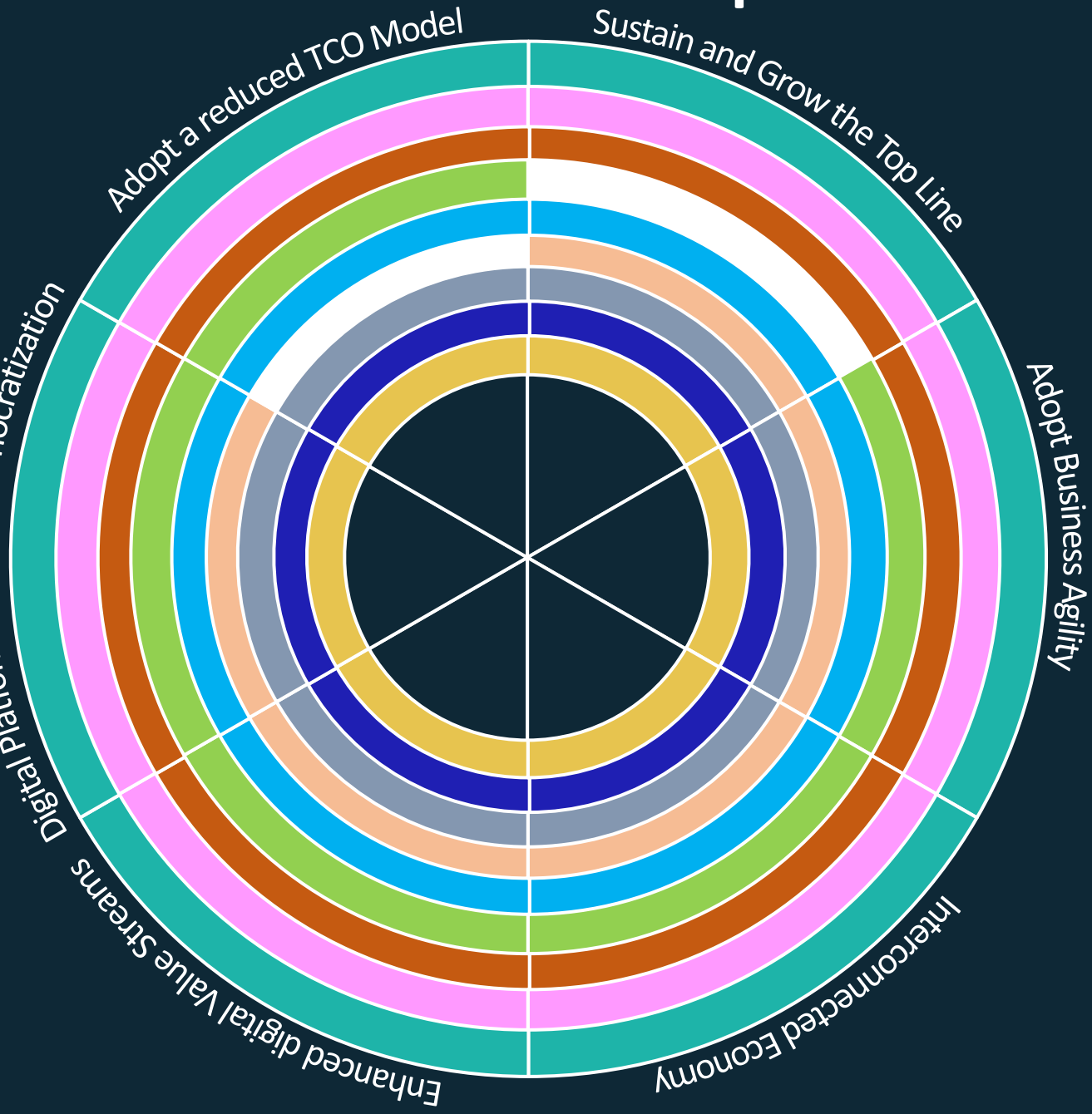
Adopt a reduced TCO model

Ensure financial liquidity with an operating expenditure-driven cost model(Serverless, Cloud Native and hybrid cloud), reduced total cost of ownership, and data-enabled policies to manage cash and working capital

SHIP Reference Architecture

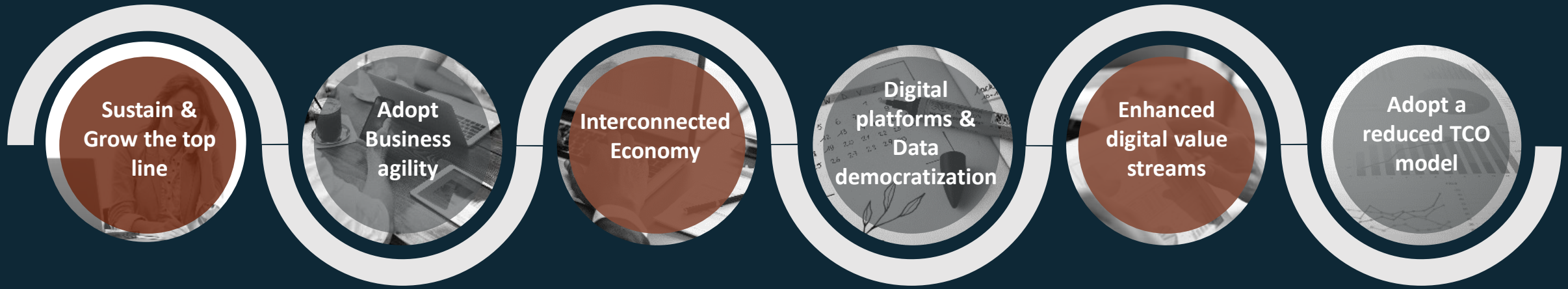


Solutions built on the platform across the resilience dimensions



- Cloud Native Transformation
- Rapid App Modernization
- Enterprise Integration and APIFication
- Product design & value streaming
- Platform & product implementations
- Connected workspace & Operation Efficiency
- Security, Compliance & DevSecOps
- Sales & Services (SaaS Integration)
- Data-Driven Decisions (Insights to Actions)

SHIP enables building resilience in business capabilities



Omnichannel, Tailored offerings and remotely enabled service & Products, based on data-driven decisions and automation

Customer journeys integrated across channels, with self-serve, personalized recommendations, and automation

Accelerated Digital Transformation for faster online and remote services

Smart and agile ways of working with tech-augmented solutions & workforce

Digitally augmented operations to quickly identify and react to changes and external shock

Fully digitalized, highly automated, and Internet of Things–enabled operations

End-to-end visibility, from supply chain to corporate functions on a real time basis

Flexible ways to connecting customer, Integrating partners/suppliers and workforce able to collaborate, work and learn in all circumstances.

Enterprise wide integration for Employees work and collaborate remotely, onsite, and autonomously.

BOTS, AI and ML used to complement humans.

Continuously available and fault-tolerant digital platform, based on cloud-Native Services.

Platforms Architecture based on Serverless, API-First and microservices, enabling Platform as a Service

Democratizing Data and Business functions as a service using API, creating new uberized revenue and market platforms

Fully functional data lakes that enable rapid Platform innovations and democratized access to real time and high-quality data

Developers can ship code confidently and securely from anywhere by automating the entire development lifecycle (DevSecOps)

Secure ecosystem across value / supply chain and digital platforms that include customer, partners & employees

Protected digital assets in increasingly connected and distributed paradigm.

Secure collaboration technology and protocols protect data at rest and in transit.

Asset-light, operating expenditure–driven Business model and cost structure (Serverless, PaaS Cloud-Native Services).

Cloud infrastructure to rapidly scale operations up and down.

Digitized processes for control, audit, and planning.

Cost Optimized planning (Hybrid Cloud) with AI-based forecasting and clear liquidity management processes.

Our Approach To Engage for SHIP Implementation and Adoption

Respond & Address key immediate imperatives to mitigate exposure

Reassess, remodel and rebalance - Define & design resilience ambition

Reimagine - Resilience dimensions maturity assessment

Implementation - Build Value Chains with Viable and future ready resilience using SHIP

Assessment frameworks to determine immediate priorities

The assessment helps in prioritizing the imperatives & interventions to minimize disruptions.

Cybersecurity & regulatory assessment

Define & design resilience future state

Determine where to build best in class resilience

Design current resilience solution requirement & future state objectives

Assess maturity across the 6 resilience dimensions

Tackle resilience dimensions exposed to disruptions

Outline investment priorities for resilience dimensions

Platform & product centric approach to design develop & deploy differentiated resilient solution

Leverage the platform's accelerators, enablers & frameworks

Productized enterprise components for security standards

End & end visibility using ready insights platform

What Brillio brings on the table with SHIP & Platform components

- Product & Platform centric methodologies & processes .
- Rapid App Modernization frameworks and tools
- Brillio Bolt & CLIP
- Application Portfolio rationalization framework and scripts components

- Jumpstart Platform reusable & repeatable components
- Digital transformation toolkit

- Zero touch DevOps & automation
- Automation Standardization framework for containerization

- Cloud-Native Observability Framework
- Regulatory & Compliance Security standardization

SHIP- Methodologies & Best Practices

Secure value chain integrations implemented with consistent Enterprise Security, Standards and Compliance solutions

Observability with Centralized Monitoring & Distributed tracing for operation efficiency and reduced maintenance

Platform Centric Approach to productize enterprise services, security, standards and best practices for reusable & repeatable components implementations

Open Source tools augment with Cloud-Native service to achieve further cost-effective comprehensive solutions

Serverless, APIFrist microservice approach for extensible, flexible solution architecture to achieve business agility & scalability

Case In Point :Intelligent & Smart Enterprise Integration Platform

Problem Statement

Customer looking for smart & Intelligent Enterprise Data Exchange Message Integration Platform to deliver Fields service ticket lifecycle with Enterprise Standard driven Integration Interfaces and unify FSA Service integration to heterogenous message and protocol-based Partner systems. Integration Platform should be multi tenant and self manageable with highly scalable and configurable features. Cloud Native Integration services to be used to meet on demand scalability and sustainability

Brillio Solution

- Developed an Intelligent Interconnected Exchange Platform which serves as the backbone to enable easy technology integration with partners (from Partner systems to Goodman CRM in a two-way data exchanges) and thus support business scaling needs
- Developed Goodman Field Service Portal, as key conduit, which will allow partners to seamlessly enrich & enable value added services for partners end customers
- Reimaged the art of possible to craft forward looking user journeys for the partners end customers that enhanced delight
- Broken the challenges of Limited choices, disjointed service paths that are existent today
- Acted as Technology Consulting Partner to help them reimagine how their business/services can be transformed to gear towards an IOT powered connected economy

Value Delivered

- Supported rapid expansion of business by 2X through uberizing the Services realized by the Data Exchange Platform
- Reduced partner onboarding time by 3X
- Achieved Zero Down time via Intelligent & Automated Platform Management

Tech Stack

Frontend - React, Responsive Web

Data Exchange Platform using Azure cloud native services –

Azure APIM, Azure Logic Apps, Azure Service bus, Azure Functions, Azure Key Vault, Azure SQL Database, Azure Appinsight, Azure DevOps