Eclipse Scout

Eclipse Scout in the Banking Industry

Eclipse Banking Day 2010, June 1st, Copenhagen
Jens Thuessen, Andreas Hoegger, Matthias Zimmermann

BSI Business Systems Integration AG
Talk Outline

• **Introduction**
  – Who is BSI (Jens)
  – Make or Buy (Jens)
  – The Challenge (Matthias)

• **3 Cases**
  – Credit Card Services (Matthias)
  – Customer Support (Andy)
  – Account Opening Workflow (Andy)

• **Eclipse Scout**
  – Management Summary (Andy)
  – Outlook (Matthias)

• **Discussion, Questions**
Who is BSI
**Make or buy**

- **Why buy**
  - Managers like to buy out of the box 😊
  - Content of box doesn’t fit my business 😨
  - Necessary adaptations don’t fit into budget 😨

- **Why make**
  - “Perfect”, modern, flexible, architecture 😊
  - “Drowning” in details, missed schedules, exploding costs 😨

- **Do both with Eclipse Scout, and BSI Solutions**
  - Quality, Time to Market, Costs ca. factor 2-4
  - Synergies between Projects developers start talking
  - Lifelong valid Architecture

*Our products are 16 years old, were always leading in technology and never end of life.*
Which one is easier to sell?

Slow, Boring, Expensive, Old
60 L/Hour avgas, 125 Knots
full fuel payload: 4 persons
operation costs: >300 Euro per hour
100'000 Euro, Year 1972 Certified

Fast, Fun, Safe, Cheap, Modern
20 l/hour mogas, 135 Knots
full fuel payload: 4 persons
operation costs: <100 Euro per hour
100'000 Euro, Year 2009 Experimental
The Challenge
Traditional Situation

Distributed User Interfaces

- Error prone manual processes
- High operating / maintenance costs
- Expensive user training

Card Management
Customers
Accounts
Transactions
Archive
Typical Approach

Single Customer View

- Less training is required
- User productivity increased
- Client satisfaction improved
- Open application stack
- SOA / Eclipse / Java

BSI

Card Management
Customers
Accounts
Transactions
Archive
Scout Applications

Web
Scout App
Mobile

Scout Application
J2EE App Server

BSI
IT Environment
ERP
DWH
• **Customer Benefit**
  – Leverage functionality of existing solutions
    • BSI Contact
    • BSI CRM
    • BSI Account
  – Based on an open application stack
  – Stability, flexibility, simplicity of Eclipse Scout
  – Equinox OSGi / Eclipse Platform / SOA
  – Joint development option

→ Affordable integration and adaptation to customer needs
BSI Contact

Case 1
Typical Approach

Single Customer View
- Less training is required for new agents
- Agent productivity increased
- Client satisfaction improved
- SOA / Eclipse / Java

BSI Contact

Card Management  Customers  Accounts  Transactions  Archive
General Setup

- **Relevant Business Cases**
  - Lost / stolen credit cards
  - Inquiries about billing / blocked transactions ...
  - Credit limit updates
  - PIN resets

- **Existing Solution**
  - Too complex, too many systems involved
  - Individual systems oriented along internal departments
  - Individual systems not well aligned with call center needs
  - Use of paper documents, checklists
Overview Facts

- **Project**
  - € 1,000,000 volume
  - 9 months duration (Kickoff meeting → Go-live)

- **Application**
  - millions of credit cards
  - 3,000 calls per day
  - 300 call center agents
  - From 12 to 2 weeks training time
Implementation

• **BSI Contact**
  – BSI Contact based on Eclipse Scout framework
  – Necessary adaptations for credit card business
  – Call center agents now work with a single system
  – Process wizard support for business cases
  – No more paper checklists

• **Integration in IT Landscape**
  – Existing systems via webservice
  – Process engine (IBM, WebSphere Process Server)
• **Clients don’t like to be transferred**

• **Clients hate to repeat their requests**
  – *Scenario*: Current agent not authorized to update credit limit
  – Call to be transferred to authorized agent

• **Minimize Client Pain**
  – The exact screen - including the current process step – can be transferred to the authorized agent
  – New agent continues at the exact state handed over by the previous agent
BSI CRM

Case 2
Typical Approach

Single Customer View

- Less training is required
- User productivity increased
- Client satisfaction improved
- SOA / Eclipse / Java

BSI CRM

Customers  Accounts  Transactions  Archive
<table>
<thead>
<tr>
<th>CRM Features</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sales</strong></td>
<td>Customer history, Lead Management: From contacts to opportunities, to offer generation, Strategic Selling, document management, task management</td>
</tr>
<tr>
<td><strong>Marketing</strong></td>
<td>Campaign management: Review Process, Duplicate detection and resolution, Mass mailings, Multi Channel: Email, Letter, SMS, Phone, Lead generation</td>
</tr>
<tr>
<td><strong>Contact Center</strong></td>
<td>Computer telephony integration (CTI)</td>
</tr>
<tr>
<td></td>
<td>Basic contact center functionality</td>
</tr>
<tr>
<td><strong>Reporting</strong></td>
<td>Sales funnel, Forecasts, Financial history, Corporate Performance Management</td>
</tr>
<tr>
<td></td>
<td>Office integration: Customer Reports (Word/PDF), Diagrams, Pivot Tables, Charts</td>
</tr>
</tbody>
</table>
Overview Facts

- **Project**
  - €500'000 initial volume
  - 6 months duration (Kickoff meeting → Go-live)

- **Application**
  - 1’200 users
  - One system
  - One UI Integration into a shared user platform based on Eclipse RCP
  - 30 interfaces to other applications
User Interface
BSI Account

Case 3
Typical Approach

Single Customer View

• Less training is required
• Agent productivity increased
• Client satisfaction improved
• SOA / Eclipse / Java
• Project
  – € 1,200,000 volume
  – 6 months duration (Kickoff meeting → Go-live)

• Application
  – 300 account applications / modifications per day
  – 100 account managers
  – From 265 down to 45 interactions to open an account
• **BSI Account**
  – Based on Eclipse Scout framework
  – Computer telephony integration (CTI)
  – Process wizard support for business cases
  – No more paper checklists

• **Integration in IT Landscape**
  – Existing systems via webservices, JMS, and others
  – Document archive integration
  – Process engine (CARNOT)
  – Hibernate
Previous Solution
Eclipse Scout
• Scout
• Scout SDK
• Application Plugins
• Sample Application
Example Application

Client
- MiniCRM
- UI SWT
- UI Swing
- Client
- Shared

Server
- MiniCRM
- Shared
- Server

depends on

Scout
- UI SWT
- UI Swing
- Client
- Shared
- Commons
- NET
- NLS

Eclipse RCP

Service Tunnel

Derby DB

Bing Web Service

OSGi (Equinox)
Representation
Benefits

- **Flexibility**
  - Ability to exchange UI layer (Web, Swing, SWT)
  - GUI less client testing
  - Clearly defined application architecture

- **Stability**
  - Separation of the UI layer
  - Abstract component models

- **Extendibility**
  - Representation
  - Components

- **Sound Architecture**
  - Easy to learn
  - Reapply knowledge across projects

Simple, stable, flexible
Services (SOA)
More Benefits

• **Modularization**
  – Exchangeable, multiple implementations
  – ESB node compliant
  – Reusability
  – Transactions

• **Simplicity**
  – Service proxies
  – Client notification
Outlook / Roadmap

Scout Deploys
• Links
  – Wiki http://wiki.eclipse.org/Scout
  – Forum http://www.eclipse.org/forums/eclipse.scout
  – Blog http://www.bsiag.com/scout/
  – Twitter http://twitter.com/EclipseScout

  – Homepage http://www.bsiag.com/Scout ... now...
  – Homepage http://eclipse.org/Scout ... soon ...
Discussion, Questions