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Industry
Retail Business

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Project Summary

Australia's largest pharmacy retailer with stores all over Australasia, planned to enhance the customers' healthcare outcome via the most effective and efficient means, resulting in great savings to the end user. Morpheus project was implemented for our retail client to replace the existing order and invoice exchange mechanism between stores and suppliers with a faster and streamlines ecosystem.

Executive Summary

As part of Retail Order and Invoice management, client was in need of a robust centralized integration platform with capabilities of guaranteed message delivery, parallel processing, high volume data handling and secure communication to take care of critical data flow between various end systems like On-premise ERP system (Microsoft Dynamics AX), On-premise database (Microsoft SQL Server), PharmX (a cloud based external supplier gateway portal), SFTP server etc.

Ray Business Technologies' subject matter experts worked closely with project stakeholders and understood the business needs of the application. RBT team designed the modules with high usability and to the satisfaction of the end users. This increased the business margins.

Challenges

- ❖ Highly critical data including Products, Orders, Order Acknowledgments, Invoices, Supplier Statements, Credits etc., needs to be transferred among various end systems, thereby introducing multiple integration touch points.
- ❖ A reliable integration middleware which can take care of streamlined, secure and performance effective data transfer between mentioned end systems with zero data loss, bulk processing capability and robust error handling was the need of the hour.

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Solution

RBT team has successfully implemented all integrations using Dell Boomi middleware. Parallel processing was implemented using Atom Queue feature in Boomi, resulted in great throughput while handling huge volumes. Robust error handling implemented in Boomi to facilitate the ease of production support. Transaction security and guaranteed message delivery was ensured using Boomi solution.

Application workflow:
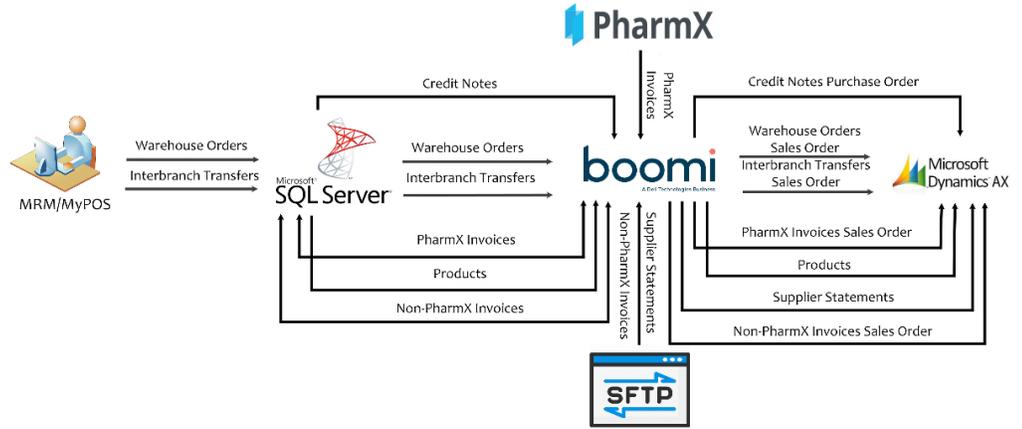

❖ <u>Warehouse Order Integration</u>: Warehouse Orders are placed by Stores to Suppliers using MRM application and these Orders stored in MS SQL Server database. Orders stored in DB were collected by Boomi at defined intervals using an external scheduler. Boomi transformed these Orders accordingly and send it to MS Dynamics AX as Sales Orders after applying business rules. Once Sales Orders created in AX, Sales Invoices were generated, and these invoices were collected by Stores using MRM.
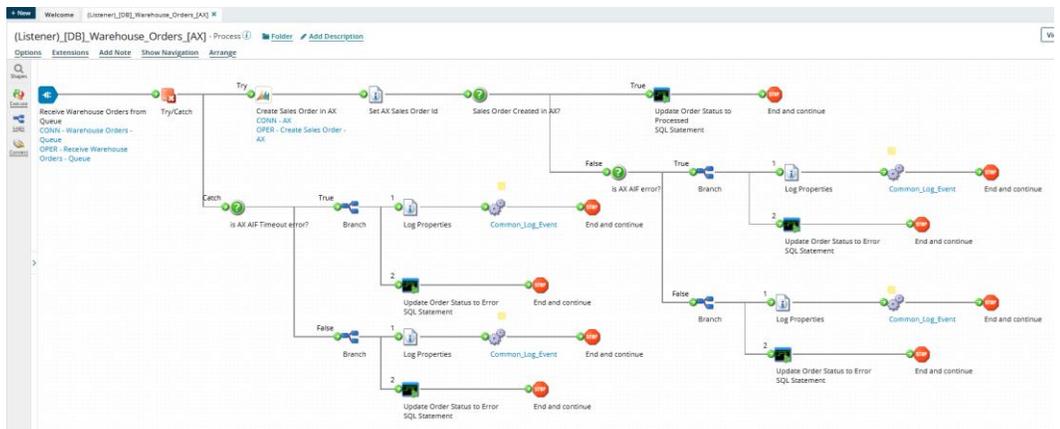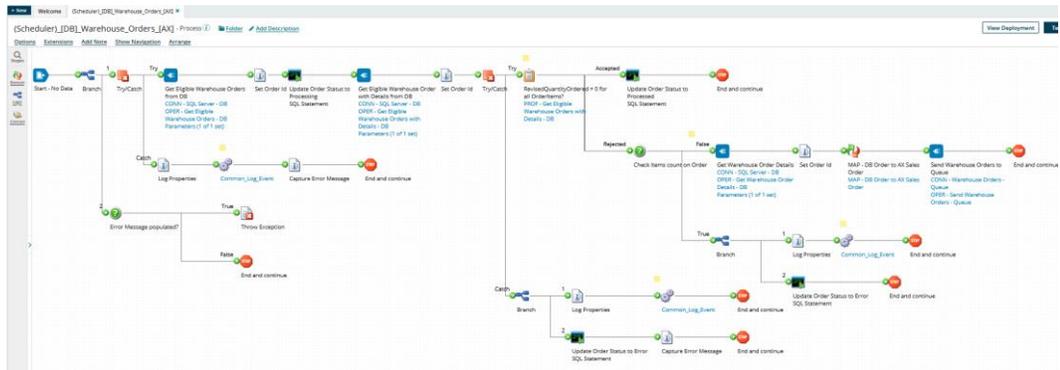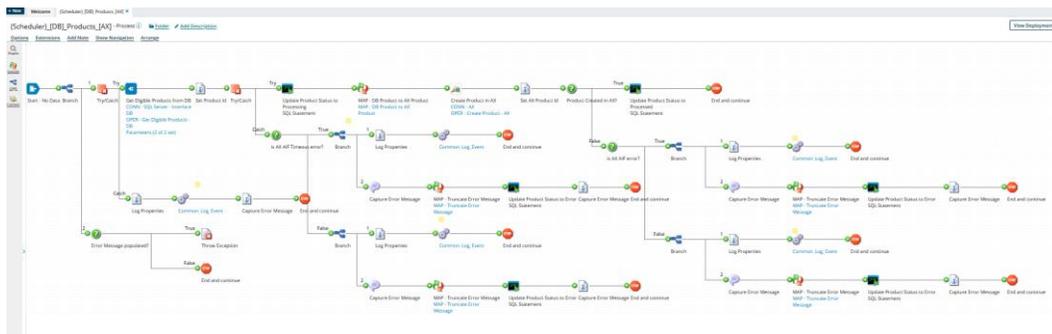
❖ **PharmX Invoice Integration**: PharmX Orders are placed by Stores to Suppliers using MRM application and these Orders are sent to PharmX (a cloud-based external supplier gateway portal). Suppliers will send Invoices to PharmX for corresponding Orders. Invoices present in PharmX will be collected by Boomi on a scheduled basis and these Invoices will be stored in MS SQL Server database, transformed accordingly and sent to MS Dynamics AX as Sales Orders after applying business rules. Once Sales Orders are created in AX, Sales Invoices will be generated, and these invoices will be collected by Stores using MRM.
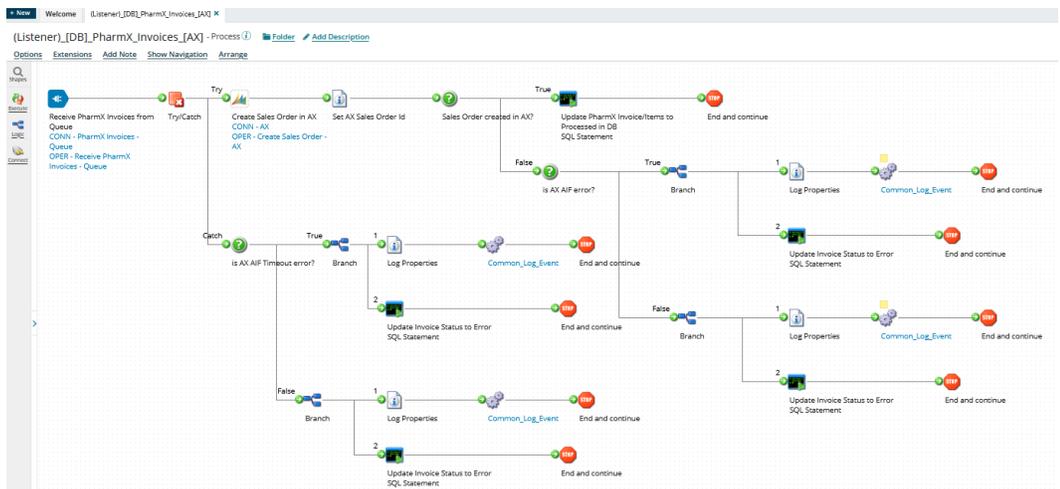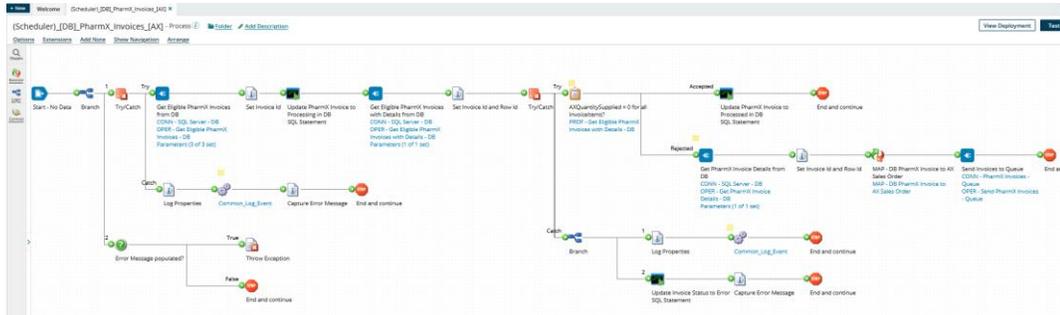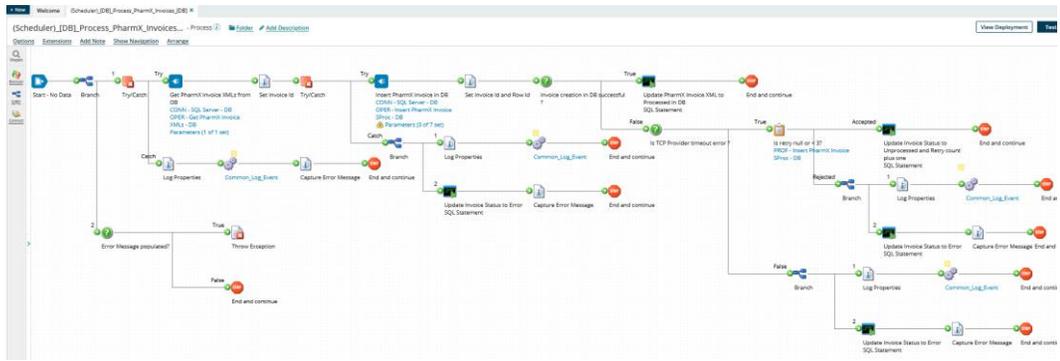
❖ **InterBranch Transfers Integration**: InterBranch Transfers originated from Stores were stored in MS SQL Server database. Boomi collects these InterBranch Transfer records from DB on a schedule and these records will be transformed accordingly and sent to MS Dynamics AX as Sales Orders after applying business rules. Once Sales Orders are created in AX, Sales Invoices will be generated, and these invoices are collected by Stores using MRM.
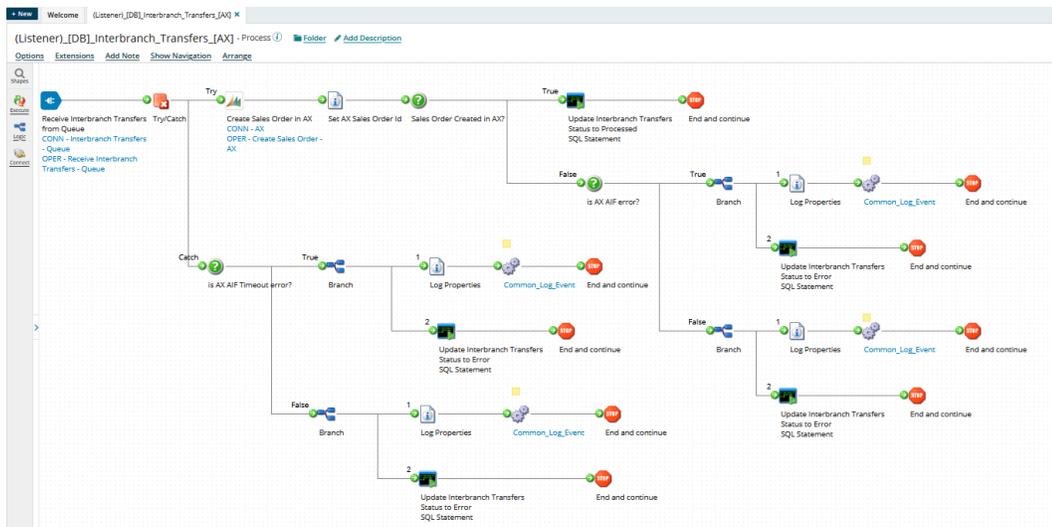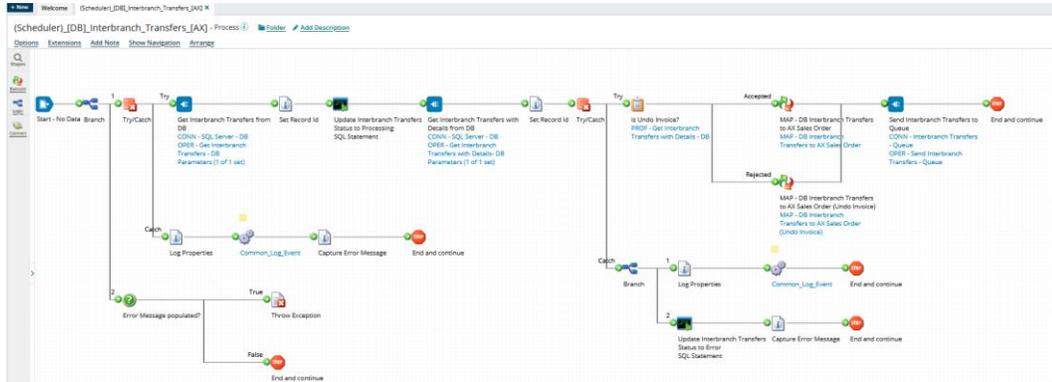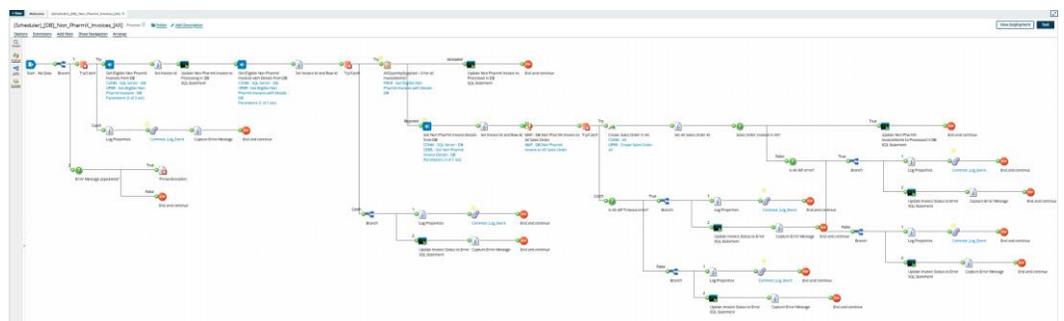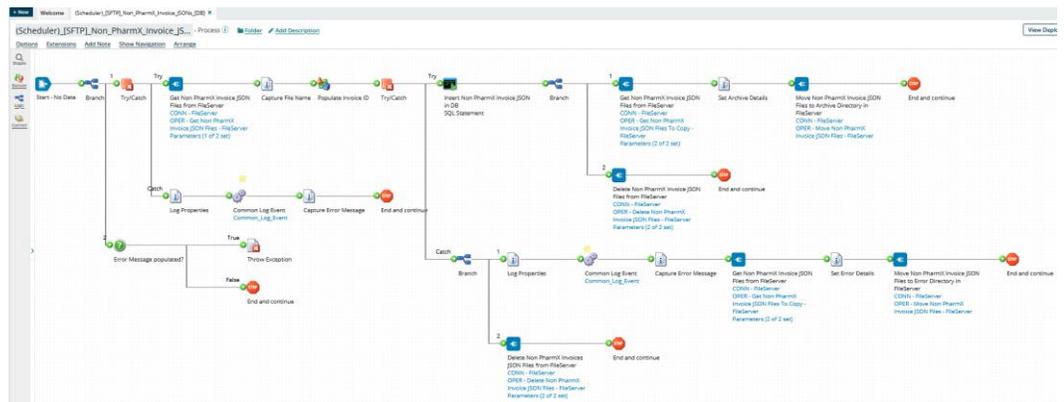

❖ **Products Integration**: MS SQL Server database serves as a master source for Products. Boomi collects these Products from DB on a scheduled basis and these records will be transformed accordingly and sent to MS Dynamics AX after applying business rules.

❖ Supplier Statements Integration: Invoice Statements will be pushed to Retail Client owned SFTP server by Suppliers on a regular basis for reconciliation purposes. These Statements will be picked by Boomi from SFTP server on a scheduled basis and these records will be transformed accordingly and sent to MS Dynamics AX after applying business rules. Statements once processed will be archived and files in the archive folder will be purged on a regular basis by Boomi.
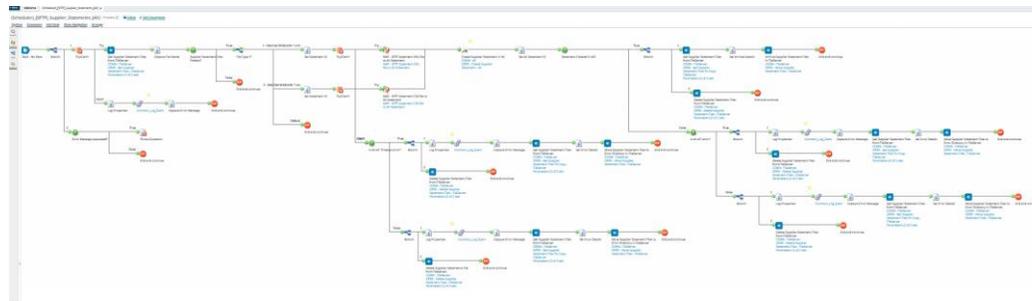
❖ Non PharmX Invoice Integration: Non-PharmX Orders are placed by Stores to Suppliers using MRM application. Suppliers will send Invoices to SFTP file server through ARES (an application to read Invoice PDF) for corresponding Orders. Invoices present in SFTP Server will be collected by Boomi on a scheduled basis and these invoices will be transformed accordingly and sent to MS Dynamics AX as a Sales Order after applying business rules. Once Sales Orders are created in AX, Sales Invoice will be generated, and these invoices will be collected by Stores using MRM.

❖ <u>Credit Notes Integration</u>: Credit requests are placed by Stores to Suppliers using Credit Portal and these Credits are sent to Suppliers after review. Suppliers review the Credit requests and will be stored in MS SQL Server database when suppliers approve the Credit requests. Unprocessed Credits stored in DB will be collected by Boomi on scheduled basis. Boomi will transform these Credits data accordingly and send it to MS Dynamics AX as a Purchase Order after applying business rules.
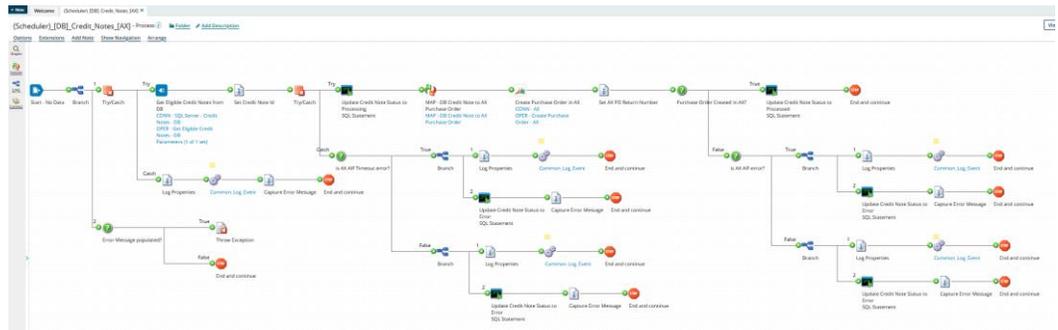
Benefits / Business Case

❖ Dell Boomi was set up as a primary communication channel between stores and suppliers thereby streamlining highly critical data transfer in a performance effective way.

❖ Bulk volumes of orders and invoices have been processed within record timings using Boomi multithreading options.

❖ An Effective way of handling various APIs (which could wrong in many ways) was achieved without much effort.

❖ Provided seamless data monitoring capabilities thereby enabling the customer to track the orders without restricting the device choice (computer, mobile, tablet, etc.).

❖ Going by the successful pilot delivery and the business it brought to the table, the client has considered replacing every legacy integration in the company with Dell Boomi middleware.