

White Paper: Hybrid Integration, Key to Successful Digital Transformation & Process Automation

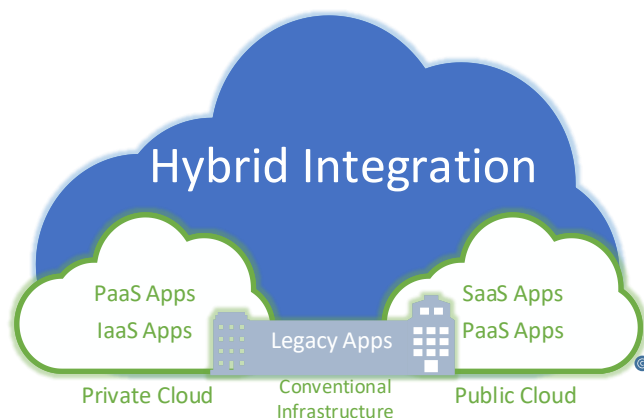
Digital transformation and business process automation can fundamentally modernize the way Pension Organizations operate and deliver increased value to members, employers, and partners. The demand to support omnichannel business operations has increased dramatically over the past few years.

However, the digital transformation process itself can be daunting. It is complex, disruptive, and time-consuming, and if done wrong could cost money and the member's trust. Mission critical Pension Administration Systems (PAS) are often inflexible bottlenecks that hinder digital transformations. We explain below how a conventional PAS can become a key piece of a successful digital transformation.

Why a Hybrid Integration Approach?

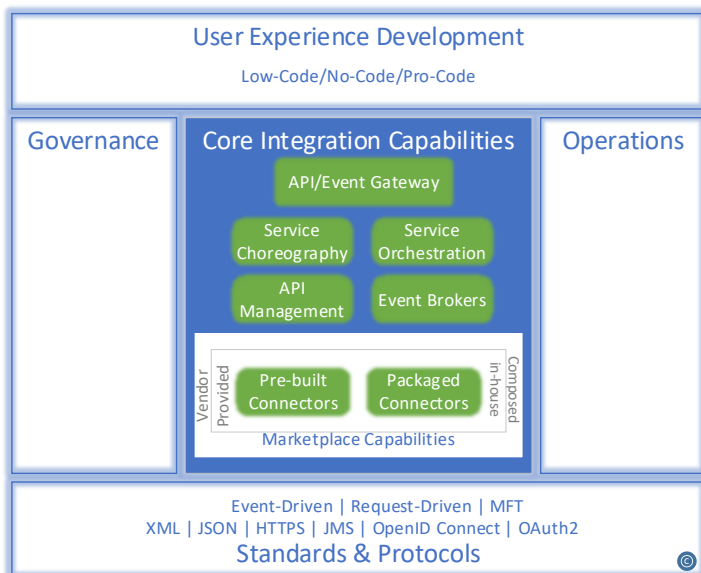
A hybrid integration approach enables cloud-based services to work with on-premises systems, services, and applications as a cohesive unit. Because this is the perfect solution to integrate an inflexible PAS with disparate systems, it has become the preferred method of integration for so many Pension Organization digital transformations. Two major reasons for Pension Organizations to use this approach are:

1. Provide full control of the pace of integration; and
2. Leverage years of investment in existing PAS systems.



In addition, a hybrid integration enables real-time and near-real-time information sharing by connecting all business-critical applications across on-premises, cloud, mobile, and distributed infrastructures. This enables quick and cost-efficient integration between PAS and digital products and services to meet business demands.

Core Capabilities of Hybrid Integration



At a high level, hybrid integration is a broad integration capability to connect applications, data, files, and business partners across cloud and on-premises systems. It seamlessly bridges all owned environments—whether direct data sources, applications, or APIs—and can connect to them wherever they might be on-premises, Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), or Software-as-a-Service (SaaS).

This diagram shows the core capabilities of hybrid integration, including the technical capabilities necessary to securely integrate cloud-to-cloud, and ground-to-cloud apps, and services.

The marketplace capabilities allow businesses to consume cloud-based apps and services.

Do You Need a Hybrid Integration Platform?

Successful hybrid integration starts by determining whether you need one in the first place. Below are some key indicators that your agency may need to implement a hybrid integration platform.

- Business Expectations are Escalating:
 - Member service enhancement demands such as robust contact center (CC) and/or customer service engagement center (CSE) capabilities, leveraging cloud solutions.
 - Need access to real-time data, rather than batch processes, to respond faster to disruptions and meet changing customer needs effectively.
 - Risk reduction by enhanced security with current security standards and a secure web self-service onboarding process.
- Infrastructure is Limiting:
 - IT is maintaining painful point-point integrations, especially when some components are in the cloud and more to potentially be added in the future.
 - Proprietary data is on-premises or in the private cloud, but applications want to take advantage of SaaS offerings.
- Modernization Goals to be Met:
 - Increasing member participation through enhanced self-service functions.
 - Desire to reduce paper forms and processes (e.g., digital document center, message center).
 - Reducing legacy forms-based processes and embracing digital transactions through case management.
 - Taking advantage of digital communication services with members using cloud solutions.
 - Enabling compatibility with a broader range of current and future solutions.

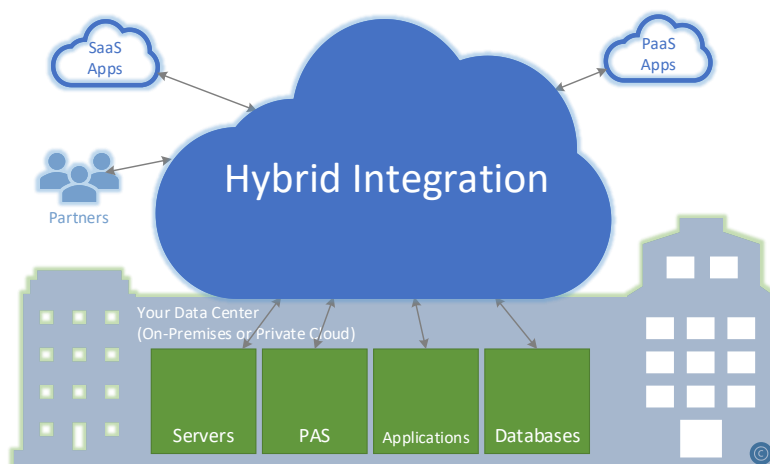
Low-Cost Hybrid Integration Implementation

Hybrid integration is not something that you need to buy but can be simply assembled with building blocks such as Enterprise Integration Platform as a Service (iPaaS), Enterprise Service Bus (ESB), and business process automation.

The Benefits

The key benefits of a Hybrid integration include the ability to:

- Leverage the best-of-breed technologies that give the best chance for business success.
- Meet business needs by providing solutions quickly.
- Utilize prebuilt connectors to SaaS applications such as Dynamics 365
- Flexibly deploy applications in the cloud.
- Break down data silos, and extract and share data from all the different sources.
- Connect conventional data sources to the cloud.
- Securely exchange information between applications without losing control over the data
- Enable agility and innovation by connecting all applications within an ecosystem, thereby unlocking the potential at your disposal to provide solutions for business needs.



Gartner predicted, *“at least 65% of large organizations to implement a hybrid integration platform (HIP) to power their digital transformation efforts by 2022.”*

Forrester defined Hybrid integration as the *“Technologies that simplify and reduce the cost of the development, testing, deployment, and maintenance of application and data interfaces.”*