



CASE STUDY

A SELF-STUDY IN CLOUD & BUSINESS TRANSFORMATION



THE CLIENT

Sirius Computer Solutions, Inc.
www.siriuscom.com

With headquarters in San Antonio, TX and 44 offices across the United States and Canada, Sirius is a \$3.36 billion integrator of technology-based business solutions serving enterprise organizations across all markets with solutions across the entire spectrum of enterprise IT needs.

CHALLENGE

Years ago, Sirius leaders envisioned a go-faster market of IT disruption that would very quickly impact the ability of systems integrators to remain truly relevant to clients. Sirius, a financially robust, well-respected systems integrator with over 6,000 clients served by 2,500 highly skilled experts, took steps to future-proof its ability to properly assist clients with a series of acquisitions that grew the organization in key areas of deep, consultative expertise at a rapid pace.

In doing so, Sirius brought aboard seven organizations during a period when the sophistication of systems for sales, services and the back office were undergoing dramatic advances — making things possible that never were before. At that time, Sirius operations leaders discerned they would outgrow their legacy infrastructure for sales, services and back office systems. Even without the acquisitions, the legacy IT infrastructure had become too costly and time-consuming to maintain and operate. Traditional data center

technologies were too slow to respond and scale. They were never going to be as functionally sound, fast, and intuitive as the new cloud-based technologies. And there was no longer a business case for a large on-premise data center footprint.

THE SOLUTION

In a move that would catapult Sirius to state-of-the-art, real-time efficiency, Sirius leaders decided to replace its customer relationship management (CRM) tools, professional services automation (PSA) and enterprise resource planning (ERP) systems with cloud-based platform solutions: Salesforce™ CRM and FinancialForce™ PSA.

The glue holding this massive endeavor together would be a migration tool for the data in Sirius legacy systems and the data in Sirius' acquired companies' systems.

Sirius selected Informatica Cloud™ as its cloud application and integration solution. In July 2017, the migration began with the transfer of data from on-premise data centers to Salesforce, FinancialForce, and CallidusCloud®. Informatica Cloud's readily available third-party API connectors enabled Sirius to use pre-built architecture which dramatically shortened execution time. Using this pre-built architecture helped solve systemic, long-term difficulties that had plagued Sirius in architecting and securing custom-built applications.

With the help of Informatica Cloud, Sirius seamlessly moved a majority of its data and infrastructure into the cloud. The Informatica Cloud solution's extract transform and load (ETL) functionality allowed Sirius "to go from ground zero to productive in a short period of time," explained Chris Bohannon, Sirius IT Application Development Manager, who spearheaded the migration from custom built on-premise applications to a cloud-based platform — a crucial step in Sirius' business transformation. "What would have taken Sirius six months took place in three months which includes one month of extensive training."

MIGRATION DEPLOYMENT SUMMARY

On-premise sources and targets

- Microsoft SQL™ databases
- Lawson financial accounting databases
- Flat file and Excel spreadsheet parsing

Cloud sources and targets

- Netsuite® OpenAir®
- Salesforce
- FinancialForce
- CallidusCloud
- SAP® Ariba™

ICRT (Informatica Cloud Real Time)

- Sirius publishes APIs for internal systems to call and be called from
- In the next steps, Sirius will publish an external API that will be directly accessed by a client
- Monitoring on-premise file directories and then trigger real-time processing of those files
- Orchestrate sending data to CallidusCloud via an FTP connection

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Chris Bohannon
Sirius IT Application
Development Manager



THE RESULTS

Results specific to the migration of data include a dramatic, 50% decrease in the number of data defects and in the severity of those defects. What's more, defect resolution or enhancement cycles were shortened from two or more months to roughly seven business days.

Code quality also improved. Sirius went from a 33% code error down to a manageable 12%. And new releases of source code now take 15 minutes rather than two weeks. "We're running over 300,000 rows of data records every five minutes successfully," Bohannon said. "That's a lot of processing with essentially no errors — and we're processing 94 million records per day."

What's more, Sirius' data center footprint has been dramatically reduced, and faster delivery speeds are a lynchpin to milestone/commitments associated with Sirius' greater business transformation.

THE BENEFITS

The Informatica Cloud solution made important contributions to the success of Sirius' business transformation and Sirius' ability to serve clients at the highest levels of excellence. Sirius Chief Operations Officer Sue Bonar explained the transformation strategy and its importance. "We challenged every process and procedure to ensure we were building a relevant, scalable best-practices system, leveraging the best-of-breed features of the new technologies. Our focus is making sure our sales, services and back office teams have efficient and automated tools to be more responsive and supportive of our clients."

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