



# Developing Agility

*A Newsletter for Unisys EAE  
and Agile Business Suite Customers*

## Contents

- Page 2    **The Five Consumer Technologies Influencing Enterprise IT**  
A discussion about the influence the consumerization of IT has on enterprise technology decisions.
- Page 4    **Client Tools Help Isle of Man Government Bring EAE Screens to Life**  
How Client Tools are being used to make an EAE-based tax administration system available to its citizens via the Web.
- Page 6    **Starting Your Agile Business Suite Migration on the Right Foot**  
Diane McGonigle discusses a valuable tool that can help you kick start your migration to Agile Business Suite.
- Page 7    **Engineering Corner: Using Business Integrator to Call Out of Your Application**  
Learn how your EAE and Agile Business Suite applications can “call out” to external services.
- Page 9    **Calendar**

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## The Five Consumer Technologies Influencing Enterprise IT

A Unisys-sponsored study on the [consumerization of IT](#) confirms that consumer technologies are rapidly making their way into the business world. But what specific technologies are having the greatest impact?

To answer this question, we asked Burak Bilir, Lead Architect for Unisys Application Modernization Portfolio Innovation Group, and Maarten Schneider, Worldwide Marketing Manager for Enterprise Application Environment (EAE) and Agile Business Suite, to discuss the five consumer technologies influencing the business world, and how EAE and Agile Business Suite users can leverage these trends.

### 1. The Web

**Burak Bilir (BB):** The Internet was the first consumer technology to be adopted by organizations on a widespread basis. Its success was so resounding that it quickly enabled such enterprise-level web technologies as service-oriented architecture ([SOA](#)). The Web will continue to be a leading catalyst for new innovations in consumer technologies.

**Maarten Schneider (MS):** Most of our EAE and Agile Business Suite shops have already incorporated the Web into their businesses and are now using it to achieve new goals. For example, customers are using Client Tools to connect their back-office EAE and Agile Business Suite applications to the Web via Web Services or ASP.Net screens. In fact, this process has helped many of these companies receive more orders via the Web than through more traditional channels.

### 2. Next-Generation User Interfaces

**BB:** In recent years, we've seen new user experience paradigms create a more natural interaction between people and technology. These include tablets and phones with touch-screens, gesture, voice, and motion recognition, and reality- and location-based services. Such technologies simplify the complex interactions and visualization challenges we have with multi-dimensional data – making antiquated green-screens, point-and-click functionality, and tabular reports less and less the norm.

**MS:** EAE and Agile Business Suite users can prepare for this era by making existing applications so easy to use that no training is required. For example, Client Tools provides capabilities that improve ease of use, increase productivity, and make companies more attractive to prospective employees.

### 3. Mobility

**BB:** Whether it is a system administrator using a [smartphone](#) to check the status of servers, a manager approving a vacation request, or a consumer purchasing items online, the prominence of mobile devices shows no signs of abating. Organizations that embrace mobile devices for transactional functions will experience significant productivity gains and increase the accessibility of their products and services.

**MS:** Mobile enabling EAE and Agile Business Suite applications is a great way for companies to show that they are on the forefront of the mobility trend. In fact, the engineering corner article in the last issue of *Developing Agility* explained this process in detail – making it a great starting point for any organization looking to kick off a mobile enablement project. >>

## 4. Cloud Computing

**BB:** Consumers employ [cloud computing](#) for such uses as e-mail, content storage, and shared applications. The focus for enterprise clouds is on software-as-a-service (SaaS) business models and virtual storage solutions. And as the enabling technologies mature, it will only be natural for organizations to shift more operations to the cloud.

**MS:** We have resources in place to help companies realize the benefits of cloud computing. Specifically, Client Tools can prepare EAE and Agile Business Suite applications for the cloud. And, Business Integrator enables companies to connect these applications with many external web services.

## 5. Social Networking

**BB:** As evidenced by the success of [Facebook](#), the public's view of [social networking](#) is tremendously positive. The challenge for businesses is to capitalize on this popularity while [providing enterprise-class security](#) in the process – especially as emerging enterprise-class social computing products provide capabilities beyond the traditionally limited collaboration functions of e-mail and content portals. As this new, human-centric, content-aware, dynamic paradigm matures, it will surely be integrated into application platforms for true transactional collaboration.

**MS:** Creative organizations will develop strategies to generate more business by using social networking to advertise and provide customers with a means of ordering their products and services. We'd love to hear from EAE or Agile Business Suite users looking to do just that, so we can discuss their requirements and add to Client Tools accordingly.

*The consumerization of IT is a trend that will continue – and organizations that use EAE and Agile Business Suite are already well-positioned to take this challenge head on.*

*If you need help building a business case around consumer technologies, Unisys consultants can help you evaluate the many options these tools provide – and assess the financial and technical impact of each.*

*To learn about what's new in the world of consumer-powered IT, visit [blog.unisys.com](http://blog.unisys.com).*

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Consumerization of IT: How It Will Impact Enterprise Applications  
Get It Here: Unisys and IDC Study on Consumer-Powered IT  
New Rules for Data Models and Security Architectures  
Consumer Technology in the Workplace: Managing Security Risks and Maximizing Employee Productivity

## Consumer-Powered IT

Harnessing the next wave of productivity

**The Movement**  
**Risks Galore**  
**Is There An Enterprise Application For That?**  
**The Business Gap**  
**Bloggers**

**Featured Item**  
**A Clear Path to the Consumerized Enterprise**  
New, breakthrough virtualization technology from Unisys.  
[Read More »](#)

**New Research**

- > Unisys Consumerization of IT Benchmark Study: Summary Survey Results
- A Consumer Revolution in the Enterprise: IDC iView
- A Consumer Revolution in The Enterprise: IDC iView PDF
- A Consumer Revolution in the Enterprise: IDC Podcast
- Are You Ready for the Consumer Revolution?: IDC Podcast
- The Unisys Consumerization of IT Benchmark
- Webinar: Are you ready for Consumer-Powered IT?
- White Paper: The Adoption of Social Computing in the Enterprise

**The IT Support Gap**  
Setting of IT Support for Consumer Devices/Apps in Business

**Blogger Profiles**

## Client Tools Help Isle of Man Government Bring EAE Screens to Life

Located in the Irish Sea midway between Ireland and the U.K. mainland, the Isle of Man is home to more than 80,000 residents. As a self-governing British Crown Dependency, the island has its own currency, laws, parliament, and financial systems.

To provide centralized, online access to the services both the island's residents and businesses need each day, the Isle of Man Government (IoMG) introduced its "OneMann" program in 2005. With OneMann, users create one set of logon credentials to access the full breadth government and public services – via a single Internet gateway.

**Challenge:** A key function of the OneMann program is to provide residents and businesses with the ability to view and manage tax information from a single online repository. With much of this information residing on an EAE based tax administration system, IoMG needed a way to modernize and extend this application via the Web.

**Solution:** IoMG created a Client Tools interface that displays the tax data from the EAE application online, allowing residents and businesses alike to manage their taxes, in real time, directly through OneMann. For example, an individual can view her personal information, update it as necessary, and submit the changes back to IoMG.

Following these initial modernization efforts, IoMG has leveraged EAE and Client Tools to further extend its tax management system, enabling a host of advanced capabilities. Most notably, the system now allows citizens to submit tax returns and any necessary supporting documentation via OneMann. To do so, IoMG extracted information specific to tax returns from its EAE application and used this to create a list of tasks an individual must complete to file an electronic return. >>

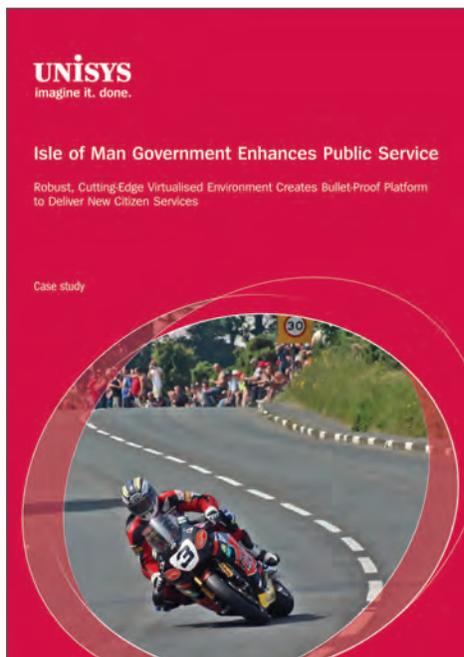
A common task list for filing a tax return.

The screenshot displays the Isle of Man Government's online services portal. The user is logged in as 'Pastie User 20'. The main content area is titled 'TASK LIST' and shows the 'Income tax return for DR RUTH TOBEMARRIED (H000111-27)'. The period is 2008-04-06T00:00:00.000 to 2009-04-05T00:00:00.000, and the due date is 2009-10-05T00:00:00.000. The task list is organized into sections: 'Isle of Man Income' (with 7 pending items: Bank/Building Society Interest, Dividends etc., Employment - HSRC 2, and Any Other Income from the Isle of Man), 'Overseas Income' (with 1 pending item: Any Other Income from Overseas), 'Claim for Allowances and Deductions' (with 3 pending items: Deduction, Deduction, Deduction, and 2 optional items: Add New Deduction, Allowance/Claim (if disabled, Low Income, Co-habiting Couple)), and 'Other Information' (with 1 pending item: Residency, Payments to Non-Residents, Statements etc. and 1 optional item: Attachments).

In addition, IoMG needed the flexibility to update the submission process based on changes to the tax code – while providing the ability to view historical tax returns in the context of that year’s specific tax code. IoMG achieved this by developing a set of custom .Net classes that connect each task to a particular tax year. These classes are then used in conjunction with a custom “Ispec parser” routine to present the correct data in the right format. By engineering its tax system in this way, IoMG has made it easy to roll out new services – and enabled .Net developers with limited knowledge of EAE to provide an important public service.

**Results:** According to Andy Williams, E-Services Manager for IoMG, “Client Tools is a key factor in our ability to meet the needs of the public. The resulting online solutions are delivering low-cost services to our citizens and maximizing the business investment in IT.”

*To learn more about the role Client Tools plays in helping IoMG provide flexible, web-based services, contact [Nigel Tunnicliffe](#), Architect, Unisys TCIS.*



*[Learn more](#) about how Unisys has helped IoMG improve public services.*

## Starting Your Agile Business Suite Migration on the Right Foot

By Diane McGonigle, Agile Business Suite Migration Manager, Unisys TCIS

Every organization has its own unique way of using EAE – a testament to our customers' creativity and the flexibility of this development tool. So as you plan your migration to Agile Business Suite, it's important that you share key information with Unisys about your current EAE environment, as well as your goals for using Agile Business Suite, before the process begins.

To aid you in this regard, we developed the *EAE to Agile Business Suite Migration Qualification Checklist*. Designed to help you gather and centralize all of the pertinent information about your existing EAE environment – such as your primary applications, the interfaces they use, and the typical developer workstation configuration – the checklist is a great way to make sure the current environment is well understood, so that you can better plan your move to Agile Business Suite.

In addition, the completed checklist gives Unisys customer support and engineering personnel an understanding of your current EAE environment and your plans for Agile Business Suite. With this knowledge, the Unisys team can offer your organization useful tips and informed guidance throughout the migration process. And, should you encounter any issues during migration, the checklist will enable us to provide support that aligns with your particular needs and migration project.

The *EAE to Agile Business Suite Migration Qualification Checklist* reflects the insights gathered from helping EAE users of all shapes and sizes move to Agile Business Suite, and we are continually updating and fine-tuning it based on the latest lessons we learn from customers and field personnel. I encourage you to make this valuable resource the first step of your migration process. If you would like some additional help with assessing your readiness for migration, Unisys professional services are available.

*If you are considering making the move to Agile Business Suite, please contact me via e-mail at [diane.mcgonigle@unisys.com](mailto:diane.mcgonigle@unisys.com) for a copy of the checklist and advice on what you'll need to get started.*

## Engineering Corner: Using Business Integrator to Call Out of Your Application

By Alan Hood, Consulting Engineer, Agile Business Suite, Unisys TCIS

Developing *Agility* has featured quite a few articles that highlight ways that you can expose transactions within your EAE and Agile Business Suite applications to the outside world. Using Client Tools, Specs can be made available on the Web and as services to be consumed by other programs. But, there's another side to the equation that must be emphasized – and that's "calling out" from your custom EAE and Agile Business Suite applications to other services.

For example, I know of one customer that needed to retrieve customer account data from an Oracle® application running on Linux® for use in an Agile Business Suite application running in a Microsoft® Windows® operating environment. Another company wanted to use a third-party credit card validation service as a part of its online ordering service.

How did these organizations address the need to call out to/consume outside programmatic services? **By using Business Integrator** – a standard capability that comes with Client Tools. Although it's been around for quite some time – really since the beginning of the e-business era – Business Integrator is one of those "hidden gems" within our development toolsets that really deserves wider use.

### Getting Started with Business Integrator

Business Integrator could not be easier to use. If you know how to use HUB (our tool for application-to-application communication between EAE or Agile Business Suite systems on the same or different platforms), then Business Integrator is a breeze. Let me explain.

#### Development

First of all, the type of interface known as Web Services is a *standards-based* interface for machine-to-machine application interactions. It is defined and governed by the [World Wide Web Consortium](#) or W3C. If you aren't well versed in the jargon associated with Web Services and SOA, have no fear – we offer a wizard within the Business Integrator Administration tool that helps you create a script to call out from your EAE or Agile Business Suite application.

As part of the standard definition, anyone producing a Web Service for use by other machines, known as the *provider*, defines the interface in a special type of document using Web Service Description Language ([WSDL](#)). Using Business Integrator's wizard, you open the WSDL associated with the Web Service to be consumed and the wizard creates a script that runs on the Windows environment (more about this under Runtime) and an Ispec definition, which is imported into Developer.

The wizard is most useful in situations where the information to be shared is in numeric or text format and of fixed length. If you have a situation where the response from a Web Service can be variable, such as the option of returning a list of values *or* a single value, then you will need to do some scripting on your own. But, for the majority of situations, the wizard does the job.

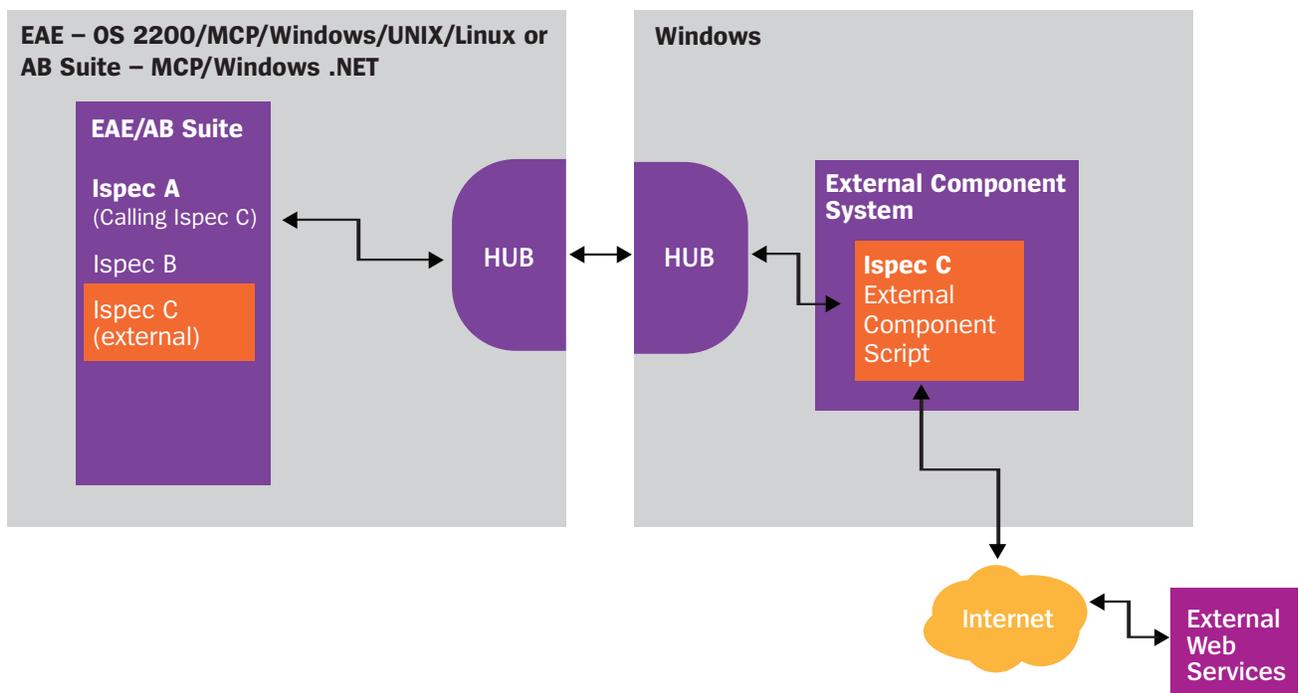
Once the Ispec is established in your EAE or Agile Business Suite application, calling the Web Service is simple. Wherever you need to access/consume the outside service, you code an AUTO.ENTRY EXTERNAL to the Ispec – just as you do with any standard HUB call. And that's it, your development effort is complete.

Testing is equally as easy because Business Integrator offers the ability to test services in a standalone mode, before connecting them to the application. >>

## Deployment and Runtime

To deploy and support this ability to call out from your EAE or Agile Business Suite application, you'll need a Windows server with connection to the Internet. When you install Business Integrator, you actually install the part of the EAE or Agile Business Suite Runtime environment that supports HUB transactions. Your script for calling the Web Service is deployed by Business Integrator on this Windows server, and calls from the EAE or AB Suite environment, as well as the subsequent replies, go through this special HUB service. It is this External Component System that issues the call to the external Web Service, obtains the response, and returns the result to your primary application. >>

## Business Integrator Runtime Architecture



### Putting it All Together

One of our customers was able to replace an expensive credit card validation service with a standard Web Service function that is available over the Internet on a subscription basis. In doing so, the organization is now using industry-standard functionality and was able to replace an expensive leased line with a standard Internet connection. In addition, the company pays for the service based on actual usage (via a subscription-based model), eliminating the previous higher-cost, fixed monthly service charge.

## Learn More

Business Integrator is a simple, highly usable, and tried-and-true method of tapping into the world of Web Services from your EAE or Agile Business Suite application. It allows you to "complete the cycle" by calling out to available services to supplement functionality in your application.

To learn more about Web Services with EAE and Agile Business Suite, download the *Component Enabler User Guide* (document # 3826-5872), which is available via the Public Information/Documentation section on the upper left corner of [support.unisys.com](http://support.unisys.com) (no registration needed). And, you can also find more information about Business Integrator in the *Getting Started Guide for Business Integrator*, which is available on the Client Tools software installation disk. The guide provides extensive instructions on using and deploying this valuable, yet often overlooked, tool.

Are you using Business Integrator in your environment? [Tell us more](#), and we'll feature your work in an upcoming issue of *Developing Agility*.

## Calendar

### What

[UNITE](#) Annual Technology Conference

### Where

[Hyatt Regency  
Orange County,](#)  
Anaheim, CA

### When

May 22-25, 2011

[Newsletter Archives](#)

<http://www1.unisys.com:8081/datacenter/da//archive.htm>

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