

## Interwoven® Composite Application Provisioning Solution

### The IT World Is Changing

Organizations are suffering from an IT bottleneck caused by an overwhelming volume of change requests from developers and web teams. This bottleneck particularly impacts the time-to-market of composite or Web applications, and threatens the organization's competitive position.

IT groups are also struggling to meet an increasing number of regulatory compliance requirements that now apply to code, content and configurations reflected in on-line applications.

In addition, distributed infrastructure has presented a tremendous synchronization pain where date processes are inefficient, manual, error-prone and expensive.

### Composite Applications: The last automated frontier

Also referred to as custom applications, Web applications, Web services, portals or complex applications, composite applications depart from traditional packaged and mainframe applications in several ways. Assembled by linking together the right parts of multiple applications in the right way, they can be developed more quickly than an application built entirely from scratch.

The rise of composite applications comes in tandem with the move by today's companies to embrace the Web as a more cost-effective, responsive channel for customer communication. Still, in spite of their potentially transformative impact on both business and IT, many companies are only now beginning to understand what

**Reduce Costs** 40% by standardizing on an automated single process

**Improve Efficiency** by eliminating the IT bottleneck and manual error-prone processes

**Accelerate Application Time-to-Market** from days to minutes to ensure competitive advantage

**Ensure Compliance** by providing a repeatable process and capturing an auditable trail of all code and content activity

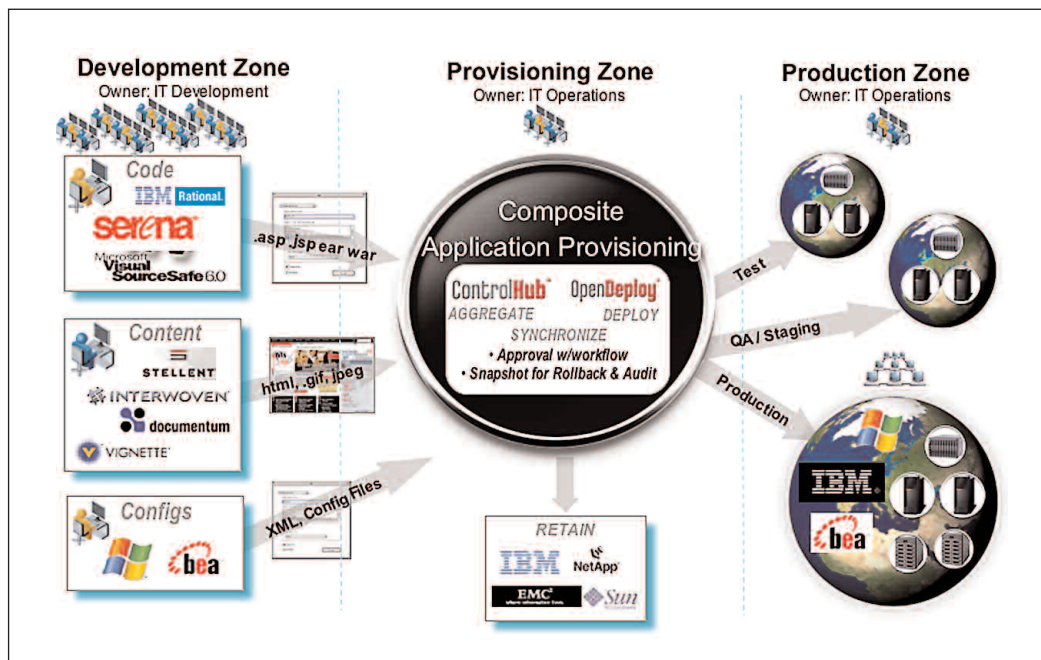
**Guarantee Data Integrity** through synchronized transactional deployment to all servers worldwide with automated rollback if needed

composite applications actually are—and the unique challenges they present for IT Operation groups.

### Recognizing Customer Needs

The Interwoven Composite Application Provisioning (CAP) Solution is specifically designed for information rich organizations that are striving to control costs, reduce complexity and meet compliance requirements within an increasingly dynamic application environment.

Unlike traditional provisioning solutions that manage change within mainframe and/or client server environments, Interwoven addresses the unique change requirements throughout the lifecycle of a composite application, from development through production. The Interwoven Composite Application Provisioning Solution standardizes the way code, content, and configuration changes are aggregated, synchronized, and deployed throughout testing, staging, and production environments.



The solution gives IT Operations full control over the provisioning of application assets, delivers reporting, version control and rollback capabilities, and features configurable workflows to streamline the release process. The solution meets key IT Compliance requirements by delivering an auditable, historical snapshot of all application changes. The solution also slashes release management costs an average 40% by automating error-prone manual processes, while accelerating application time to market.

## Solution Details

The Interwoven CAP Solution begins with an assessment of existing provisioning processes. This assessment reviews current processes and technologies within browser-based application environments, identifies areas of inefficiency, and designs a tailored implementation plan for optimized efficiency.

As part of the solution, Interwoven provides two key products: OpenDeploy® and ControlHub™, as well as connectors to development and production systems to streamline the entire application lifecycle:

- OpenDeploy provides transactional, scheduled, source-agnostic aggregation and deployment capabilities giving customers a unified, predictable standard that can be used enterprise wide. OpenDeploy replaces redundant, inefficient, manual deployment processes
- ControlHub delivers a platform on which organizations can aggregate and coordinate change sets. ControlHub is a centralized hub for application code and configurations as well as file and database content that flow in a content-rich enterprise. Version control features provide rollback capabilities while workflow features streamline the provisioning process
- Source and Target System Connectors extend the native footprint of the application lifecycle, automating aggregation and deployment from development through to production release. Source connectors include ClearCase, Visual SourceSafe CVS, MKS, PVCS, etc. Target connectors include IBM WebSphere, BEA WebLogic, Microsoft, etc.

## Case Study

A Fortune 500 insurance company came to Interwoven faced with an increasingly common challenge: how to reduce the costs of its inefficient, manual deployment, and change management process for the code and content of its application and Website.

The company was running over 50 primary applications across four divisions on more than 80 Websites. Moreover, at the time, the company supported two independently developed processes that were inefficient and error-prone. Each process—which deploy code and content from development to quality assurance (QA), then on to production—required manual FTP scripts to be run on a daily, weekly, and sometimes monthly basis.

The company recognized it needed a single system for managing change across all of its code and content to break through inefficiencies and eliminate the cost prohibitive, customized manual processes. This system would also have to adapt to a complex environment, integrating seamlessly with several code and content management systems including Vignette Corp. for content management and Microsoft Corp.'s Visual Source Safe and Computer Associates International, Inc.'s Harvest for source code management.

Using the Interwoven Composite Application Provisioning Solution, the company was able to:

- Address the unique change requirements of its complex Web application environment.
- Reduced change management costs by 40%
- Replaced two error-prone manual change management processes with one, secure automated solution

## Summary

As the business demands the delivery of new business solutions faster, IT Operations is put under tremendous pressure to meet the service level agreements of the business while striving to control costs, reduce infrastructure complexity and increase operational efficiency. As composite applications become more proliferate within organizations, a standard technology needs to be adopted in order to meet the IT Operations goal. Interwoven has taken their Web knowledge and built a rock solid solution for IT Operations. The Composite Application Provisioning Solution from Interwoven eliminates errors attributed to manual change processes by providing an automated and compliant solution that streamlines the change and release management processes for composite or Web applications.

## About Interwoven

Interwoven, Inc., provider of Enterprise Content Management (ECM) solutions for business, enables organizations to unify people, content and processes to minimize business risk, accelerate time-to-value and sustain lower total cost of ownership. Interwoven delivers deep industry-specific solutions which reduce business process cycle time from initial collaboration through design, production, sales, marketing, legal review, IT and service. Interwoven leads the industry with a service-oriented architecture today and easy-to-use, best-in-class components and solutions. Today, 3,500 enterprises, law firms and professional services organizations worldwide are Interwoven customers, including BT, Ford, Freshfields Bruckhaus Deringer, General Motors, Jones Day, Motorola and Yamaha. For more information visit [www.interwoven.com/cap](http://www.interwoven.com/cap).

## Key Features of CAP

- **One Location** provides one change management repository that standardizes the way code, content, and configuration files for composite applications are aggregated, synchronized and deployed into test, QA and production environment.
- **Workflow** incorporates a full range of out-of-the-box e-mail-based work-flows to streamline and automate the change and release process for all composite or Web applications.
- **Scheduling** Allows release jobs to be scheduled to ensure consistent and efficient provisioning of composite applications without employee overtime or production downtime.
- **Versioning** captures and maintains an accurate whole application snapshot of every production instance, including code, content and configurations, allowing an IT organization to prove or automatically reproduce past application states as seen by end users at any point.
- **Deployment Logs and Change Reporting** provides a detailed, fully searchable log of deployment events and application changes, enabling companies to research and analyze past deployment events or change lifecycles as directed by auditors or regulators.
- **Transactional Deployment** ensures application accuracy across multiple targets and locations. Updates 'go-live' in unison to a live environment ensuring all customers whether they are in New York or London see the same thing at the same time.

**Interwoven, Inc.**  
803 11th Avenue  
Sunnyvale, CA 94089 USA  
(408) 774-2000

Interwoven, TeamSite, Content Networks, ControlHub, OpenDeploy, MetaTagger, DataDeploy, DeskSite, iManage, FileSite, MediaBin, MetaCode, MetaFinder, MetaSource, OpenTransform, Primera, TeamPortal, TeamXML, TeamXpress, VisualAnnotate, WorkKnowledge, WorkSite, WorkDocs, WorkPortal, WorkRoute, WorkTeam, Microsoft Outlook is the registered trademark of Microsoft, Corp., the respective taglines, logos and service marks are trademarks of Interwoven, Inc., which may be registered in certain jurisdictions. All other trademarks are owned by their respective owners. Copyright 1996-2006 Interwoven, Inc. All rights reserved. sbcapp\_1 July 2006.