

# USE CASE

## NOESIS SUPPORTS AN ENERGY COMPANY IN ITS ENTERPRISE APPLICATION MANAGEMENT INTEGRATION

Since adopting TIBCO services, the energy company has evolved both in volume and complexity of the integrated products managed by the application and infrastructure platform.

In 2021, Noesis was challenged to help the multinational in this transition and has, since then, played an essential role in the platform's management. With more than 80 million transactions processed each month, our team's support has been crucial in addressing the +650 requests per month.



**Sector**  
Energy

**Business Unit**  
Enterprise Application Integration

**Solution**  
Application Support and Infrastructure Integration Platform



**+650**  
support requests/month



**+80**  
million TIBCO transactions



**+6**  
integration solutions



**5000**  
integration interfaces

## THE CHALLENGE

The company was looking for a multidisciplinary team with the ability to quickly absorb the knowledge of its APP while ensuring 24x7 support for critical activities.

## GOALS

- › Monitor critical processes uninterruptedly;
- › Guarantee the execution of deploys in production and quality;
- › Ensure high availability of the platform for DEV, QUA and PRD environments;
- › Ensure fulfilment of SLAs, where the most demanding SLA is 30 min.

# SOLUTION

The solution for the challenge was found within Noesis' Enterprise Application Integration professionals. Based on a culture of excellence and innovation, our talented teams work daily to ensure the delivery of a service capable of managing and following the dynamics of the company by making good use of our multidisciplinary, efficient, and proactive resources.



## THE RESULT

In less than six months, the team achieved 80% compliance with SLAs, reaching a very close level to the reference values. After one year in the management of the integration platform, the team is resized and adjusted to the multinational's characteristics.

During this process, Noesis performed several automations to improve the platform's stability, and there were many improvements (namely in DR support for server migration, and DR LDAP support, among others). One of the main achievements was the implementation of active monitoring, which allowed the anticipation of several incidents, such as unquantified or unestimated volumetry.



Noesis is an international tech consulting company offering services and solutions to support clients in their business and digital transformation. Noesis solutions focus on infrastructures, software, quality, and people. The organization is based on highly specialized talents, operating in nine business units and six countries: Portugal, Spain, the Netherlands, Brazil, Ireland, and The USA. Since 2020, Noesis has joined Altia, listed on The Alternative Equity Market, an organization with over 2000 employees, 3 Datacenters, and 20 offices.



TIBCO's Connected Intelligence platform allows the integration, management and analysis of data from different sources. With TIBCO Software companies can unify their business by seamlessly integrating cloud services and on-premises applications and easily create, test, and deploy custom APIs. Our partnership with TIBCO forms the basis of our latest delivery area - Enterprise Application Integration.