

# **Using Cicero to Integrate Siebel and Other Applications**



## Cicero Overview

Cicero is a proven desktop integration platform for businesses that need to quickly deliver best-in-class customer service while reducing costs. Cicero integrates disparate applications regardless of the platform, enables rapid development of effective, simple-to-maintain composite applications, accelerates time to value and deploys cost-effective, "best-of-breed" business solutions by leveraging existing IT investments.

## Cicero Studio

Cicero Studio, an integration configuration toolkit, provides a nontraditional approach to application integration. By providing a high level of object-oriented integration, Cicero Studio eliminates the need for source code modification. It includes high-level integration objects, called genes (which translate disparate application interface protocols to one common interface used by Cicero), an event processor, a context manager and a publish-subscribe information bus that enables applications to share data. It also includes a set of integration wizards that greatly simplify the task of application integration.

Cicero Studio helps the architect maintain consistent integration project design and implementation by providing extensible, standardized methods for interacting with Windows applications, COM objects, web pages, commercial software packages, legacy applications, and Java applications among others. Cicero can integrate applications running on the server or desktop, giving the architect complete flexibility in determining where, when, and how application integration occurs. Cicero can also be used to capture and aggregate data from many different applications, apply business rules as needed, such as data transformation rules, and share that data bi-directionally via a composite view. An event in one application can cause processing in another unrelated application, even if these were implemented using differing technologies, such as Windows and Java.

### Cicero Delivers:

- Cost-effective application integration to unite disparate systems and business processes for improved efficiency
- Capability to use Web Services to retrieve information, invoke updates and other transactions, and provide new services
- Configurable services and components provide agility and a standard approach for business process management within a service-oriented architecture (SOA)

## How it Works

Cicero Studio enables integrators to examine the interface exposed by an application and to selectively access specific information at a meta-level without requiring a deep knowledge of that application's internal implementation. The integrator can also specify the events generated or used by the interface and the data to be included in context for use across applications. The integration activity is more similar to a configuration than a programming exercise. Once the integrator has selected the information of interest, Cicero Studio translates the integration specifications into an XML repository that fully describes the behavior of the integrated applications. The Cicero Runtime processor uses the XML repository to instantiate the interface and proxy interactions between the applications and Cicero. Integrators can reuse integration specifications by *exporting* them from one "project" and *importing* them into others.

When changes need to be made to the integration specifications due to changes in the underlying application interface, the integrator simply updates the specific information in Cicero Studio and regenerates the XML interface specification. The event, context, and flow associated with the interface remain intact making it easier to maintain integrations over the long run. By using standard tools, the XML repository can easily be distributed to any user who needs it.

Cicero Studio enables the architect to produce complex, feature-rich and human-friendly Web Services immediately while still be ready to quickly adopt emerging industry standards (e.g., Business Process Execution Language – BPEL) as they are finalized and disseminated. In addition to acting as a Web Services *provider*, Cicero can act as a Web Services *consumer* retrieving data and using it within the Cicero integration. Cicero's unique ability to make legacy, client server, Web and Windows applications

truly efficient Web Services means that the architect does not have to wait for future budgets, standards, tools and business requirements to come available. Functionally-rich Web Services can be developed and deployed in a matter of weeks using the applications, systems, tools and talent already in place.

Cicero Studio is a powerful integration tool that eliminates most of the technical complexity associated with application integration. Integrators avoid the high cost and complexity of invasive code modifications and extend the scope of their integration capabilities into new and legacy environments. Cicero Studio provides an open architecture that can be extended to incorporate new behaviors by adding genes and communicating with COM objects. This enables Cicero to be extended to accommodate new platforms and interface requirements as needed and provides a rich paradigm for evolving integration behaviors over time. It also means that Cicero can be implemented in both the desktop and n-tier server of a service-oriented architecture.

By using Cicero Studio, integrators can substantially reduce the time and cost of integration projects and achieve scalable and sustainable integration solutions to evolving business needs. Cicero-supported integration enables organizations to preserve and extend their technological investments and augment systems with new technological capabilities without the need for large-scale technology replacement initiatives and complex middleware integration.

## **Cicero and Siebel**

Cicero Studio is the perfect solution for integrating Siebel applications with other enterprise applications and systems. Its non-invasive integration capabilities at the desktop extend Siebel applications to other existing, disparate or new business systems. The Siebel applications become part of the overall desktop integration - sharing information and streamlining business processes regardless of whether the other applications are based on Windows, Java, 3270 or another platform.

Cicero also extends and augments the Siebel's integration effort through the Universal Application Network (UAN) initiative. By standardizing the integration process and technology through XML at the desktop, Cicero provides powerful integration capabilities for UAN in a service-oriented architecture. Within this environment Cicero also exposes applications as Web Services or takes transactions and data from existing Web Services and shares them with other applications. This supports the creation and management of workflows, data sharing, and data replication.

## **Siebel-Cicero Customers**

Cicero has been used to integrate Siebel applications with other business systems for several customers. All these organizations have extended the benefit they obtain from Siebel by integrating it with their existing applications, while, at the same time, extending the useful life of their existing business applications.

## **About Cicero Inc.**

Cicero Inc. provides software integration solutions to Global Fortune 500 and other companies and government organizations that integrate applications, streamline business processes, extend the functionality of existing technology, and support Service-Oriented Architectures. The Cicero Platform is the original, patented desktop integration solution that increases end user productivity, improves customer satisfaction and reduces costs in the contact center and across the enterprise.

Cicero's customers such as Merrill Lynch and Nationwide Financial create and deploy fully integrated solutions within weeks and typically achieve a Return on their Investment within months. Learn more about Cicero at [www.ciceroinc.com](http://www.ciceroinc.com).