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OpenText Cordys Cloud

A comprehensive Platform-as-a-Service that combines the worlds of Business Process Management, Integration, and Application Development

> penText Cordys Cloud is the OpenText Cordys Business Operations Platform (BOP) offered and managed as a cloud service. It enables enterprises to take their business to the cloud, service providers to differentiate their cloud services and ISVs to build next generation SaaS. The OpenText Cordys Cloud offers a single, complete Middleware Platform-as-a-Service (PaaS) for BPM, Integration, Application Development and Enterprise Mobility in the cloud.



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OpenText Cordys Cloud: Introduction

OpenText Cordys Cloud is the Platform-as-a-Service (PaaS) offering, based on OpenText Cordys' flagship Business Operations Platform (BOP). OpenText Cordys Cloud brings an industry leading multi-tenant platform for Business Process Management, Integration and (Composite) Application Development as a Service, operated by OpenText Cordys.

Enterprises can take advantage of the platform by using it on subscription basis, to improve their business operations, leveraging existing IT assets from the cloud and on-premise. They can do so by creating an agility layer that truly supports the business, by building process solutions rapidly and at an acceptable cost.

ISVs can leverage the platform to offer Software-as–a-Service applications built on OpenText Cordys and/or offer BPM PaaS in conjunction with the existing applications, supporting a stepwise journey towards the cloud.

Service Providers can benefit from the OpenText Cordys Cloud by offering the platform as a value-added service, operated by the Service Provider, running on the provider's Infrastructure-as-a-Service (IaaS). Service Providers can act as cloud brokers for their customers, using OpenText Cordys Cloud and OpenText Cordys Cloud Provisioning as the key ingredients for service provisioning, integration, aggregation and orchestration.

OpenText Cordys Cloud covers the functional components and modules presented in Figure 1. OpenText Cordys Cloud "runs" on Amazon Web Services (AWS) infrastructure, leveraging the highly scalable OpenText Cordys Smart Services Grid, where each service runs in a multi-tenant aware service container.

FIGURE 1:

OpenText Cordys Cloud - platform overview



OpenText Cordys Cloud: Platform overview

OpenText Cordys Cloud is a complete middleware Platform-as-a-Service that combines the worlds of Business Process Management, Integration, and Application Development.

The model driven architecture approach that is supported in the platform translates to high productivity of solution development as well as flexibility to adopt the solutions built on OpenText Cordys Cloud as per the evolving needs.

In this whitepaper, we will provide a high-level overview of the OpenText Cordys platform. For more details about the architecture of the platform, you could refer to the OpenText Cordys Business Operations Architecture white paper .

Multi-tenant, Smart Services Grid foundation

OpenText Cordys Smart Services Grid forms the technology foundation of OpenText Cordys Cloud and the products and solutions that are built on the platform. All the components in the OpenText Cordys platform, both design-time and runtime, are implemented as services, grouped in Service Containers that are hosted and managed on the OpenText Cordys Smart Services Grid (see Figure 2).



Hence, OpenText Cordys Smart Services Grid is not a separate component but is pervasive throughout the platform. OpenText Cordys has used the Smart Services Grid as a bootstrap layer to build the entire platform. Customers who build customer specific solutions on OpenText Cordys, or ISVs who build standard applications, use the same technology foundation. For example, a process application that is designed in OpenText Cordys has a User Interface, application logic, a set of business process flows and web service integrations to another application. It is a collection of design time definitions, packaged into an OpenText Cordys Application Package and executed or interpreted in the runtime. The application runs by handling various instructions via the right service containers on the OpenText Cordys Smart Services Grid. For instance, the User Interface (UI) service container handles the UI requests; the Process service container handles the execution of process flows, and so on.

FIGURE 2:

OpenText Cordys Smart Services Grid, the multi-tenant highly scalable technology foundation of the platform

The main architectural principles behind the Smart Services Grid are the implementation of a peer-to-peer communication protocol that also communicates the state and availability of subscribers (service containers) in real time, and the implementation of 'Stateful Object - Stateless Connection' architecture. These two key principles allow OpenText Cordys to scale-out linearly on virtualized hardware by single click configuration option. On a "micro" level, individual service containers can scale out by simply cloning themselves, which doubles the capacity for handling these types of requests.

A unique feature of the Smart Services Grid is that it supports full multi-tenancy with configurable levels of isolation on the Service Container level. OpenText Cordys Cloud supports two-layer multi-tenancy with tenants and sub-tenants (we call the latter 'organizations'). As the Service Containers handle specific types of requests, you may configure that a process definition is shared across tenants but the database is isolated.

All of our design time and runtime components, as well as what customers and ISVs build on OpenText Cordys, automatically inherit the multi-tenant behavior that can be configured as per the customer's needs. This is because of the fact that we covered multi-tenancy in our technology foundation from the very beginning of the OpenText Cordys platform development and not as an afterthought. We will cover the multi-tenancy aspects and deployment options in a more detailed section further on in the white paper.

OpenText Cordys Cloud leverages the multi-tenant grid architecture by running it on commodity virtualized hardware and infrastructure. OpenText Cordys operates OpenText Cordys Cloud on Amazon Web Services infrastructure, but OpenText Cordys runs on multiple (virtualized) Operating Systems, database and web server combinations. From that perspective, OpenText Cordys offers freedom to move to the different providers of OpenText Cordys Cloud, or even take your solution on-premise (or vice versa).

Collaborative Workspace

OpenText Cordys provides a fully browser-based integrated development environment called the Collaborative Workspace (CWS) where both the business and IT users can collaborate to design complete process driven solutions, following a 'what-you-model-is what-you-execute' approach (see Figure 3).



FIGURE 3:

OpenText Cordys Collaborative Workspace, a unified designer environment with strong application life-cycle support

OpenText Cordys Collaborative Workspace, with its unified meta-model, allows for immediate validation and correction of models (including processes) based on the changes in other models, such as web forms, business rules, organizational models, business calendars, etc. As all the design artifacts are defined in a single meta-data driven repository, OpenText Cordys has created all the relevant associations between these design artifacts. This translates into powerful benefits such as active guidance for the business and IT professionals during the design of process models. OpenText Cordys "knows" which services can be logically connected to a process model.

For OpenText Cordys Cloud developers with preference for local Integrated Development Environment (IDE), we have a developer edition that runs on the local machine. We also support a rich Eclipse integration including version control system through Subversion (SVN).

OpenText Cordys Collaborative Workspace deals with the packaging and versioning of solutions built on OpenText Cordys via the OpenText Cordys Application Packaging facility. All the dependencies and life cycle management aspects of transferring solutions from development to test, to acceptance and production environments are supported.

Enterprise Service Bus

The OpenText Cordys Enterprise Service Bus (ESB) enables every service as being a loosely coupled, distributed service on a bus, with the associated benefits of granular failover and scalability.

Traditional ESB implementations have emerged from the Message Oriented Middleware (MOM) by adding web services and Enterprise Application Integration (EAI) on top of this existing MOM infrastructure. In a hub-and-spoke architecture, all back-end systems (spokes) rely on the hub to communicate with each other and any hub failure causes the entire integrated system to fail. In addition, any back-end system can potentially overload the hub, making it necessary to augment the hub with the additional computing power.

OpenText Cordys ESB does not have a central hub; this eliminates the single point of failure and removes a common performance bottleneck. The OpenText Cordys ESB uses bus as an architecture and 'peer-to-peer' as the communication paradigm. It provides a set of intuitive middleware tools – based on SOA – covering messaging, intelligent routing, and transformation capabilities (see Figure 4).

FIGURE 4:

OpenText Cordys ESB provides a strong integration layer to the OpenText Cordys platform



For secure integration with multiple on-premise systems, customers can use the OpenText Cordys Cloud Integration vAppliance, which is a virtual appliance that runs the OpenText Cordys ESB locally and connects to OpenText Cordys Cloud via a secure connection.

Master Data Management

OpenText Cordys Master Data Management (MDM) focuses on the core infrastructural needs of Enterprise Data Integration (see Figure 5). OpenText Cordys separates the infrastructural MDM needs from all that is domain-specific. This implies a data domain-agnostic approach to data integration. Users can apply OpenText Cordys MDM for integrating data of different data types - master, reference and transactional data. In addition, within a given data type (for example, master data), OpenText Cordys MDM can be applied to harmonize data of different subject areas such as Customers, Suppliers, Products, Locations etc.

Following are the highlights of the OpenText Cordys MDM offering:

- Pluggable architecture (employing third party data quality tools etc.)
- Near real-time data synchronization
- Master data, business object life cycle management
- Event-driven object life cycle management
- Strong workflow capabilities
- Works in publish subscribe model
- Support for web services

Designer

- Supports all three MDM patterns (Registry, Co-existence, Transactional)

FIGURE 5:

Apps Portals OpenText Cordys MDM supports master data integration, governance and deployment of MDM hubs

BPM **Master Data Governance** Establishing data ownership along with data stewardship roles and responsibilities to ensure enterprise shared data is "fit for Data Steward purpose" and compliant. Master Data Deployment Consumption of unified, consistent and up-to-date master data in business processes and process applications. **Business Users** API Web service Cache De-dupe Merge Link, **Cross-reference** BEM **Data Integration** CEP BAM **Master Data Integration** Pluggable architecture for domain specific Data Quality services supported by Cordys core MDM functionality for canonical data models, data extraction, merge, transformation and

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enrichment.

Business Process Management

The OpenText Cordys Business Process Management Suite (BPMS) is the centerpiece of the OpenText Cordys Business Operations Platform. Successful businesses need to be 'built-to-change'. However, many organizations are hindered by the IT landscapes that are 'built-to-last'.

OpenText Cordys closes this gap through a powerful Business Process Management Suite that enables organizations to adopt and embrace change and, at the same time, stay in control. OpenText Cordys BPMS puts the business in direct control of their processes and fosters alignment between business and IT, resulting in tangible benefits for both.

OpenText Cordys is unique in its ability to align IT with business needs. The OpenText Cordys BPMS is designed to support a continuous process improvement cycle that follows the natural flow of iterative and agile transformation:

- Discovery of processes based on mining techniques or simplified manual goal- and activity modeling
- Modeling processes according the business objectives and strategy
- Executing processes in exact accordance with designs
- Monitoring processes and business activities closely in real time
- Improving processes and analyzing feedback on a continuous basis

Dynamic Case Management

Many business processes are highly structured, prescriptive and rule-based. However, in many industries such as financial services, insurance and government, there is a strong need to support more flexible, unstructured business processes that are based upon the human judgment and interaction between experts, the customers and the organization. This is where the traditional, straight-through business process models fall short in covering the need for flexibility on how the process should evolve and who should participate in executing the process. In such an environment, Dynamic Case Management is the right approach (see Figure 6).

FIGURE 6:

OpenText Cordys has seamless support for standard workflow and dynamic case management as well as hybrid forms



Dynamic Case Management empowers personnel to take effective decisions based on the context of the case. The decision support provided by OpenText Cordys Case Management allows knowledge workers to be flexible in defining the right step or the "next best action" in the process and to decide who should be involved in performing the next activities.

When it comes to support of structured, straight-through business processes and dynamic case management process, OpenText Cordys does not believe in an 'either-or' approach. OpenText Cordys fully supports the concept of designing hybrid processes, where a process may start as a straight-through process (for example, to handle a general insurance claim) and may be deviated to a case process (for example, for fraud investigation) where the original process may be continued or stopped. Alternatively, a complex income insurance claim would be primarily modeled and executed as a dynamic case, which may trigger straight-through processes such as policy checks, letter generation, etc. In OpenText Cordys, both styles of processes can be modeled and mixed in one single design and execution environment.

Business Activity Monitoring

OpenText Cordys Business Activity Monitoring (BAM) provides an end-to-end, integrated solution for closed- loop monitoring, business event response management, and improvement of business processes (see Figure 7). It empowers customers with the global visibility of the business processes and the increased responsiveness to them, enabling users to take proactive action based on the actual information. It helps organizations to monitor its business processes, identify failures or exceptions, and address them in real time.

OpenText Cordys BAM provides real-time alerts and notifications on critical events and exceptions, and a centralized performance dashboard. It offers a drill-down analysis to discover trends, patterns, and bottlenecks in enterprise performance.



FIGURE 7:

Business Activity Monitoring through business measures on process- and non-process data

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In addition, OpenText Cordys BAM also supports monitoring of non-process data (Enterprise Data Objects) that leverages the same functionality that is available for the business processes. It provides real-time visibility into the effectiveness of the overall business performance by monitoring key aspects of both business process as well as data sources and alerts users about the deviations. This helps the firms to react with a level of agility which was previously unavailable through conventional approaches to business monitoring.

Business Rules Management

Business Rules Management is an integral component of the OpenText Cordys Business Operations Platform. It allows seamless integration of rules within the business processes and business objects during modeling and design time (see Figure 8). It ensures faster execution and swifter change of business rules and process behavior at runtime.

The OpenText Cordys Business Rules Management System (BRMS) provides multiple editors for business users and IT, with different needs and expectations on the ease of use, power and flexibility of definition. OpenText Cordys BRMS supports extensible business vocabularies enabling business users to own and manage the rules. OpenText Cordys BOP with its single, browser-based development environment for business and IT, combined with a unified meta-model, allows for quicker changes across the various process components, including rule testing before deployment.

FIGURE 8:

Business rules in easy-to-define decision tables directly linked to process steps



Composite Applications

The Composite Applications Framework (CAF) is the application composition layer in the OpenText Cordys platform. It allows organizations to integrate disparate data sources, legacy systems, business software and web content into a personalized, process oriented workplace that goes beyond anything a portal can offer (see Figure 9). It provides a single view and personalized browser interface with a rich user experience. The 'Composite Application Framework' and 'customizable Inbox' helps organizations to increase personal productivity of knowledge workers and connect external stakeholders with fit-for-purpose applications.

In a heterogeneous application environment, often a single view on customers, orders, products and so on is missing. The results are:

- complexity in finding reliable data
- low productivity of knowledge workers
- high cost of changing or enhancing existing applications

FIGURE 9:

Composite application combining data, calendar, maps and charts from different sources



The OpenText Cordys Composite Application Framework (CAF) offers one of the most advanced User Interface frameworks currently available. In addition, it allows you to design and develop process-driven web applications through a powerful, yet lightweight application server that leverages the business process management and integration capabilities of OpenText Cordys.

Enterprise Mobility

The emergence of mobile technology is changing the way we all do a lot of things. This huge shift means that probably the default way of interacting with applications, services and processes will become the mobile device. This has a significant impact on the business operations, how organizations engage their customers and increasingly the approach to business processes will be to design 'mobile first'.

Not only will mobile devices change the way we interact, but mobile adoption will actually lead to an evolution of BPM as a technology and a discipline. BPM already acts as the core of the next generation of applications that are composite and are made up of process, data, user interface, rules etc. Enterprise cloud platforms will actually evolve to be the way of delivering enterprise mobility and help address the "Bring Your Own Device" (BYOD) challenge, but still allow excellence in business operations and corporate governance and compliance.

OpenText Cordys provides organizations the ability to offer improved business operations through Enterprise Mobility. New kinds of mobile composite applications can be built, processes can be participated in on any device and the right information can be delivered to the right people, wherever they are to take the right action and make the right decision (see Figure 10).

OpenText Cordys Mobility brings the right blend of native mobile application and HTML5 based technology with a lightweight yet powerful solution built on open technology.

FIGURE 10:

Mobile Architecture Overview



Multi-tenancy Models

As described in the previous chapter, the OpenText Cordys platform has a full multi-tenant architecture supported on the level of the Smart Services Grid. All the OpenText Cordys components, as well as the solutions and applications are built on OpenText Cordys inherit multi-tenancy. The desired level of isolation can be configured on fine-grained levels as per the customer needs.

Obviously, security and access to resources in the context of the type of application and nature of the customer are considerations to be taken into account.

Research firm Gartner has defined the following reference model for multi-tenancy models that can be used to highlight the configuration capabilities in OpenText Cordys.

Multi-level multi-tenancy

OpenText Cordys supports the concept of main tenants and sub-tenants. The latter are called 'organizations' in OpenText Cordys. Applications can be deployed on the main tenant and the organization level including the styling of the application.

FIGURE 11:

Gartner's multi-tenancy reference model



Source: Gartner (June 2012)

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This is particularly relevant for large enterprises that may want to organize a completely secure and isolated virtual private cloud platform running on the public cloud infrastructure. Also, for ISVs, this is a key requirement as they should be able to offer SaaS applications in isolated sub-tenants to their customers, the end-users of the application.

OpenText Cordys has built a dedicated product 'OpenText Cordys Cloud Provisioning' to manage the provisioning, user and application enrollment as well as the metering of the usage to efficiently handle provisioning requests for tenants and sub-tenants.

Configurable multi-tenancy

Due to the way OpenText Cordys Smart Services Grid operates, with multi-tenant aware service containers handling all of the external and internal services at different levels in the stack, we can configure multi-tenancy from model 2 (Shared Hardware) all the way up to model 6 (Shared Everything), and blend the main models described.

Large enterprise customers with needs and requirements to fully control platform resources, typically choose model 2 as the baseline. As OpenText Cordys supports sub-tenants in the form of independent organizations within a tenant, different divisions, departments, channels or even external partners can be provisioned on the organization level. Each application built on OpenText Cordys can be deployed on the organization level with configurable level of sharing of the underlying resources like database, business process- and application service containers (see Figure 12). So the organizations models 3 (Shared OS) to 6 (Shared Everything) can be configured.

Similarly ISVs use model 2 (Shared Hardware) as the baseline for their main tenant, and onboard their customers subscribing to their SaaS applications in the OpenText Cordys Organizations as sub-tenants. Here again, the ISVs can determine what level of isolation would be required up to the level of the individual customer.

FIGURE 12:

Shared service container with shared database



Organization level customizations

OpenText Cordys supports the concept of organization level customizations for applications running on OpenText Cordys. Let us suppose that an application contains a standard approval workflow that one particular customer would like to implement differently, where the rest of the application will be used as per the standard. In this case, a customer specific workflow will be created and deployed in the customer's organization. Whenever the workflow is triggered, OpenText Cordys will "know" that there's a customer specific workflow that supersedes the standard. It's just this workflow that is customized and deployed; the rest of the application runs from the shared space on the main-tenant level (see Figure 13).

FIGURE 13:

Example of organization level customization with customized BPM flow in Organization 267



Deployment Model

Development and Test may take place on the developer's machine using OpenText Cordys BOP on a local virtual machine. OpenText Cordys supports Development – Test – Acceptance – Production (DTAP) cycles through full packaging and staging concept. OpenText Cordys Cloud Operations is the functional unit in OpenText Cordys that operates OpenText Cordys Cloud and manages the platform and applications deployed on the Platform-as–a-Service for Acceptance and Production environments.

Non-production tenants

Figure 14 given here represents the deployment architecture for non-production tenants. Although not visualized here, non-production environments can be configured for HA as well.

FIGURE 14:

OpenText Cordys Cloud deployment architecture on AWS for non-production tenants



Production tenants

Figure 15 given here represents the deployment architecture for production tenants, configured for High Availability and Disaster Recovery.

The High Availability deployment, combined with Amazon's Availability Zones, ensures that there is no single point of failure. Each Amazon Availability Zone runs on its own physically distinct, independent infrastructure, and is engineered to be highly reliable.

OpenText Cordys Cloud runs on two nodes across the Availability Zones and the service containers are synchronized to OpenText Cordys SSU, which keeps all OpenText Cordys cluster nodes up-to-date about the status of the Smart Services Grid. High-Availability of the OpenText Cordys web gateway is ensured with the use of elastic load balancer.

The database is deployed on the high available Amazon Relational Database Service (RDS). Amazon RDS automatically creates a primary Database instance and synchronously replicates the data to a standby instance in a different Availability Zone.

The Disaster Recovery site is maintained in a different geographical region and replicated continuously to deliver the required Recovery Point Objective.

FIGURE 15:

OpenText Cordys Cloud deployment architecture on AWS for production tenants with HA and DR



Each OpenText Cordys Cloud cTower will have a VPN access to the customer's W/LAN. Customers have the option to integrate on-premise back-end systems using web services over https and/or deploy an IPSEC VPN tunnel to their data center. For sophisticated integrations to on-premise back-end systems, the customer can deploy the OpenText Cordys Cloud Integration vAppliance including the required connectors in the local network to establish robust and scalable integrations.

Access and authorizations are setup in such a way that the customer's development team can develop, deploy and test applications independent from OpenText Cordys Cloud Operations team. The customer development team can use all the OpenText Cordys BOP capabilities to develop applications, including integrations with on-premise systems and/ or integrations with other public cloud applications like, Salesforce.com, Success factors, Google Apps, etc.

The OpenText Cordys Cloud Operations team operates, manages and monitors the Acceptance and Production tenants. Prior to the User Acceptance Testing, the customer project team will transfer the application OpenText Cordys Cloud Operations to be deployed on the Test or Production tenant.

The customer's administrator has full control over user- and application management. The customer's administrator will use OpenText Cordys Cloud Provisioning to provide access and authorizations to the end users, and also manage the instances of the application processes using the OpenText Cordys process instance manager.

OpenText Cordys Cloud on Amazon Web Services

OpenText Cordys Cloud runs on Amazon Web Services (AWS) infrastructure, which delivers a reliable, scalable, and secure infrastructure platform.

Positioned as the leader in the Cloud Infrastructure-as-a-Service (laaS) Magic Quadrant of Gartner *, Amazon Web Services

is recognized as the clear market leader in the industry. The AWS hosting infrastructure has a secure, durable technology platform with industry recognized certifications and audits such as PCI DSS Level 1, ISO 27001, FISMA Moderate, HIPAA, and SSAE 16.

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The data centers have multiple layers of operational and physical security. The data center is manned and supported 24X7X365. The data center security features include Physical Security, System Security and Operational Security. System Security includes hardened and patched Operating Systems, secure, replicated databases, firewalls and VPN services, backup solutions, intrusion detection devices, Distributed Denial-of-Services mitigation services and risk assessments by professional services teams.

Depending on the customer's primary location, an OpenText Cordys Cloud cTower will be provisioned in one of the AWS datacenters (see Figure 16). For customers who operate globally, we offer network acceleration solutions to ensure right level of performance even on remote locations.

FIGURE 16:

Amazon Web Services' data centers



*Gartner Magic Quadrant for Cloud Infrastructure as a Service (October 2012): http://www.gartner.com/technology/reprints.do?id=1-1CK3ZQT&ct=121019&st=sb

Secure Infrastructure and Platform

The architecture and design of the OpenText Cordys platform incorporates security by design. So each and every piece of the OpenText Cordys platform is developed with the highest levels of data security from the ground-up.

Application Layer

OpenText Cordys provides security options in application development and provisioning for application specific roles. Security within the application is controlled by the application roles assigned to the users of the application.

Data Access Layer

Web access to applications is provided using 128 bit SSL connections to access the OpenText Cordys Cloud environment. Platform access can be integrated with an enterprise Identity Provider (IDP) which is SAML 2.0 compliant for additional access control or authentication mechanisms.

Enterprise data integration

In case the application which is developed on OpenText Cordys Cloud needs to access Enterprise data, which is not directly available on internet; it can be configured with an IPSEC VPN Service, available between OpenText Cordys Cloud and the enterprise network.

Backup and Disaster Recovery

OpenText Cordys works with daily backups of the OpenText Cordys Cloud environment, which will be placed in a different data center at least 500 km away from the primary hosting location with a Recovery Point Objective (RPO) of 30 minutes for customers who have subscribed to the Disaster Recovery option.

OpenText Cordys Cloud Operations Support

The OpenText Cordys Cloud Operations team is responsible 24x7x365 for monitoring and managing OpenText Cordys Cloud tenants. OpenText Cordys monitors the performance of the platform using synthetic transactions for validation and uptime, collects and reports comprehensive real-time parameters for customer instance. OpenText Cordys utilizes a suite of monitoring tools to provide proactive incident identification and response services.

Cloud operations are performed from an ISO 9001:2008 certified organization unit in OpenText Cordys. OpenText Cordys periodically conducts Security Awareness Sessions and the OpenText Cordys Cloud Operations workforce is informed and trained on the security standards and customer security expectations. All employees are required to sign an NDA to protect both OpenText Cordys Intellectual Property and Customer Data. The OpenText Cordys Cloud Operations work area is protected via Biometric and Proximity access controls. OpenText Cordys delivers an incident report for all incidents on functionality, availability and security.

The services offered by OpenText Cordys Cloud Operations include:

- 24 x 7 x 365 monitoring
- 99.5% uptime of High Availability Production Instances
- Daily backups
- Disaster recovery
- Scheduled Tenant Maintenance in close cooperation with the customer.
- Installation and upgrades of Applications on Acceptance and Production tenants.

Interested in subscribing to the OpenText Cordys Cloud service? Please visit: www.cordys.com/cordys-cloud

www.opentext.com/ot-bpm

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