LTIMindtree

Brochure

Seamless Integration and Innovative Solutions with LTIMindtree Connectors

Introduction

As part of our commitment to address specific business challenges faced by our customers, LTIMindtree takes a deep dive into problem areas and devises unique solutions that effectively tackle these challenges within the CX ecosystem. We leverage pre-built connectors and dynamic integration scenarios to provide innovative approaches.

While delivering solutions with the Oracle CX suite of products, we often encounter unique scenarios that are not directly covered by the product's capabilities. To overcome this, we utilize custom solutions built through plugins, middleware-based integrations, and sometimes Oracle PaaS extensions.

Business Problem

Companies engaged in the end-to-end lifecycle management of products and services through CX, such as large manufacturing companies, face critical challenges in providing comprehensive solutions. However, they frequently encounter scenarios that are not directly supported by the product's capabilities. These include payment processing in B2B commerce, incorporating pricing information from third party pricing and tax engines, integrations with third party DWH applications and real-time information exchange with third party CRM solutions.

Our Solution

At LTIMindtree, we have developed custom solutions for our customers that include these key offerings:

Payment gateway plugins: We have created a custom hosted component for CX commerce that facilitates credit card authorizations with third party payment gateways like CyberSource. The solution components involved are Oracle CX Commerce Cloud, Node JS, and Dell Boomi.

Tax and pricing integration: This enables real-time pricing integration from the EBS pricing engine and Vertex Tax application. The solution components involved are Oracle CX Sales and B2B service, Oracle Integration Cloud, Oracle EBS, and Vertex.

Master data integration: This helps in syncing daily data with Amazon Redshift. The solution components involved are Oracle CX Sales and B2B service, Oracle Integration Cloud, and Amazon Redshift. Integrations with Salesforce for case sync with case actions: The solution components involved are Oracle CX Sales and B2B service, Oracle Integration Cloud, and Salesforce.

Why LTIMindtree

LTIMindtree stands out as a trusted advisor to our clients and partners due to our extensive experience in delivering end-to-end solutions across various industries within the CX and ERP ecosystem. Our in-depth knowledge of industry/vertical-specific processes, insights derived from successfully implementing comprehensive solutions, and alignment with Oracle to implement best practice-driven solutions help us deliver innovative solutions to our clients.

LTIMindtree embraces the limitless possibilities of technology with a range of comprehensive IT services and solutions, that help empower your business to thrive in this digital age.

For more information, write to us at oraclemarketing@ltimindtree.com.

About LTIMindtree