



## Supply Chain Integrator Relies on Microsoft Platform to Facilitate \$20 Billion in Business

**Customer:** QLogitek  
**Website:** [www.qlogitek.com](http://www.qlogitek.com)  
**Customer Size:** 65 employees  
**Country or Region:** Canada  
**Industry:** Hosting—Hosting, application service, and software-as-a-service providers

### Customer Profile

Based near Toronto, QLogitek is a privately held company that provides supply chain integration solutions. Its systems support approximately 80 percent of the supply chain transactions in the Tier 1 retail market in Canada.

### Software and Services

- Microsoft Server Product Portfolio
  - Windows Server 2008 R2 Enterprise
  - Microsoft BizTalk Server Enterprise 2010
  - Microsoft SQL Server 2008 R2 Enterprise
- Microsoft Visual Studio
  - Microsoft Visual Studio 2010 Premium
  - Microsoft Visual Studio Team Foundation Server 2010
- Windows Azure Platform
- Technologies
  - Microsoft .NET Framework 4

### Hardware

- IBM System x3650 server computers

For more information about other Microsoft customer successes, please visit: [www.microsoft.com/casestudies](http://www.microsoft.com/casestudies)

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Isa Qureshi, Executive Vice President and Chief Operating Officer, QLogitek

QLogitek wanted to improve the agility and transparency of its IT infrastructure, which hosts \$20 billion in business-to-business (B2B) transactions every year. To achieve this, the company deployed a mission-critical solution that includes Microsoft BizTalk Server Enterprise 2010. QLogitek now shares data more quickly with customers in real time—and has the flexibility to expand its offerings into the cloud. It also expects to add customers 75 percent faster.

### Business Needs

Each year, QLogitek, a provider of supply chain integration solutions, processes more than 3.7 billion e-commerce transactions that involve more than 30,000 companies globally, in industries including retail, telecommunications, consumer packaged goods, and food and beverage. The transactions equate to approximately U.S.\$20 billion in business. Any downtime is unacceptable. “If our systems went down, our customers could potentially lose millions of dollars,” explains John Magalhaes, Executive Vice President of Technology Solutions at QLogitek. “They would not be able to take orders, manage

distribution centers, or track products.”

Since 1999, the Microsoft Gold Certified Partner had supported its customers with a hosted infrastructure that included Microsoft BizTalk Server 2000 and custom applications. Although the solution provided excellent stability and reliability, it lacked flexibility and transparency. Any infrastructure changes—including the addition of capabilities or customers—required significant effort. Employees lacked comprehensive visual tools to map data flows, and they had to maintain information about trading partners in multiple applications. In addition,

configuring systems to securely exchange documents—using electronic data interchange (EDI) standards and non-EDI formats—was a challenge that involved outdated code. Moreover, customers could not access real-time transactional data. Instead, they had to rely on reports generated on an established schedule or wait one day to obtain a custom report.

QLogitek wanted to decrease IT maintenance and increase insight into the supply chain. The company also needed to boost agility and scalability to support new offerings and customers in more regions.

## Solution

In February 2010, QLogitek decided to implement a service-oriented architecture (SOA) using a beta version of Microsoft BizTalk Server Enterprise 2010 along with Microsoft SQL Server 2008 R2 Enterprise data management software and the Windows Azure platform. The company wanted to take advantage of integrated tools that facilitate systems integration, data sharing, business intelligence, and cloud computing. For example, BizTalk Server 2010 provides built-in support for EDI standards including ASC X12 and EDIFACT. The product also includes features such as Trading Partner Management to create a single repository of information about trading partners, Intelligent Mapper to visualize orchestrations, and the FTP/FTPS Adapter to simplify the secure exchange of files. "We were very impressed with BizTalk Server 2010," says Isa Qureshi, Executive Vice President and Chief Operating Officer at QLogitek. "It provides enterprise-ready EDI translation and B2B capabilities right out of the box."

To customize the SOA—which runs on the Windows Server 2008 R2 Enterprise

operating system—a team of developers from QLogitek used the Microsoft .NET Framework 4, the Microsoft Visual Studio 2010 Premium development system, and Microsoft Visual Studio Team Foundation Server 2010. For example, they created a self-service web application, called Trading Partner eXchange, that uses Trading Partner Management to collect and store vendor information required to process transactions and manage customer accounts. The team also developed an automated, real-time billing process that accesses relevant customer data from Trading Partner Management and a central transaction log. In addition, developers created enhanced error-handling and notification processes that communicate real-time transactional information through email messages and a web portal.

QLogitek completed the first phase of its SOA in August 2010. By September, the solution supported one of Canada's largest mobile telecommunications providers and a leading North American manufacturer that has more than 100 trading partners. QLogitek is continuing to move its existing customers to the new solution. In 2011, it will also expand the SOA to include cloud-based offerings supported by the Windows Azure platform.

## Benefits

With its flexible solution based on the Microsoft platform, QLogitek can provide real-time access to transactional data and quickly launch new offerings. The company can also deploy B2B platforms for new enterprise customers up to 75 percent faster.

### Speeds Adoption by 75 Percent

By implementing its SOA, QLogitek has consolidated information and simplified

processes—while still providing 99.99 percent availability. For example, employees no longer have to manage trading-partner information and workflows in separate applications. Qureshi explains, "With Intelligent Mapper, we can look at a purchase order with 100,000 line items and visually create complex mappings 30 to 40 percent faster than we could in the past. We can also replace millions of lines of code with out-of-the-box EDI functionality in BizTalk Server 2010." As a result, Magalhaes says, "We can add a single trading partner to an established B2B platform 90 percent faster, and we expect to reduce the time and cost of adding new enterprise customers by 75 percent." QLogitek can achieve this 75 percent savings in time and cost by accelerating the creation of maps, simplifying the onboarding of trading partners, and reducing the amount of custom code.

### Facilitates Innovation and Growth

QLogitek now has the IT flexibility it needs to take advantage of emerging technologies to launch innovative services. "Delivering our mission-critical offerings on the Microsoft platform gives us the agility to make our applications available to small companies or large enterprises around the globe," says Qureshi. "In addition, customers can choose from both a cloud-based hosted option and an on-premise option."

### Increases Data Transparency

Today, QLogitek and its customers can access real-time analytical information about transactions through the web. "SQL Server 2008 R2 provides incredible support for business intelligence," says Qureshi. "With our SOA, we can easily extend that business intelligence to global supply chains through the web, or through the cloud with Windows Azure."