

# LaSalle Solutions

*Improving Customer Services through Streamlined Integration*

## **LaSalle Solutions switches integration vendors to Adeptia and reduces development time and expense by over 75%.**

LaSalle Solutions provides IT life-cycle asset management services and tools, managing service contracts for hundreds of thousands of devices for thousands of clients.

In the spring of 2011, LaSalle deployed Adeptia's Enterprise Business Integration Management Platform into its contract management infrastructure in order to expand the breadth and quality of its service offering to both customers and vendors.

Prior to standardizing on Adeptia, LaSalle for years had used Microsoft BizTalk. However, due to long development cycles and difficulty scheduling experienced BizTalk consultants, LaSalle was open to considering other integration options.

## **Making the Transition to Adeptia**

Facing two major integration projects, the LaSalle team visited the Adeptia website and found that Adeptia's integration platform could easily handle what they needed to accomplish. These particular integration projects were fairly complex and required elements of data integration (ETL), application integration (SOA), Business-to-Business Integration (B2Bi) and Business Process Management (BPM), which Adeptia provides within a single, comprehensive platform.

LaSalle immediately downloaded the evaluation version from the Adeptia website and within two to three days had finished one of the projects. Bernal Schooley, LaSalle's Director of Application Development was "amazed," and commented that it was "the first time in my development experience that I was able to use a brand new tool and perform this level of component SOA-type development without any training." According to Bernal, "If we had used BizTalk, it would have been weeks before we would have gotten a developer in here and it would have been potentially another month or two before we would have seen a turn around on a completed system. So that's the heart of the story of us and Adeptia - that ability to move quickly."

## **Challenge**

- Long and expensive development cycles
- Inability to access information located in vendor systems
- Inability to expand services on the LaSalle client portal
- Difficulty responding in a timely manner to vendor integration requests
- Difficulty finding high-quality BizTalk consultants

## **Solution**

- Design and develop at the same time
  - Easily create reusable services
- Create ETL, SOA ESB, B2Bi and BPM processes on a single, holistic

## **Benefits**

- New and improved client offerings
- Improved vendor relationships
- Faster development cycles
- Less expensive development
- Less dependence on consultants

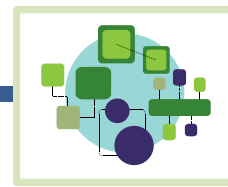
***"Our goal is to create value for our clients - Adeptia helps us do that."***

LaSalle Solutions:  
Bernal Schooley  
Director of Application Development



## LaSalle Solutions

Helping You Manage the Life-Cycle of Your Assets.



## Customer Support

In the rare instances when LaSalle needed technical support, they were extremely impressed by the treatment they received from Adeptia's excellent customer support team: "From the first interaction, we were funneled into the customer support line and were able to speak with the support department rather than getting passed through a sales team. Even though I was in an evaluation situation, Adeptia spent all the time necessary to help me with what were in some cases purely educational items that, had I been trained, I would have known." Schooley recalls the first day he contacted Adeptia's service team for the resolution of an issue. He was called back immediately and given hands-on, detailed assistance. "That floored me! Everyone involved was amazed at how quickly we got that support. Without a doubt, Adeptia's support processes have been the best I've ever experienced in twenty years of working in IT with any vendor or customer in this type of situation."

**"So that's the heart of the story of us and Adeptia - that ability to move quickly."**

## The Solution

Using Adeptia's integration platform, LaSalle was able to design and develop at the same time. This was a completely different development model that simplified the process and greatly accelerated the delivery of the project. LaSalle was able to research the data required to pull from the vendor, consider how it would affect LaSalle's systems, and determine how it would integrate with LaSalle's database, while actually implementing the solution without the help of consultants.

By consolidating ETL, SOA, B2B, and BPM into one holistic platform and eliminating custom code, Adeptia simplifies complex integration projects and allows users to design and develop without relying upon high-priced consultants or extensive training: "With BizTalk, we had to basically write code from scratch to perform individual tasks, and most of the time these "services" were not reusable. With Adeptia, we can easily create services with inputs and outputs that combine multiple tasks as well as reconnect to services that have been created and used previously."

**"Without a doubt Adeptia's support processes have been the best I've ever experienced in twenty years of working in IT with any vendor or customer in this type of situation."**

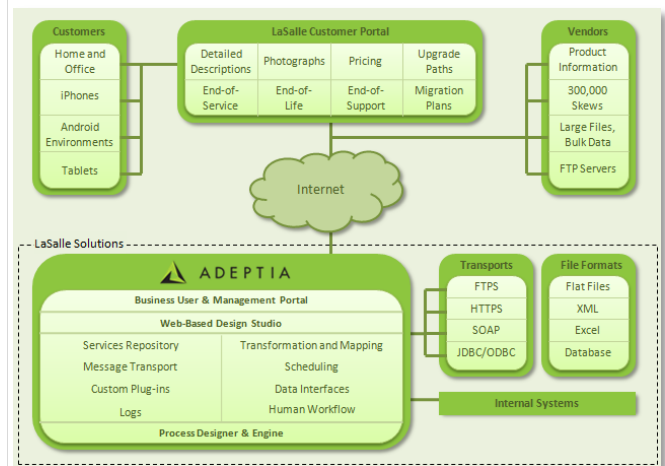
Schooley was candid about the value that Adeptia brought to LaSalle: "Adeptia's platform has really given us the opportunity to lead the development process with our vendors rather than follow."

## Creating Value for Vendors and Customers

The accelerated completion of the initial project excited LaSalle's vendor and resulted in a strengthened relationship between LaSalle and the vendor: "They were just floored by the fact that we could do it so quickly. It was a turning point for us. We developed a much closer relationship with that vendor to the point where we are now the first partner they go to when they are thinking about what to do next."

Since the original implementation of Adeptia's Business Integration Management platform, LaSalle has been able to achieve a higher level of efficiency that has significantly increased customer value. "Using Adeptia, we are able to provide a higher quantity and quality of information to our customers, 'when' and 'how' they need it." LaSalle took previously unavailable data into new environments, expanding their client portal to include "end-of-service" and migration plans which allows clients to know ahead of time which devices need to be replaced. The increase in available data also enabled more detailed product descriptions, photographs and pricing and allowed LaSalle to extend the initial value of the project from beyond the client portal to mobile devices, cell phones, and tablets in both IOS Apple and Android environments.

"We evaluated other possibilities, but there was no comparison between Adeptia and any of the other solutions. For the type of work we need to do, Adeptia has proven to be a perfect fit."



**Figure 1:** LaSalle Solutions uses FTP to pull large files from vendors containing information on thousands of products. LaSalle loads this data into their internal system. LaSalle uses the data to create migration plans for customers as well as provide customers with complete, accurate and timely services on the LaSalle customer portal, mobile devices and tablets. LaSalle customers can access these services any time.

