

Case Study

How Riverbed Accelerated TIBCO to Boomi Migration while Gaining Flexibility

Success Story of Riverbed in Migrating from TIBCO to Boomi and integrating Oracle E-Business Suite R12, NetSuite, Salesforce, Workday, Zuora, Impartner PRM, Oracle Customer Hub, MySQL database, Baxter Planning, etc., for its IT infrastructure modernization and how it is on track to reduce sales quote preparation from up to 7 days to less than 8 hours.

Client: Riverbed Technology

Industry: Information Technology

Overview of TIBCO to Boomi Migration Case Study

Riverbed Technology has migrated to cloud applications for customer and partner relationship management, HR, financial planning, and more as part of its IT infrastructure modernization. Riverbed has replaced outdated legacy middleware with a modern, cloud-native platform for integration and electronic data interchange (EDI) to achieve its business goals fully. To do this, Riverbed chose Boomi due to its ease of use, scalability, cost savings, and integration/EDI capabilities in a single platform. Boomi's Platinum Partner, Jade (provider of Boomi Migration and Integration Services), and Boomi Managed Cloud Services were instrumental in implementing the solution, enabling Riverbed to accelerate business outcomes from IT modernization with fast, cost-efficient, and scalable Boomi integration and Boomi EDI.

About the Client

Riverbed is an IT network acceleration and observability company headquartered in San Francisco, California, with 28,000 global customers, including 95% Fortune 100. Since its inception in 2002, Riverbed has helped the world's largest organizations empower the digital experience and drive enterprise performance.

Business Requirements

- Riverbed Technology is evolving IT solutions to help enterprises excel with unified observability, network and application acceleration, and digital experience management
- The company is modernizing its IT infrastructure with best-of-breed applications to support that transition
- Riverbed has migrated from legacy on-premises systems to cloud apps for customer and partner relationship management (CRM/PRM), HR, financial planning, and more
- They needed to replace outdated, heavily customized legacy middleware with a modern, cloud-native platform for integration and electronic data interchange (EDI) to realize its goals

Business Challenges

- Riverbed struggled with long development cycles
- High maintenance and infrastructure costs
- Limited skills availability with its on-premises TIBCO BusinessWorks platform
- TIBCO was nearing its expiry, and an upgrade to the latest version would be time-consuming and disruptive



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- After evaluating MuleSoft and TIBCO's cloud-hosted offering did not provide compelling options for internal application and data integration and EDI with channel partners

Solutions provided using Boomi by Jade (Boomi's Platinum Partner)

- Key factors were Boomi's ease of use, scalability, cost savings, and integration/EDI capabilities in a single platform. Implementation by Jade, Boomi's Platinum Partner and Boomi Managed Cloud Services, positioned Riverbed to accelerate business outcomes from broader IT modernization with fast, cost-efficient, and scalable integration and EDI
- Using Boomi to streamline quote-to-cash cycles, Riverbed is on track to reduce sales quote preparation from up to 7 days to less than 8 hours
- Rollouts of Boomi and Salesforce CPQ (configure, price, quote) are eliminating extensive manual data work by separate sales operations and sales reps' teams
- Faster quoting improves customer experiences, drives revenue, and allows sales reps to prepare quotes previously so complex they needed to be handled by sales ops experts
- Riverbed improved partner experiences in EDI with Boomi B2B/EDI Management and a new PRM system, Impartner
- Enhanced data reliability and consistency with Boomi EDI across order fulfillment processes handled by key channel partners. Boomi's ability to accommodate the RosettaNet EDI standard and the more common EDIFACT and X12

Applications Integrated

- Oracle E-Business Suite R12
- NetSuite
- Salesforce
- Workday
- Zuora
- Impartner PRM
- Oracle Customer Hub
- MySQL database
- Baxter Planning

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Benefits

- Jade helped to deploy 120+ Boomi integrations from about 70 applications to application and 50 EDI trading partners across the globe
- It has accelerated integration rollouts 2X while gaining the flexibility to scale up/down as needed
- Operational Efficiency, cost efficiency, and scalability
- Strong vendor commitment

