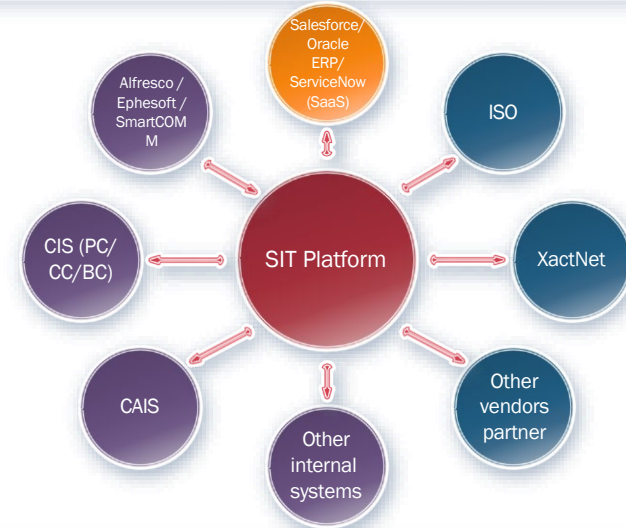# Middleware at Citizens

- Central Hub that connects all Citizens Systems and External business partner systems together
- Hosted On-Premises - all software and hardware components owned and managed by Citizens
- Includes 118 Integrations [98 Synchronous, 20 Asynchronous pattern] and 120 File transfer / MFT processes
- Supports ~576K transactions per day, 5x spike during CAT response

Diagram: SIT Platform (center) connected to: Salesforce/Oracle ERP/ServiceNow (SaaS), ISO, XactNet, Other vendors partner, Other internal systems, CAIS, CIS (PC/CC/BC), Alfresco / Ephesoft / SmartCOMM

Current vs Future Options

Current Components [$1.14M/year]
- (Software) Oracle Fusion middleware 12c [$663K] (Incl. Part 2)
- (Software) FLUX MFT [$25K] (Incl. Part 1)
- (SaaS) Jitterbit for Salesforce integration [$110K] (Separate AI)
- (Infrastructure) Hardware / server components [$345K] (Incl. Part 1)

Current Challenges
- Supportability: Hardware reaches End of life and requires upgrades.
- Cost: Software licensing is tied to hardware. Hardware upgrades result in increased software and hardware costs.
- Dependencies: On-prem middleware is an anchor for Citizens Cloud first initiative.
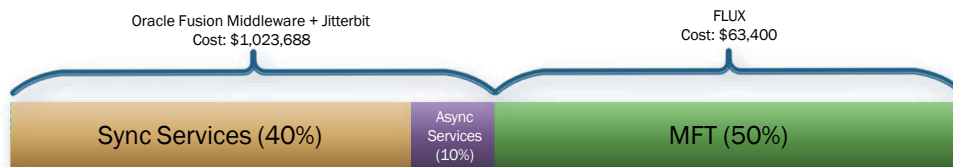
Upgrade Components - proposed [$950K/year + $250K Impl. one time]
- (SaaS) Jitterbit for Sync Services [$400K] ($300K Incl. in Part 2, $110k from existing AI)
- (SaaS) THRU for MFT / File transfer [$250K] (Incl. Part 2)
- (SaaS) Microsoft AIS / Apache Kafka / Other Queue Services-TBD [~$300K] (Incl. Part 2)
- Implementation support [~$250k (Incl. Part 2)

Benefits of Upgraded Platform
- Supportability: Platform managed / patched by vendor in the cloud
- Cost: Proportional to Usage.
- Agility: Scalable as needed to accommodate peak scenarios.
- Alignment: Alignment with Cloud Strategy and other initiatives. Quick Time to Market for integrations.

Oracle Fusion Middleware + Jitterbit
Cost: $1,023,688

FLUX
Cost: $63,400

| Sync Services (40%) | Async Services (10%) | MFT (50%) |

Jitterbit
Cost: $400K

Thru
Cost: $250K

| Sync Services (40%) | Async Services (10%) | MFT (50%) |

TBD
Cost: ~$300K