



# Build an In-house Software Integration Solution Vs. Buy Exalate



Should I develop in-house integration or purchase an integration software?

You might've often struggled with the classic build it or buy it scenario. The tables walk you through the key distinctions between the two and the corresponding business implications so you can make an informed decision.

## Smooth Implementation and Onboarding

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>A dedicated team for building the integration plus maintenance.</p> <p>These are often deprioritized by other important things.</p> <p>Sizeable development efforts for simple sync requirements.</p> <p>Works well for a single peer-to-peer connection but is difficult to maintain for complex use cases.</p> <p>Onboarding is a hassle since the solution knowledge is held by a couple of people (usually the ones who developed it) and needs to be transferred appropriately.</p>	<p>Supports some of the most popular apps: Jira, GitHub, Salesforce, Azure DevOps, ServiceNow, etc.</p> <p>Expert knowledge of building and implementing integrations.</p> <p>Real-time data replication and consolidation</p> <p>Prebuilt integration templates + low-code Groovy scripts for advanced use cases.</p> <p>Install, Connect, Customize, and Sync - get started in 4 steps.</p>	<p>Increased visibility and transparency into data and processes.</p> <p>Seamless integration of multiple systems, tools, and databases.</p> <p>Reduced manual work and potential cost savings through automation.</p> <p>Enhanced accuracy and consistency of data across systems and teams.</p>

## Scalability

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>Adding a new customer or an application to the integration set-up is like building the whole solution once again.</p> <p>It includes studying the open APIs and building the integration from scratch.</p> <p>Creating sandbox environments, running them in production, validating, and all of the shebang.</p>	<p>Pretty easy to scale up or down and add new connectors to your existing integration without worrying about investing in new hardware or performance overloads.</p> <p>Leave the infrastructure and code grunt to experts.</p> <p>A dedicated Exalate solution for MSPs, MSSPs, and other enterprise orgs working with numerous external parties. We make it as simple as a peer-to-peer connection.</p>	<p>Improved efficiency and collaboration across data-heavy organizations.</p> <p>MSPs, MSSPs, and cross-company integrations can benefit by adding a new customer, vendor, supplier, or partner to their technology stack.</p> <p>Helps you create an inter-connected network of companies to get the most out of your partnerships.</p> <p>Accommodate new integration requests faster and make them more cost-effective.</p>

## Flexibility / Versatility

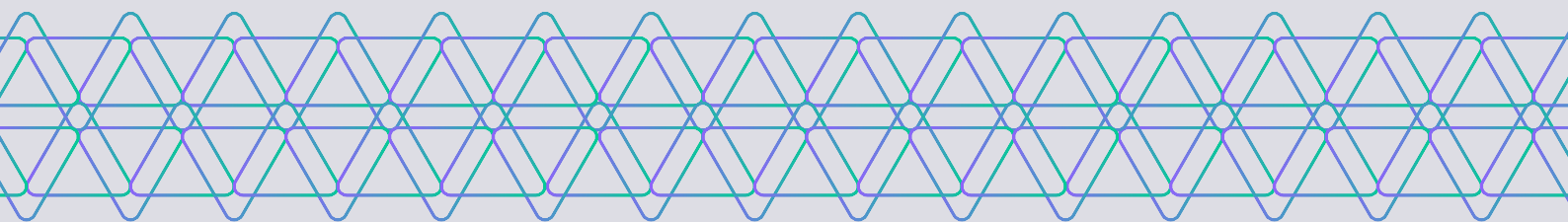
In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>Works fine for simple integrations.</p> <p>To implement ongoing complex, bi-directional syncs, you have to think about pushing and getting information via REST APIs.</p> <p>So it's basically rebuilding Exalate.</p>	<p>Bi-directional synchronization of data between different systems and databases.</p> <p>Handle any and every integration use case with Groovy scripts or perform simple syncs with pre-built templates.</p> <p>Easy to orchestrate business-critical workflows end-to-end.</p> <p>Sync any information available via REST APIs without massive code blocks.</p>	<p>Potential revenue growth &amp; improved customer satisfaction through more personalized and effective services.</p> <p>Streamlined workflows and faster issue resolution.</p>

## Ease of Use

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>Depends on how easy the development team/ UX team makes it for you to use.</p> <p>Embedding the solution within the platform is an arduous task.</p>	<p>UX experts spent considerable time developing UIs that are easy to use and understand.</p> <p>Embedded within the platform UI so you're already familiar with the environment.</p> <p>Dedicated panels for sync status and error reporting to give users complete visibility on synced items.</p>	<p>Increased employee and customer satisfaction and adoption.</p> <p>Reduced support, maintenance, and training costs.</p> <p>Higher productivity as your end users will spend less time figuring out how things work and more time focusing on tasks at hand.</p>

## Customizations and Configurations

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>Frequent API changes pose challenges, adding complexity to customizations. If end-users can't make workflow changes, the development team needs to handle all customizations, which is time-consuming.</p> <p>Additionally, when dealing with multiple in-house projects, prioritization delays can prolong waiting periods.</p> <p>Upgrading or replacing underlying systems further requires modifying applications developed for the original systems, resulting in increased development efforts</p>	<p>There is no need for a dedicated in-house team. Your integrations are completely customizable at your end. Your sync, your rules.</p> <p>Making changes to the integration is often as easy as adding or deleting a few lines of code or updating your mapping rules visually.</p> <p>The responsibility for periodic upgrades lies on Exalate.</p>	<p>Faster time-to-market with quicker integration deployments, and swift customizations if required.</p> <p>Improved user experiences.</p> <p>Encourages experimentation and innovation by enabling businesses to test and implement new ideas rapidly.</p> <p>Helps B2B integrations to stay relevant and future-proof.</p>



## Maintenance

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>Maintenance accounts for most of the costs and efforts for in-house solutions.</p> <p>You need a dedicated team to constantly maintain the solution and ensure it works as expected.</p>	<p>Professionals handle the end-to-end API maintenance and upgrades.</p> <p>It's easy to add resources and infrastructure to your integration if your requirements demand so.</p>	<p>Reduced downtimes and system disruptions.</p> <p>Prolongs the lifespan of the integration solution, maximizing the ROI over time.</p>

## Security

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>The integration team must implement all the required security measures and access control mechanisms themselves.</p> <p>During the development and testing phases, specific procedures must be performed on a recurring basis to minimize security threats.</p> <p>They must conduct periodic security audits and penetration tests to identify vulnerabilities.</p>	<p>Decentralized integration gives each side full control of incoming and outgoing information.</p> <p>Single tenancy ensures the application file, process, and network space aren't shared with other customers, preventing unauthorized access.</p> <p>Secure data exchange with end-to-end encryption.</p> <p>Regular security audits.</p> <p>All required security updates and patches are promptly implemented.</p> <p>Better alignment with industry best practices, such as the Scaled Agile Framework (SAFe).</p>	<p>Minimizes the financial impact of potential data breaches, including legal expenses and compensation.</p> <p>Enables businesses to meet the security standards imposed by external parties they integrate with.</p>

We're transparent about our security measures. It's all documented in the Exalate security and architecture whitepaper.

WHITEPAPER  
**Exalate Security  
and Architecture**

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## Cost and Time Savings

### In-house Integration Solution

The initial costs may seem cheaper. But making even small adjustments or adding a little depth to your integration brings in issues that require attention from your developers. This results in recurring maintenance and increases the cost exponentially.

### Exalate - A COTS Integration Solution

The initial upfront costs might seem higher, but they remain predictable and planned even during the maintenance, and customization phase of the integration.

Exalate can reduce licensing costs.

Allows for a predictable total cost of ownership.

### Organizational Benefits

Assuming a conservative estimate of 10% time savings for each employee working with integrated systems, and an average salary of \$60,000 per employee, the potential cost savings for a team of 20 people could be calculated as follows:

**Time savings per employee per year:** 10% x 2,080 hours = 208 hours

**Total time savings for the team:** 208 hours x 20 employees = 4,160 hours

**Cost savings from reduced labor hours:** 4,160 hours x \$30 per hour (assuming a fully loaded cost of labor) = \$124,800 per year

Exalate can help reduce licensing fees for tools that are no longer needed due to integration.

Assuming an average licensing fee of \$50 per month per user, and a reduction of 10 licenses across different tools, **the potential cost savings** could be calculated as follows:

**Licensing fees saved per year:** 10 licenses x \$50 per month x 12 months = \$6,000 per year

Combining the potential cost savings from time savings and reduced licensing fees, **the total potential cost savings could be \$130,800 per year.**

Therefore, if the cost of purchasing an Exalate license is \$3,100 per year, the **ROI could be calculated as follows:**

**ROI = (Total Cost Savings - Cost of Exalate) / Cost of Exalate x 100%**

**ROI = (\$130,800 - \$3,100) / \$3,100 x 100% = 4,118%**

**This means that for every \$1 spent on Exalate, your company could potentially receive a return of \$41.18 in cost savings and increased efficiency.**

## Error Monitoring and Alerting

### In-house Integration Solution

You need a dedicated team to monitor your integration and alert the right stakeholders if any issues arise.

You might also need to build an error monitoring and notification system from scratch.

### Exalate - A COTS Integration Solution

Built-in comprehensive monitoring and alerting capabilities.

A responsive support team to resolve incidents faster.

### Organizational Benefits

Valuable insights for quick issue identification and resolution.

Prevents potential revenue loss caused by integration disruptions.

## Performance and Uptime

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>You must measure and optimize the performance of your integration solution.</p> <p>Uptimes must be maintained for enhanced customer satisfaction.</p>	<p>Proactive monitoring and industry-standard SLAs are available.</p> <p>Status updates via dedicated web pages are available.</p>	<p>Ensures uninterrupted operations, safeguarding critical processes and services.</p> <p>Consistent performance and uptime contribute to the long-term success and sustainability of the business.</p>

## Support and Documentation

In-house Integration Solution	Exalate - A COTS Integration Solution	Organizational Benefits
<p>Your team must provide the required support for the application.</p> <p>You must also maintain the documentation on the original application and update it whenever changes are implemented.</p>	<p>Standard support, onboarding calls, plus premier support with faster SLAs, quick response times, and much more.</p> <p>In-depth documentation with ample examples of product usage and script library.</p>	<p>Facilitate user onboarding and adoption of the integration solution.</p> <p>Lead to positive customer experience, foster loyalty, and repeat business.</p> <p>Troubleshoot minor issues independently, leading to quicker problem-solving.</p> <p>Reduces the need for extensive training.</p>

At Exalate, we make integrations that are **robust, scalable, cost-effective, and fully customizable**. Who needs in-house solutions then?

**Book a call with our integration engineer to discuss your use case.**