



Profile

EDS, an HP company, is a leading global technology services provider delivering business solutions to its clients. EDS founded the information technology outsourcing industry nearly a half-century ago. As a business unit of HP's Technology Solutions Group, EDS delivers one of the industry's broadest portfolios of information technology, applications and business process outsourcing services to clients around the world.

For more information, please visit www.eds.com

Industry: IT Service Provider



CASE STUDY

Serving services

Vodafone Hungary has outsourced its entire business application development function to EDS. This complex task requires a structured approach: instead of having the different projects compete with each other, they will be leveraged by the results already delivered. EDS has built a repository in SAMU to support these extended development projects with structured knowledge of Vodafone's application and information layers. Based on this database different value added services can be conceived to aid strategic and operational decisions.

Background

Vodafone is one of the world's leading mobile telecommunications companies, relying on continued innovation and superior customer service to connect its 252 million proportionate customers. Today, as Vodafone moves toward integrated mobile and PC communication services, it does so by focusing on consistency and flexibility through the seamless synergy of people, processes and technologies around the world.

To ensure that this synergy is represented on the enterprise application level in a professional and cost effective manner, Vodafone Hungary decided to outsource the vast majority of its business application development function to EDS.

Challenge

Having accepted the challenge of supporting Vodafone's business by developing their enterprise applications, a structured approach had to be taken to dealing with complexity: effective coordination required an overview of a great deal of development projects, while for individual projects, vital information had to be supplied on global infrastructure.

Historically, architecture information resided in Visio drawings, in the minds of people and in Excel sheets. All that had to be validated and reorganized into one well-designed architecture repository, supplemented with relationships and dependencies.

Solution

The EDS Enterprise Architecture team developed a data model to describe the entire set of applications, relationships and information exchanges at Vodafone. As part of that, the depth of parameters belonging to the individual entities was also determined: excessive detail makes it impossible to manage, while over-generalization will return no business results. The data model was formalized in the flexible repository database of SAMU.

Once the structure was in place, gathering the available information started through interviews and researching documentation. One of the main goals of polling application owners was to establish the boundaries and depth of source code analysis. Source code analysis was utilized to validate the sometimes fuzzy, overlapping, and under-detailed information of applications and their traded information. Missing details have also been targeted for recovery.

Source code analysis has enabled architects to make certain that the SAMU repository contains knowledge about all relevant applications, application modules and their dependencies in the details of the pre-defined data model. Application information sources and external data reporting obligations have also been explored and registered.

Having the application architecture repository as fundamental information source of Vodafone development projects, the initial survey and data population did not complete the initiative; Change management procedures are an indispensable part of this continuous architecture management service.

Based on the repository, a range of value added services were established, leaving endless opportunities for any new emerging.

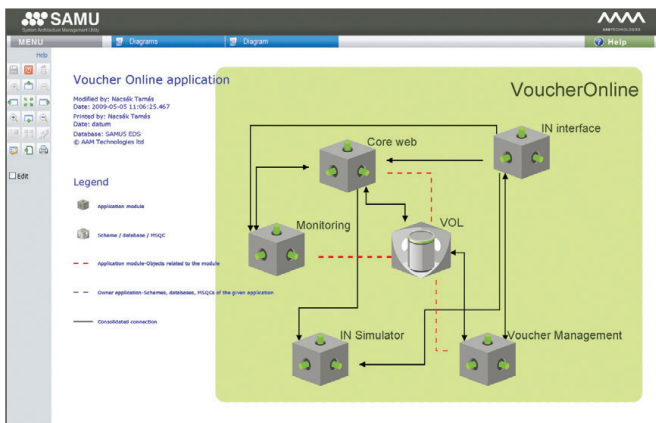


Results

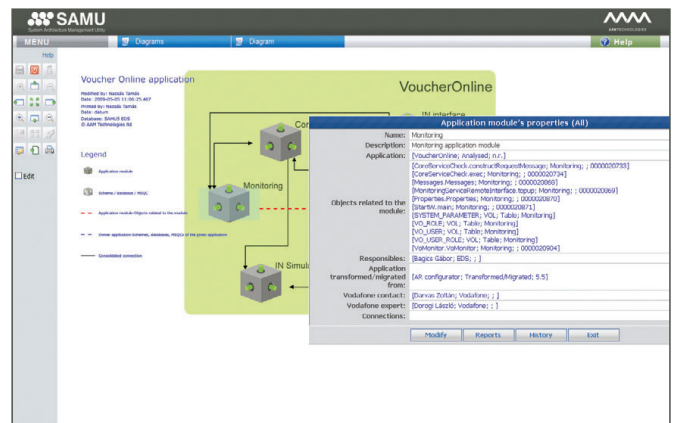
Customers of these services, which means all parties of the EDS/Vodafone project, have gained the following:

- all entities of application and information layers have been identified and rationalized;
- a unified view of application and information layers at Vodafone has been established;
- guaranteed depth of entity information across the board;
- dynamic maps, views and lists of the entire architecture or any of its segments;
- assistance with project scoping, dependency management, business continuity and disaster recovery planning;
- information for IT strategy and conceptual planning;
- support in managing services and developments.

The services provided by the EDS Enterprise Architecture team produced measurable effects on EDS services offered to Vodafone. By supplying architecture information, management reports or ad-hoc lists and maps, it directly contributes to the professional and financial success of projects.



Application Voucher Online with its modules and connections. This dynamic map visualizes the architecture of Voucher Online, providing vital information for any development project affecting the application and surroundings.



The drawing is just a representation of the data in the repository. Each object has parameters, defined by the Vodafone data model. This screen shows the details of the Monitoring Application Module.

How did SAMU contribute to success?

The flexible data modeling capabilities of SAMU enabled EDS to build a 100% tailored data model to Vodafone environmental requirements in the repository.

Views, maps and reports can be generated dynamically in a fraction of time, allowing IT and business users to enjoy perspectives that help the most in their context of the same repository. This has increased the quality of communication and understanding between IT and business people. As a direct benefit, strategic and operational planning can rely on accurate maps of the AS-IS architecture provided by SAMU.

Having one well-structured repository of the application and information layers has opened endless opportunities for future usage. In due course, the business function and process layer as well as the running hardware layer can be identified and easily added to the existing repository.



Plan. Architect. Govern.

AAM Technologies Ltd.

Address: Capital Square Irodaház,
H-1133 Budapest, Váci út 76., Hungary

Phone: +36 1 688 6688

E-mail: info@aamtech.com

Web: samu.aamtech.com

AAM Group Information: AAM Group is proud to have earned the trust of its customers by being the leading Management and IT consultant group of the CEE region with a strong technology competence and a good cultural understanding. We believe in long term relationships with respect to customers, business partners and employees alike. Our mission is to provide high quality services and products to our customers.

We make great efforts to continuously improve our professional knowledge in our focus areas, which are Project Management, BCP, Enterprise Architecture Management, Custom Banking and Insurance Systems, Application Integration, Data and Information Integration, CRM, as well as Business and IT Process Reengineering.

Please do not hesitate to contact us.

