
Project: Enterprise Architecture Design and Offshore Development Center for leading Global Relocations Company

The Customer

Our Client is a worldwide company in the business of Relocations, Records Management and Logistics. Information Systems are primary business enabler for the Client and they have been using Information Systems in their business for sometime.

The Business Need

Client IS infrastructure revolved around multi-architecture applications, served from different data centers around the world via Citrix Metaframe connected to its offices around the world. Client decided to move their applications in a phased manner from the existing system to a common J2EE web based platform and initiated a study targeted at helping them to consolidate the Architectural Requirements for their next generation application.

Solution

NIIT took on the challenge by forming an independent team who would arrive at a set of recommendations towards the enterprise architecture. This architecture would dictate the manner in which application are to be developed and deployed so that in future data exchange between applications is smooth and the users perceive one holistic application in their day to day operation.

NIIT conducted discussions with Client Team in the following areas to capture key business drivers and IT needs:

- Existing Applications in Relocations, Storage, RMS and Mobility Services
- Current Application Infrastructure
- Constraints / issues in the current set of applications
- Vision of the organization
- Specific technological preferences

At the end of the study the NIIT Analysis team deliberated various architectural requirements and solutions. The Analysis Report produced by NIIT detailed the recommendations and highlighted the next steps to be taken to realize the Enterprise Architecture.

The Enterprise Architecture report was well received by the Client and served as a trigger point for them to outsource the development of the Next Generation of Applications to NIIT. NIIT established a dedicated Offshore Development Center for the Client at Bangalore, India. This was in addition of a core team of analysts that were stationed onsite at customer premises.

One of the early design goals of the architecture was to maximize reuse. Usage of J2EE architecture also assisted in improved scalability, low maintenance and simplified configurations. The solutions, after extensive testing was rolled out in a phased manner to the application users.

To deliver the maximum benefits of the Global Delivery Model (GDM), much of the project was executed offshore. User satisfaction has gone up considerably because of the efficiency and flexibility of the new applications and NIIT continues to deliver more applications that fit the overall Enterprise Architecture.

Key Challenges

A large organization with existing software applications when initiating a set of new applications not only requires the continued existence of the older applications but also seamless integration with them. Also newer applications will get developed and deployed and these are to co-exist with existing applications. To ensure that all these applications are operated in harmony and there is seamless user experience across these applications, it was necessary to ensure that these applications are built with characteristics that allow future developers to integrate any two applications.