

Enterprise Architecture

CASE STUDY

About the Client

The Client operates a complex, city-wide service that provides door-to-door transportation for people with disabilities who are otherwise unable to use mass transit. The service provides more than 6 million trips to 141,000 registered users each year, and is mandated by the American with Disabilities Act (ADA). At the IT heart of the system is a vast combination of software applications that have been customized internally to meet the Client's changing needs over the years.

The Client enlisted **QED National** to produce a **strategic improvement plan**. The plan would serve as a roadmap the Client could follow in order to continue to improve their ability to provide efficient, sustainable, cost-effective service to their customers. The plan needed to enable the Client to bring their infrastructure into a sustainable, good working order. And the solution needed to be scalable.

The Challenge

- Current applications are nearing end of life.
- Age and cost of maintaining the current infrastructure is a liability.
- There is a need for updated architecture that is robust enough to handle continued growth and can meet the needs of future regulatory requirements.
- The current application is built on a combination of customized and in-house developed modules, many of which may not be supported by newer versions of the current application, and, even if they are, would still require the Client's unique customizations.

The Client's current system included

- 37 applications
- 12 business units
- 20 business functions
- 21 relational databases, and
- 50 desktop databases



The Solution

Assessment of Architecture

Employing TOGAF®, QED National produced:

- A high-level *Architecture Vision* which provides an overview of the capabilities and business value to be delivered as a result of proposed architecture(s),
- A detailed assessment of current business, information, application, and technology architectures
- A *Target Business Architecture* that defines candidate Business Architecture(s) and describes how Paratransit could efficiently operate to address stakeholder needs, achieving the business goals, and respond to the strategic drivers set out in the Architecture Vision,
- A *Target Information Architecture* that defines candidate Information Architecture(s) and describes how the Paratransit Information Architecture would address stakeholder needs, enabling the Architecture Vision and Business Architecture,
- A *Target Application Architecture* that defines candidate Information Architecture(s) and describes how the Client's product Architecture would address stakeholder needs, enable the Architecture Vision and Business Architecture and leverage/support the Information Architecture,
- A *Target Technology Architecture* that defines candidate Technology Architecture(s) and describes how the product's Technology Architecture will address stakeholder needs, and enable the Architecture Vision, and Business, Information and Application Architectures,
- A *Gap Analysis* between the Current and Target Architectures, and
- An *Architecture Roadmap* outlining recommendations necessary for effective transition from Current Architectures to candidate Target Architectures over a 5-year timeframe.

QED National updated the Client's Enterprise Architecture model with information and data pertaining to the Current and Target Architectures utilizing the Client's standard formats and tools.

Results

Recommendations provided to the Client are sufficient to carry the service's operation and growth well into the future, continuing to provide safe, efficient service to its customers for many years to come.

About QED National

QED National is a certified Women-Owned Business Enterprise (WBE) and a trusted IT advisor to both public and private sector customers. Headquartered in New York City with offices in Albany, NY, QED National is driven by 24 years of industry expertise and guided by strong, ethical practices. We help our clients achieve their business objectives by providing innovative IT consulting, reliable staff augmentation and scalable technology solutions that make the most sense for them. Our outstanding service has earned us an extraordinary client retention rate of ninety-five percent.

Let us show you how QED National can help improve your effectiveness and profitability.

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