

IBM Enterprise Engineering, Architecture Transformation and Design Services

IBM employs robust engineering-based strategies and methods to create enterprise architectures and reliable solutions to integrate: front end digital web and mobile; back end enterprise and legacy applications; data and analytics; and service management. Our experience covers public, private and hybrid cloud platforms.



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Service Overview

Features	<ul style="list-style-type: none">• Software package integration (including Oracle, SAP, Workday, Salesforce, Snowflake, Epic, Cerner)• Performance and availability engineering consulting, advice and assurance• Cloud cost optimisation planning, measurement, and management (FinOps alongside architecture optimisation)• Legacy and enterprise system integration to digital, data and more• E2E integration of multiple cloud vendors (data, network, security, management)• Application modernisation into containers• Application deployment and build automation (DevOps)• Design, build and support of robust and dependable APIs• Enterprise security monitoring and accreditation advice• Data migration planning and execution• Disaster recovery and infrastructure resilience planning, design and Implementation• Delivery includes IBM and third party GenAI capabilities such as IBM Watsonx, Amazon Bedrock, Microsoft Copilot, a range of assistants and developer tools including IBM Sidekick/Consulting Assistant, ChatGPT, Amazon Q and a range of LLMs.
Benefits	<ul style="list-style-type: none">• Unlock legacy data to enable digital solutions• Reuse existing enterprise assets reducing costs and risks• Increased certainty of delivery time and costs• Reduction of run costs for complex systems• Lower integration costs• Fewer surprises late in the delivery lifecycle• Access to world experts in cloud and enterprise integration• Cloud vendor agnostic advice and guidance for implementing complex solutions• Reduce cloud wastage costs• Increased system reliability and dependability• Smoother path to full system security accreditation
Key Differentiators	<ul style="list-style-type: none">• Close integration with cloud and container specialists Red Hat• IBM can engage across the full lifecycle from strategy advice, cloud migration, application modernisation, cloud native application build and application and cloud management• Long history working with major UK central government departments• Security cleared professionals across the full lifecycle

IBM Enterprise Engineering, Architecture Transformation and Design Services

Addressing Business Needs

We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver Digital ready solutions for a range of business needs.

Certainty of Delivery

Projects are often delayed or cost more due to unexpected problems late in the delivery cycle. Examples drivers of such delays are:

- Performance challenges
- Integration issues
- Data mismatches

Our methodical approach to systems engineering combined with methods and processes reduces technical risk and tackles issues earlier in the delivery lifecycle to reduce the risk of costly time overruns.

Time to market

At IBM we apply a pragmatic approach to system delivery. We don't slavishly follow agile or waterfall delivery methods to the detriment of the project. We have standard enterprise delivery methods that we tailor for each engagement – most often blending agile and waterfall delivery to achieve an optimum delivery lifecycle depending on the project needs. This pragmatic approach to method adoption plus global experience of complex systems engineering reduces the overall time to delivery.

Cost effective operations

The best solutions to build, are not always the best solutions to own and operate; for potentially many years. We construct solutions that are, from the start, built for run. This means that we are focusing on the ownership and run experience as part of the solution design and build phase. This focus builds confidence that the solutions we build have longevity and provide flexibility even in later years.



IBM Enterprise Engineering, Architecture Transformation and Design Services Service Definition



We provide full Enterprise Systems Engineering and IT Architecture services to address the business needs.

Application Modernisation

Many clients struggle with the consequences of too much technical debt. IBM brings a depth of experience across technologies of all vintages. Our unique relationship with Red Hat gives us unprecedented access to modern cloud and container technologies and approaches.

Services are based on industry-specific experience across UK government. Services may be provided based on delivery outcomes or on a resource basis to augment existing programme management teams.

Performance Engineering

We have a standard method for creating and maintaining performance and capacity prediction models. This allows us to recognise early in the delivery lifecycle are challenges that may be faced when the system is running at scale. Spotting problems early means problems can be solved at lower cost.

Multicloud Approach

IBM has its own cloud platform but is agnostic in its cloud services. We meet our clients where they are, on AWS, Azure or other cloud platforms. Running our own cloud platform gives us insights to link cloud platforms with cloud applications.

No other supplier can do this.

Cloud Cost Optimisation

We blend traditional FinOps tooling and approaches with performance and capacity engineering to predict the cost of a solution prior to the run phase. Cost optimisation approach provides a top-down view on what a solution should be costing based on capacity modelling techniques.

Full Lifecycle

We have full lifecycle experience. Clients can engage with us to deliver the full lifecycle from end to end or just for the parts where help is needed. We offer services ranging from strategy and operating model definitions through cloud platform build, migration, application development to support and operations. At all steps of client's journey to the cloud.



IBM Enterprise Engineering, Architecture Transformation and Design Services Benefits

Delivery certainty

We pride ourselves in being a committed and responsible delivery partner in all our engagements. We offer honest advice on scope and complexity and attempt to estimate the full cost as much as possible up front so that you get more certainty of the full life costs of delivery and not just the initial acquisition of services. We do this to apply tight controls on costs and the plan to spot problems early and give all parties time to react.

Independent Advice

Our goal is to make our clients successful. We are agnostic from technology choices and our long and broad history allows us to provide independent advice.

World Class Experts

IBM and Red Hat are world class experts in IT delivery.

Our teams that engage on the ground are specialists in their fields and also have access to the greater IBM and Red Hat resources. Our skills comprise complex IT, but we also write the software products that run and run on clouds; we also run our own global cloud platform so have access to unparalleled expertise across the full delivery lifecycle.

IBM Enterprise Engineering, Architecture Transformation and Design Services

IBM Approach



We bring the benefit of having worked with the world's largest organisations, engineering complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

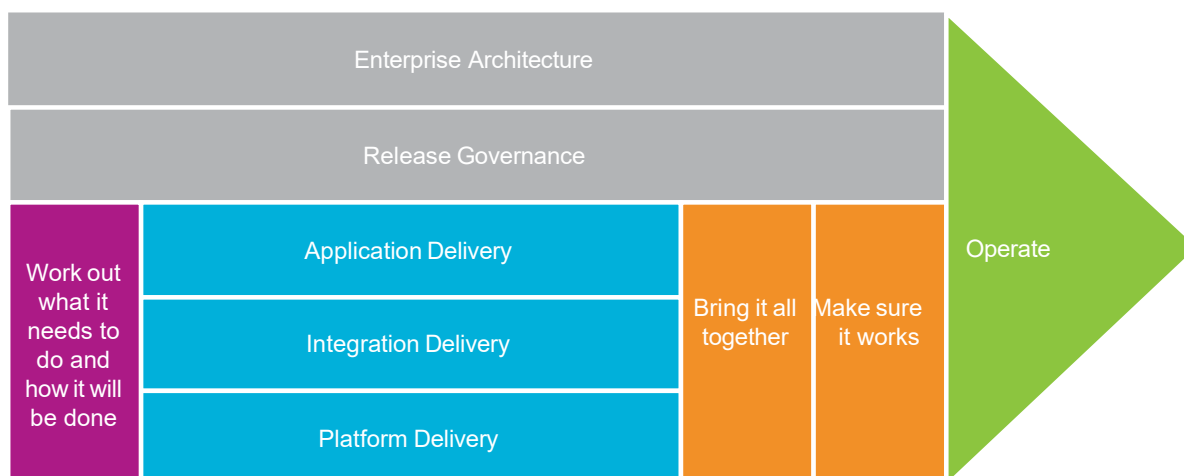
Consistent Method

The IBM Consulting Mosaic Method is a robust and standardised method for solutioning and delivering all complex system integration projects. The Mosaic method allows us to deliver complex systems integration projects and programmes in a consistent and predictable manner – from providing a complete solution framework to the implementation of a continuous development and operations life cycle and bringing together multiple stakeholder touch points.

We bring specific skills and attitudes including:

- Proven delivery track record working in complex environments
- Access to specialists who understand the lessons and risks of Enterprise Engineering
- Implementing strong governance, defined collaboratively within the context of robust methods and processes
- Bringing an integrated and controlled planning approach
- Proactive identification and management of risks and issues based on experience
- Working across complex existing and new platforms
- Experience with the latest technologies, tools and delivery methods

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.



We can bring our full IBM Garage Method for Cloud, or specific elements, to help accelerate your delivery:

The IBM Garage Methodology combines an open, seamless set of proven agile practices with a human-centric, outcome-first approach to quickly guide solutions from idea to implementation to scale.

In Enterprise Engineering engagements, the ability to work effectively with client teams, suppliers and other stakeholders makes a difference to the ability to achieve success. This is where the garage principles drive results. Client and IBM experts work side-by-side with your stakeholders to create solutions, execute change and deliver value.

Together we:

- Co-create the future – Bringing together the right people to define the business goals, solution and plan – this “co-create” approach establishes buy-in and achieves greater certainty of outcomes.
- Co-execute – Following a deliver approach that is based on focussing on what matters most, delivering benefits early, iterating change and incorporating feedback.
- Co-operate – Establishing full-scale delivery programmes that meet your change objectives and support the operation of business-critical enterprise services.

IBM Garage Method for Cloud
More information on the IBM Garage Method for Cloud is available at ibm.com/garage

The principles of how we think and act in our delivery to clients include:

- Building long-term client relationships based on innovation, trust and service excellence
- Using Design Thinking and agile approaches to help frame and execute our client’s change programs
- Infusing cognition and emerging technologies into our clients’ enterprises and core processes
- Exploiting hybrid multi-cloud-based solutions to underpin evolving client processes
- Developing and deploying world-class talent
- Using consistent, modern methods and tools – constantly reviewing and refining to accelerate the value we deliver
- We are effectively at driving progress in a distributed, collaborative in teams of multiple suppliers, across many locations

IBM Enterprise Engineering, Architecture Transformation and Design Services

Modelling the future



Our flexible ways of working enable us to continue to execute, not only in normal times, but in extraordinary times.

Distributed working, employee motivation and engagement together with increased demands, are placing organisations in an invidious position. The ability to adapt your ways of working is vital.

For the past 100+ years, IBM has re-focused and evolved to thrive in an ever-changing world, and to support our clients – powering the evolution of business and society.

IBM has developed an approach to quickly help organisations make the shift to the new way of working through:

- Enterprise Design Thinking – is the way we work to deliver human centred outcomes at scale across virtual teams.
- Virtual Collaboration Tools – to engage and build new ways of working and delivery of services, how to utilise and maximise the adoption of virtual collaboration tools, how to drive a sense of team and engagement when not physically co-located, how to help with mental health and well-being.

Collaborative and Social Tooling :

- Slack : *Chat & Group Discussion, Team Channels, Collaboration*
- Webex : *Audio & Video Meetings, Recording, Team Collaboration, Screen Sharing*
- Trello : *Project Planning, Task & Issue Management*
- Box : *Cloud Content Management, Document Repository, File Sharing/Editing*
- Mural : *Digital Whiteboard, Brainstorming, Design Thinking, Workshops, Collaboration*

- Digital Change methodology – to quickly help organisations make the shift to distributed working and helping drive productivity with remote workers.
- Operational emphasis to support the new normal - while the approach will be relevant in the short term, the new normal means that work may continue to be delivered in a remote/virtual way and so the whole culture, ways of working, goals and objective setting and performance management will need to be reviewed in light of this shift.

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people’s lives.

Government Services Supported by IBM

	Defence and Intelligence
	Public Safety and Policing
	Healthcare Life
	Sciences
	Tax and Revenue Management
	National Infrastructure
	Social Care
	Education
	Works and Pensions
	
	

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today’s enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world’s leading vendors

About IBM About IBM

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**



R&D

In the UK alone, IBM **invests £170 million in R&D** each year



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year 2019**



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society

We are Here to Help

This document provides an overview of our service with context about how our services can support you and how we work. You can also find out more about us and our work at ibm.com.

However, every organisation faces unique challenges and our specialists are available to answer your questions and discuss how our services can be tailored to your needs. You can reach us by email, and we are here to help.

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