Claria

ENTERPRISE ARCHITECTURE CONSULTING SERVICE DEFINITION

1. Service Description

The Enterprise Account Advisory service offers a comprehensive suite of services designed to support organisations in optimising their integration platforms and architectures across various cloud environments. This service is designed to provide strategic and technical guidance, ensuring that cloud integrations are efficient, cost-effective, and aligned with business goals. The service is delivered through a combination of on-demand and scheduled activities, conducted by experienced Enterprise Architects.

2. Objective

To provide expert, ongoing guidance in cloud integration architecture and strategy, helping organisations to enhance operational efficiencies, reduce costs, and achieve strategic business outcomes through improved technology deployment and utilisation.

3. Service Components

Architecture Guidance (On-demand):

- Up to 60 hours per year of on-demand guidance covering any aspect of integration architecture.
- Flexible support to address immediate and specific architectural needs as they arise.

Platform Strategy (Annually):

- Assessment of the current and target states, including a comprehensive gap analysis.

- Development of a detailed platform strategy and roadmap, maintained and updated annually.
- Ensures strategic alignment of technology deployments with business objectives.

Conceptual Architecture (Quarterly):
- Development and maintenance of conceptual architecture models.
- Includes Business Architecture, Information System Architecture, and Technology Architecture.
- Updated quarterly to reflect changes in business strategy and technology landscape.

Platform Review (Quarterly):
- High-level review of the platform's health and viability.
- Tracks the adoption of recommendations and their impact on the platform.
- Provides ongoing assessment to ensure continuous improvement and alignment with best practices.

Advisory Review (Monthly):
- Regular attendance at executive review meetings by an Enterprise Architect.
- Provides strategic insights and updates on the progress of integration efforts.
- Facilitates alignment between IT operations and executive business strategy.

4. Service Delivery

- Duration: Annual engagement.
- Mode of Delivery: Combination of on-site and remote support sessions.

5. Target Audience

- Mid to large-sized enterprises looking to optimise their cloud-based integration frameworks.
- Organisations that require strategic oversight and detailed architectural support for their cloud integration initiatives.

6. Performance Metrics

- Improvement in the alignment of IT infrastructure with business goals.
- Reduction in operational costs through effective platform strategy and architecture adjustments.
- Client satisfaction scores based on the responsiveness and impact of the advisory services.

7. Service Management

- A dedicated Enterprise Architect assigned to each client.
- Regular internal reviews to ensure the quality and relevance of the advice provided.