



Service Definition Document

Avolution

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Company Overview

Avolution produces ABACUS®, a leading enterprise architecture (EA) software used by over 3000 organizations worldwide to deliver quick, powerful enterprise architecture and digital business strategy.

Like many technology companies, Avolution was formed based on technology developed at a University – in this case architecture-based expertise from the University of Technology, Sydney. All intellectual property is now owned by the company. Established in 2001, it is founder-owned and profitable.

Avolution has since grown to become a truly global company, providing services to customers from its offices in the UK; USA; Australia; and Singapore.

ABACUS provides companies the ability to manage and plan robust, secure, and compliant interconnected platforms and ecosystems, and has been designed to adapt to your business, allowing users to reconfigure as needed to manage new strategies and business models.

Our focus is on giving you the means to **quickly import, model and analyze your current data**, and to choose the methods and frameworks that work best for your industry and practice.

ABACUS also lets architects to take advantage of best-in-class analytic techniques, based on peer-reviewed algorithms refined **over 25 years of industry usage**.

As a company we focus expertise on Enterprise Architecture and strategy, software development and R&D, marketing, sales, product support, training and services. We also work via an extensive network of partners and consultancies.

Avolution staff actively participate in thought-leadership communities such as the **IEEE** (the founders of Avolution were principal contributors to IEEE 1471); **Gartner, The Open Group, Object Management Group, GEAO, AOGEA**, and **IAC**. Collectively the Avolution team has co-authored over 300 international peer-reviewed articles and patents.

Designed To Support Enterprise Architecture Teams

Avolution's ABACUS toolset and services have been designed to support enterprise architecture teams in their endeavors. We are pleased to be considered for this planned procurement.

Independent analysts have identified that the key needs of a modern enterprise architecture practice are well-met by ABACUS and Avolution. You can be assured that ABACUS will provide your organization with the best Enterprise Architecture tools available, allowing your organization to move forward with ease, confidence, and success.

Delivering Enterprise Architecture Value – Key Differentiators

- > **Quick Time-To-Value:** ABACUS holds Gartner's top product score for "Speeding Time to Value". 76% of companies deploy ABACUS in under 3 months, 94% in less than 6 months.
- > **Modeling Functionality:** Best-in-class modeling. Diagrams, workflows, processes, capability maps etc. can be automated and scheduled. Web-based diagramming for quick easy access.
- > **Adaptable Metamodel:** Customize or adapt a metamodel so it fits your business perfectly.
- > **Comprehensive Range of Data Integrations:** Including SharePoint, ServiceNow, Technopedia, Google Sheets, Excel, Visio, CMDBs, plus a readable and writeable REST API that can be used for custom integrations.
- > **Easy Data Management:** Data owners across the business can use browser-based catalogs to enter and update data. Embed in workplace social software (e.g., Teams) with SSO, for easy access.
- > **Dashboards & Visualizations:** Responsive, dynamic, and tailored for technical or business stakeholders. Visualizations include interactive Gantt charts, diagrams and Graph View.
- > **Leading Analytics:** Design no-code algorithms or use pre-built algorithms refined over years of industry use to calculate metrics/KPIs e.g., Cost, ROI, risk, reliability. Use machine learning to fill in missing or incomplete data, suggest options and speed up decision making.
- > **Graph Database Benefits:** Flexible, fast, and configurable in-house.
- > **Cloud, On-Premise and Hybrid:** Range of deployment options including browser-based (no installs).
- > **Collaboration:** Hundreds of users can collaborate on a central repository, across locations and time-zones. For large teams, ABACUS scales easily.
- > **More Complete Data with Machine Learning:** Fill in missing or incomplete spreadsheets using machine learning intelligence.

As a fully provisioned, leading solution, ABACUS has a strong track record in large-scale deployments worldwide. We have worked with over 3,000 organizations across all major sectors.

We welcome the opportunity to demonstrate how ABACUS can be used to achieve a range of enterprise architecture missions and support your team in meeting your business goals.

Overview of ABACUS

ABACUS Enterprise:

- > Enterprise Editors & Modelers can view, edit and create (dependent on permissions) online diagrams and catalogues and data visualizations. View and share tailored dashboards and work collaboratively and architecture content within their browser.
- > Enterprise Viewers: users across the business can view and interact with dashboards and diagrams according to access rights

ABACUS Studio:

- > Power user functionality for administrators and architects: configuring metamodels, importing data, setting up integrations and syncs and analytics. Robust diagramming features are also available.

Collaboration Server:

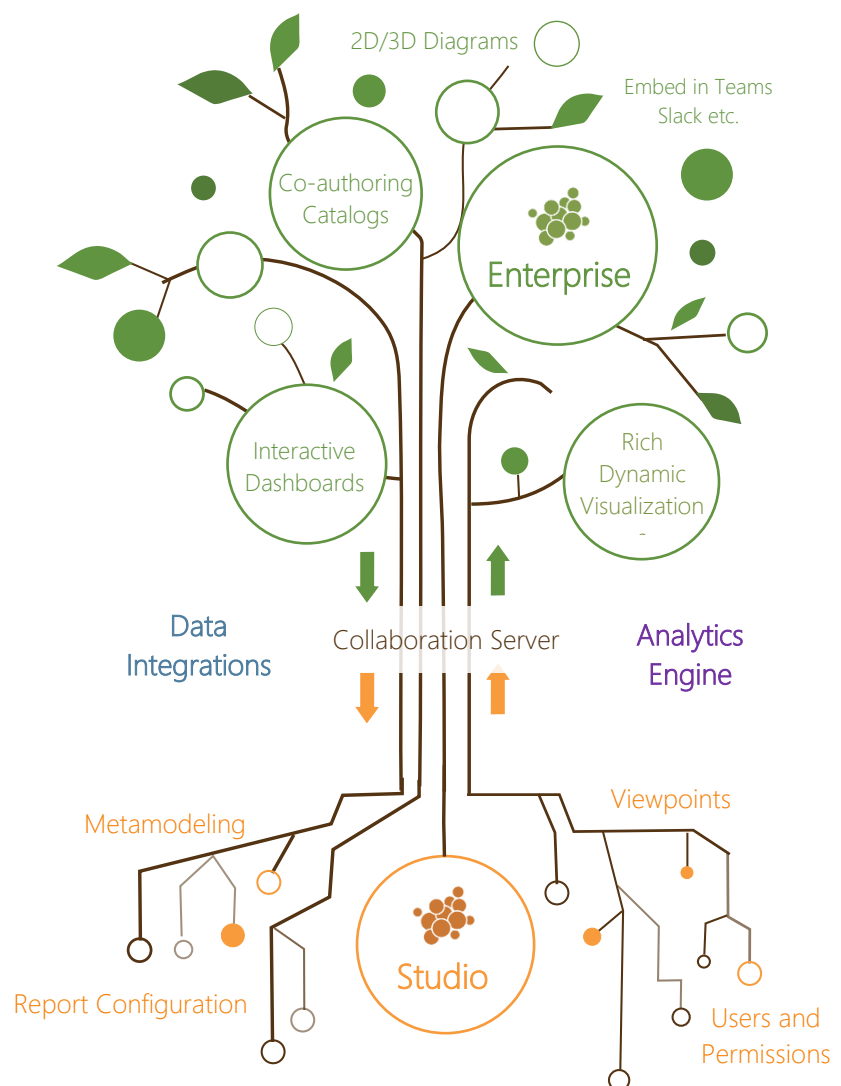
- > Houses your repository and allows all users to collaborate on a single model. It also facilitates full versioning history, audit trails and conflict resolution.
- > Acts as the connection between ABACUS Studio and Enterprise.

Analytics Engine:

- > The 'smarts' that generate data-driven insights: simulations, algorithms and scripts which can be automated, plus machine learning for more complete data.

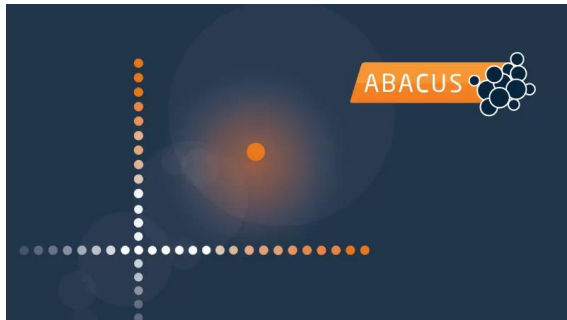
Data Integrations:

- > Create a single source of truth with various out-of-the-box integrations made available for importing/exporting data through ABACUS Studio.
- > Integrate with popular software Technopedia, ServiceNow, Google Sheets, MS Excel, Powerpoint etc.



Analyst and Industry Recognition

Avolution's products and services are regularly ranked as leading solutions by independent analysts, and featured in trade and industry press such as *CIO Magazine*, *InfoWorld* & *Information Age* etc.



Recent analyst rankings include:

- > **Leader** in [Gartner Magic Quadrant for Enterprise Architecture Tools 2022](#)
(for the 7th consecutive year)

Avolution's ABACUS has also received the highest scores for all five Use Cases in Gartner Critical Capabilities for Enterprise Architecture Tools 2023:

- > Enterprise Transformation Management (4.47/5)
- > IT Portfolio Management (4.45/5)
- > Advanced Roadmapping (4.39/5)
- > Solution Architecture Design & Delivery (4.41/5)
- > Innovation & Sustainability (4.40/5)

Gartner

Leader
in EA Tool MQ

FORRESTER®

Strong Performer
in EAMS Wave

TUM

#1 Visualizations
Tool

Gartner

Highest score for
all use-cases

"Avolution was the first EA vendor to use a graph database, which provides enhanced flexibility over traditional database approaches. It also bridges the gap between traditional modelling based, stand-alone EA tools and newer suite-based approaches. Current innovation efforts have resulted in new product developments, such as server-side simulations and algorithms." **Gartner, Enterprise Architecture Magic Quadrant**

Enterprise Architecture Missions and Use Cases

Enterprise architecture teams require a tool for delivering quick, business-responsive solutions and guidance. Common use-cases and missions accomplished with ABACUS include:

- > **Modeling & Planning:** solution architectures, cloud architectures, process modeling with freeform canvas and stencil diagramming plus automated diagrams
- > **Data Centralization:** map the current technology and business process landscape.
- > **Roadmapping:** align IT initiatives and infrastructure with technical and business goals
- > **Streamlining IT Infrastructure:** manage legacy systems & reduce technical debt.
- > **Application Portfolio Rationalization and Transformation:** improve CX, reduce costs.
- > **Cloud Strategy & Migration:** track business outcomes, cost, security etc.
- > **Governance and Compliance Priorities:** including data privacy, quality management
- > **Cybersecurity:** security risk scoring, preventative risk management.
- > **M&A/Business Integrations:** due diligence, strategy, risk-management, rationalization.
- > **Strategic planning & innovation:** scenario analysis and future state architectures.

"Enterprise architecture is a strategic discipline at Nationwide and we use ABACUS to help us visualize, strategize and respond to change fast." Director of Enterprise Architecture, Fortune 500

Advantages of Choosing ABACUS



Rapid Configuration

ABACUS is designed to allow your team to produce meaningful architecture results in days and weeks rather than months. Our onboarding programs provide users with both full implementation of the ABACUS suite as well as comprehensive training in techniques to accelerate your enterprise architecture practice. Working with your own live data during onboarding means you can achieve results quickly and ensure successful deployment.

Both bimodal and agile EA are enabled by ABACUS' ability to build multiple alternative architectures for detailed scenario analysis.



Bulk Upload of Existing Data, Quickly and Efficiently

ABACUS provides a range of adaptors and integrations so users can import or map to company data from SharePoint, Google Sheets, Excel, Visio and CMDBs. Adapters are also available to leverage current data from ServiceNow to ensure models are accurate and up to date. Our REST API also allows data from a huge range of common sources to be exchanged with ABACUS, via open standards.



Roadmapping & Scenario and Trade Off Analysis

In addition to best-in-class roadmapping functionality, ABACUS is the only EA tool to offer the ability to run multiple architecture analysis. This approach yields a mature and robust roadmap, supported by detailed quantitative data, allowing your business to create, compare and save current and future-states alternatives, then select an optimal course.



Modeling & Diagramming

For efficient enterprise architecture, everything needs to stay connected including your data, diagrams, and dashboards. Easily import your Visio, UML, BPMN or other diagrams or flowcharts into ABACUS and wire them up to other elements in your repository. Updates will flow through automatically. No need to revise tables, lists, or re-draw diagrams manually each time a component changes.

ABACUS provides freeform canvas and stencil diagramming for architecture design. Create or edit web-based diagrams using ABACUS Enterprise. Share and collaborate on models easily, and map out current and future state scenarios. Diagrams can also be created automatically from structured data or use auto-layout options to select visually pleasing options quickly.



Powerful Collaboration

ABACUS supports teams who collaborate across multiple geographies and time-zones. To future-proof your practice, ABACUS also allows teams to work concurrently on a shared repository. Secure access is supported by SSO, AD integration and multi-factor authentication (MFA).



ABACUS Enterprise for Streamlined Data Management

ABACUS users can manage and maintain information such as asset lists and keep the repository up to date with editable browser-based catalogs and diagrams in ABACUS Enterprise. ABACUS Enterprise dashboards can be embedded as links or tabs in tools such as Teams tabs or Confluence, with SSO and MFA set up for easy, secure access.

Data edited in catalogs or diagrams updates directly to the centralized repository. It is then available to the architecture team for modeling and can also be filtered and navigated via dashboards and data visualizations. Administrators can configure catalogs, setting up fine-grained permissions and generating change logs as needed to maintain data fidelity.



Dynamic Visualizations & Automated Artifact Creation for Reporting

Strong data visualization makes enterprise strategy and roadmaps understandable and allows your colleagues to quickly grasp the data, analysis and roadmaps you're presenting.

In ABACUS, architects can report using a wide range of visuals including architecture diagrams, Gantt charts, heat maps and treemaps, diagrams and workflows, and interactive Graph Views. Dashboards are available in-browser and can be tailored to your stakeholders and embedded as links or tabs in workplace social software.

Creation of artifacts such as Application Interface diagrams, Solution Architecture diagrams and Business Capability diagrams can be automated, ready for regular presentations.



Select, Adapt or Design a Metamodel Which Fits Your Business

ABACUS caters to enterprise architecture requirements with strong configurability. Architects can select pre-built accelerators, templates, and industry frameworks like TOGAF, APQC, and NIST. Design with cloud icons (AWS, Azure, GCP) and customizable notations, or craft your own metamodel. Maintain consistency and governance of architecture work with permissions.



ABACUS Adapts to Your Practice

ABACUS users appreciate the ability to configure, name and adjust their diagrams, including component types and connection types at any point in the modeling process. They can select the iconography of types and change shapes used for defined types on any viewpoints. Constraints can be added or deleted, and their enforcement levels changed. Properties can also be added, renamed, or deleted including data type and rules.

Viewpoints can be added, modified, or deleted. User groups, roles and permissions can all be configured. The layout of the dashboards and portlets can be adjusted. This is all achieved through simple right clicks and drag-and-drops.



Analytics & Algorithms

Architecture-based analytics are rapidly becoming a priority for analysis and reporting. ABACUS allows your team to predict the effectiveness of alternative scenarios. No coding required to automate your chosen analytics: Build custom analytics with drag-and-drop tools (ABACUS Visual Algorithm Composer), or choose from pre-built options.

Automate your chosen metrics: cost roll-ups, TCO, business fit, technical fit and security scores. Track trends in metrics (eg. performance improvement, cost increases). Roll up values across your architecture: Eg allocate the cost of an application to the projects or departments which use it or attribute a time metric to process steps, and calculate the lead time between processes.

ABACUS' algorithms have been developed and refined over 25 years of industry usage.



Deployment Options – Cloud or On-Premises

Few EA tools provide a purely cloud-based deployment option – one which requires zero installations (including browser plug-ins). Those which do rarely offer the alternative – a solution that can be deployed on-premise for situations that require the highest levels of security. ABACUS allows for both options as well as many hybrid deployments such as the repository on-premise but the application(s) in the cloud.



Real-Time Support and Maintenance

Avolution's global structure allows for full 24-hour support spanning all time-zones and the ability to receive and answer customer queries in real-time.

With responsive customer service and support as our goal, Avolution employs highly qualified support engineers who will quickly pass on feedback to senior staff and our development team. We use a range of communication technologies such as MS Teams or Zoom, remote desktop services such as RDP and secure private networking services such as OpenVPN, to ensure we provide quick, effective assistance.

Product Portfolio

ABACUS provides flexible pricing, built for every team of every size:



ABACUS ESSENTIALS

Modeling, Configuring, Algorithms

- > Create projects from over 100+ frameworks incl. TOGAF, ArchiMate and BPMN
- > Import and export data from Excel, Visio, XML, Access, SQL Server etc.
- > Roadmap and test future IT and business strategies
- > Model multiple architectures with data-driven diagrams including smart connect
- > Model multiple architectures with direct and indirect matrices with heatmapping
- > Visual Algorithm Composer

Digital Portfolio Management

- > Manage portfolios in-browser

Data Visualization & Analytics

- > Interactive reports and dashboards

Digital Business Collaboration

- > Share across locations and users
- > Audit trails, role-based access with permissions
- > Single-Sign-On and Active Directory integrations

Also Includes:

- > Online training / help / email / technical support
- > Forum access (technical guides and user groups)
- > **Rapid Start Program**
- > 8 Enterprise Editor users and 2 Enterprise Modeler users



ABACUS PREMIUM

Modeling, Configuring, Algorithms

- > Create projects from over 100+ frameworks
- > Import and export data from Excel, Visio, XML, Access, SQL Server etc.
- > Roadmap and test future IT and business strategies
- > Model multiple architectures with data-driven diagrams including smart connect
- > Model multiple architectures with direct and indirect matrices with heatmapping
- > Visual Algorithm Composer

Digital Portfolio Management

- > Manage portfolios in-browser

Data Visualisations & Analytics

- > Interactive reports and dashboards

Digital Business Collaboration

- > Share across locations and users
- > audit trails, role-based access with permissions
- > Single-Sign-On and Active Directory integrations

API

- > Exchange data from a huge range of common sources using the ABACUS REST API

Data Integrations

- > Import or map to company data with a complete set of ABACUS adapters

Reporting

- > Create engaging reports with advanced graphics and visualizations
- > Export effortlessly to Word, PDF, Excel etc; save time with report automation

Cost Efficiency

- > Larger teams benefit from lower per-user cost

Also includes:

- > Online training / help / email / technical support
- > Forum access (technical guides and user groups)
- > **Customer Success Program**
- > Dedicated Specialist
- > 20 Enterprise Editor users and 5 Enterprise Modeler users

Around The Clock Support and Maintenance

Avolution's geographic locations allow for **full 24-hour support** and the ability to receive and answer customer queries in real-time.

Avolution Software Support and Maintenance provides:

- > Unlimited upgrades of ABACUS
- > 24-hours per day, 7-days per week (i.e., 24/7) email support
- > Access to the ABACUS Knowledge Portal and COmmunity

Software Annual Support & Maintenance is mandatory for year 1 with on-premise perpetual licensing, and is thereafter optional. For hosted / SaaS subscription, Support & Maintenance is inclusive. Subsequent renewal fees for Annual Support & Maintenance are based on 20% of the net software license fee.



Rated highest for
Quality of Support
over all other
EA vendors

*Based on independent reviewers on
Gartner Peer Insights

ABACUS Community

Global Resource for ABACUS Users

Gain access to detailed guides, video tutorials, latest ABACUS updates, forums and advice from peers for self-service learning.

Explore best-practices from getting started, to in-depth solutions, and advanced enterprise architecture techniques.

<https://www.avolutionsoftware.com/support/community/>

Onboarding Programs

Avolution offers two onboarding programs to suit the differing business goals and requirements of our customers: the **Rapid Start Program** and the **Customer Success Program**.

Both onboarding programs follow the same high-level approach (as shown below), and are designed to be:

- > **Flexible** in their delivery style
- > **Tailored** to the needs of the client
- > **Value-driven** in terms of the output produced

Details of the two programs – along with a comparison table for quick assessment of which program best suits your organization – can be found below:

	Rapid Start Program	Customer Success Program
Duration	4 - 6 weeks	4 - 9 months
Phases	2	5
Implementation Consultant Hours	40	Up to 120
Stakeholder Engagement	Low	High
Program style	Fundamental training tailored around live data and foundational output	Customized onboarding and training focused around completion of stakeholder use cases
Metamodel & Framework Maturity	Levels 1 – 2 <i>Initial configuration workshop to import source data</i>	Levels 3 – 5 <i>Guided expansion of metamodel to meet requirements of current and future use cases</i>
Data integration	Source data imported	Repeatable data load processes defined
Assets created	Initial assets based on available data after baseline data migration	Refined and iterated assets based on stakeholder inputs and feedback
Analysis produced	'Quick win' views and metrics developed during functionality training	Advanced views and KPIs identified as required output to achieve value from stakeholder use cases
Reporting	Basic dashboards and reports built during available time to demonstrate value	Customized dashboards, reports, and user journeys defined and built to fully satisfy use cases

Expert Assistance Consulting

Avolution can both provide ABACUS bespoke implementation services and specialized Enterprise Architecture consulting. Such services can cover all aspects of ABACUS system deployment as well as on-going project team support.

Expert Assistance packages provide a fixed quantity of hours for telephone assistance, on-site support, and/or remote working. Through pre-purchased blocks of support services, customers receive discounts off the usual day rates.

Level	Includes
On-Prem Software Installation Assistance	8 hours of remote software installation assistance
Bronze Expert Assistance	20 hours per year of on-site / remote expert assistance
Silver Expert Assistance	40 hours per year of on-site / remote expert assistance
Gold Expert Assistance	80 hours per year of on-site / remote expert assistance
Platinum Expert Assistance	200 hours per year of on-site / remote expert assistance
Diamond Expert Assistance	480 hours per year of on-site / remote expert assistance

Expert Assistance Terms

A current subscription or support and maintenance agreement is a pre-requisite to ongoing expert assistance. The level of skill required and provided to a client is dependent on the type of project and is generally at Avolution's discretion. All unused hours roll over to the next year provided the customer has an active subscription or support and maintenance contract with Avolution. Customer will be responsible for covering travel costs for on-site expert assistance.