

848

Enterprise Architecture

Service Definition

Intelligent Core

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1. Service Overview

Technology investment should move the business towards a clear goal. When decisions are made project by project, organisations can accumulate overlapping systems and dependencies that make the next change harder. Enterprise Architecture helps leaders understand what they have, decide what needs to change and set a practical direction for investment.

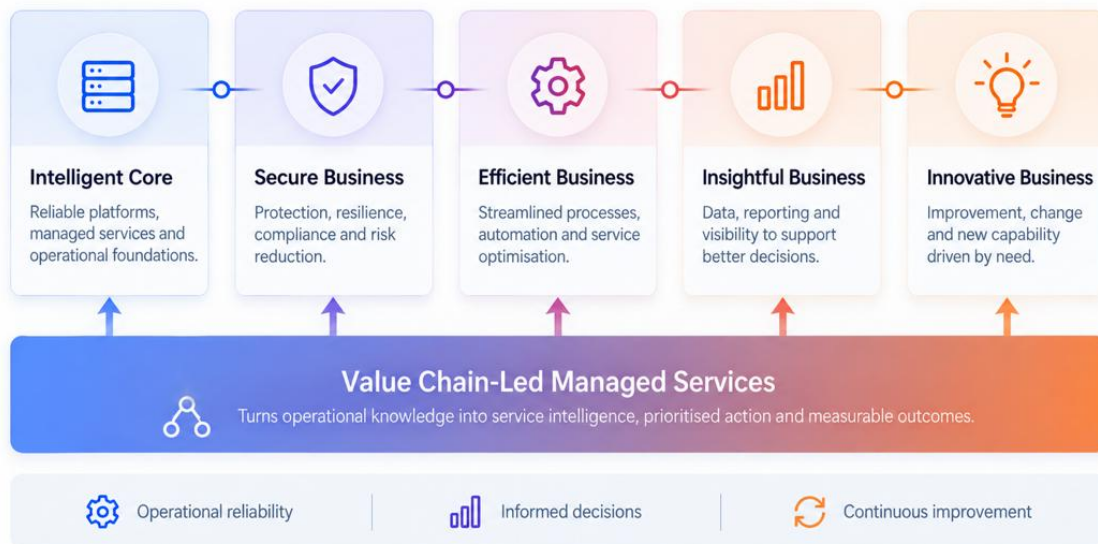
The service is part of 848's Intelligent Business Framework, which connects technology work to the organisation's wider ambitions. The framework helps customers strengthen security and efficiency, improve insight and develop new capability. The Intelligent Core provides the architectural and platform foundations for those outcomes, while the Value Chain-Led Managed Service sustains operation and feeds experience into further improvement.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



Architecture within The Intelligent Core

Enterprise Architecture establishes how business capabilities and technology fit together. A shared view of the current estate exposes duplication and dependencies. A target architecture describes the intended future, and a roadmap explains how the organisation can move towards it through achievable changes.

That direction gives other parts of the portfolio a common starting point. Security requirements can inform design choices; data and application relationships can support better information flow. Cloud and infrastructure plans can follow the same architectural intent, so individual investments contribute to the business outcome that prompted them. The engagement may address a specific decision or a wider programme of change. Customers select the relevant architecture services, with the depth of modelling and review agreed for their needs. The result is a usable basis for decisions and delivery: a clear view of the estate, an agreed direction and an explanation of the work required to get there.

2. Scope and Service Boundaries

The scope translates the customer's business priorities into the architecture work needed to support them. It identifies the domains to examine and the decisions the work must inform. The following services can be selected individually or combined within an engagement.

Establishing direction

Leaders need a view of the whole estate before they can judge where investment will have the greatest effect. Architecture and roadmap work make the relationships and choices visible, giving programmes a common direction.

Service	Outcome
Enterprise architecture	848 maps the relevant business capabilities and technology domains, then develops current-state and target-state views. Principles and reference patterns explain how future decisions should support the agreed direction.
Technology roadmap design	A sequenced roadmap connects architectural priorities to practical change. It identifies dependencies and interim states so the customer can plan investment and coordinate programmes.
Transformation architecture	Cross-domain architecture connects the changes required across a transformation programme. Transition views and readiness considerations help teams understand how separate initiatives contribute to the intended future state.

Applying the architecture

Architecture becomes useful when delivery teams can apply it to real choices. These services connect the wider direction to solution designs and the forums that review them.

Service	Outcome
Solution architecture consultancy	Where selected, 848 develops architectural solution designs from validated requirements and enterprise direction. The work explains the design choices and dependencies needed for subsequent implementation. Low-level engineering detail is separately scoped.
Architecture governance and assurance	848 defines or supports architectural principles, review arrangements and decision records. Design reviews identify alignment, risks and exceptions for the customer's authorised decision-makers.

Delivery boundaries

The engagement defines the level of detail for each artefact. Technical implementation, application development and live service operation require their own delivery scope. Procurement authority and investment approval remain with the customer.

Analysis depends on access to current documentation and people who understand the estate. Gaps in inventories or requirements may limit the confidence of the initial baseline. 848 records material assumptions so the customer can distinguish validated relationships from areas needing further investigation.

3. How 848 Delivers the Service

Delivery moves from understanding the business decision to producing architecture that teams can use. The sequence reflects the selected services: a roadmap assignment may build on an existing baseline, while a wider engagement establishes the baseline first. Customer reviews connect each stage to the next decision.

Understand the decision and the estate

848 works with the sponsor to clarify the intended business outcome and the architectural questions it raises. Domain specialists explain the current environment, using existing documentation and workshops to show how capabilities depend on systems and information flows.

The team develops current-state views and checks them with the people responsible for those areas. Missing information is recorded alongside the findings. This review establishes which relationships can be relied on and where further investigation is needed before design choices are made.

Define the future architecture

The agreed priorities guide development of the target state. 848 considers how capabilities should fit together and where common principles or patterns would improve consistency. Existing constraints shape the options, including dependencies that cannot be removed immediately.

Business and technical stakeholders examine the proposed direction. Their review tests whether the architecture supports the intended outcome and can be developed within the organisation's circumstances. Decisions and qualifications are captured so later teams understand why the direction was chosen.

Turn direction into a roadmap

848 identifies the changes needed to move from the current estate to the target architecture. Dependencies determine sequencing, while transition architectures explain the interim arrangements required along the way. This makes the roadmap useful for coordinating programmes with different delivery timescales.

The customer reviews priorities and readiness constraints. The resulting roadmap gives investment and delivery teams a common reference for planning; detailed project schedules and funding commitments follow the customer's own planning process.

Apply the direction to designs and decisions

Where solution consultancy is included, 848 develops the relevant architectural designs against the agreed requirements. Where governance support is selected, the team helps establish review criteria and records how proposed changes align with the architecture.

Design owners contribute the information needed for review. 848 explains risks or exceptions and their implications, allowing the customer's decision forum to approve the proposal, request changes or accept an exception. The record preserves the reasoning for future reviews.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The architecture set gives different readers a shared basis for action. Leaders can see the direction of investment; programme teams can understand dependencies; design teams can apply the architectural intent. The engagement specifies which outputs are required and the detail expected in each.

Deliverable	Use for the customer
Current-state architecture	Shows the relevant capabilities and their technology relationships. It provides the baseline against which change is considered and highlights material gaps in the available information.
Target-state architecture	Describes the intended future and the design principles that support it. Stakeholders can use it to assess whether proposals contribute to the agreed business direction.
Roadmap and transition views	Explain priorities, dependencies and interim states. They help programmes coordinate their planning and identify prerequisites for the next change.
Solution architecture	Provides the architectural design for a selected requirement, where commissioned. Delivery teams can use its decisions and interfaces to inform detailed engineering.
Governance and review records	Set out the applicable review arrangements and preserve decisions or exceptions. They support consistent application of the architecture over time.

The value of these outputs lies in the decisions they support. Implementation benefits depend on the subsequent work undertaken by the customer and its delivery partners; the architecture engagement supplies the direction and design context for that work.

4.2. Working with 848

Architecture needs both business intent and knowledge of the existing estate. 848 brings the analysis and design work together, while customer participants validate the context and exercise the authority needed to progress decisions.

Participant	Responsibility
848 architecture team	Investigates the agreed domains, develops models and recommendations, and explains the implications of design choices. Facilitates reviews and maintains the engagement's architecture outputs.
Customer sponsor	Clarifies business priorities and resolves questions that affect direction or scope. Connects the work to the organisation's investment and programme decisions.
Customer domain owners	Validate information about capabilities and systems. Review the proposed changes within their areas and identify operational or technical constraints.

Participant	Responsibility
Customer architecture authority	Reviews principles, designs and exceptions through the relevant decision forums. Confirms the architecture to be adopted.
Delivery teams and suppliers	Explain dependencies and contribute feasibility information where their systems or planned work affect the architecture.

Review participants and decision routes are agreed during onboarding. Timely access to the right people is particularly important where a choice spans several domains or requires a trade-off between programme priorities.

4.3. Service Assurance

Confidence in architecture comes from a sound baseline and a clear explanation of the choices made. Reviews test whether the outputs answer the agreed questions and provide enough information for the next decision.

Review focus	What is checked
Accuracy of the baseline	Domain owners review the relevant models against the environment they operate. Information gaps and material assumptions are visible.
Fit with business intent	Target-state recommendations connect to the priorities agreed with the sponsor. Dependencies and constraints inform the proposed direction.
Consistency of design	Related models and architectural principles support the same direction. Reviews identify conflicts or exceptions requiring a customer decision.
Practical progression	Roadmaps and transition views explain dependencies and readiness considerations. The receiving teams can understand what must happen next.
Acceptance of outputs	The customer reviews the commissioned artefacts against the agreed scope and expected detail. Unresolved questions are recorded with the relevant follow-up.

Acceptance confirms completion of the agreed architecture work. Regulatory approval, investment authorisation and the success of later implementation remain separate decisions. Where evidence is incomplete, the output retains that qualification so it can be used with appropriate care.

4.4. Onboarding

Onboarding establishes the decision to be supported and the people and information needed to investigate it. The aim is to make the first workshops productive and give both teams a clear basis for the work.

Preparation	What needs to be established
Business context	The sponsor explains the desired outcome and any programme commitments that affect priorities or timing.
Scope and depth	Customer and 848 confirm the service elements, domains and expected level of detail in the outputs.

Preparation	What needs to be established
Evidence and access	Existing architecture material and system inventories are made available. Relevant owners are identified where documentation needs explanation or validation.
Participation	Business and technical representatives are available for the workshops and reviews requiring their knowledge.
Decision and handover arrangements	The engagement identifies who reviews and accepts the work, and where the resulting architecture will be maintained.

The delivery sequence reflects the readiness of this information. Where an existing baseline is incomplete, the initial activity establishes the evidence needed before target-state or roadmap work can progress with confidence.

4.5. Operating and Improving

The architecture remains useful as the business and its technology change. Customer owners use the principles and models when considering new proposals, and revisit assumptions when programmes or priorities move on.

Where continuing architecture governance is commissioned, 848 supports design reviews and helps assess the implications of proposed changes. Exceptions and new dependencies inform updates to the architecture. An initial architecture engagement does not by itself provide an ongoing review service.

Within the Intelligent Business Framework, operational experience can also identify a need to revisit the direction. A recurring service issue may expose a platform dependency; a new business initiative may require a different capability. The relevant findings inform the next architecture decision, with additional work agreed to match the need.

4.6. Handover and Exit

Handover equips the customer's architecture and delivery teams to use the outputs after the engagement. 848 explains the agreed direction and the reasoning behind it, so the next team can apply the work without losing its context.

Handover item	Purpose
Architecture and roadmap set	Transfers the commissioned models and plans to the agreed customer location for continued use.
Decisions and assumptions	Preserves the rationale for choices and the qualifications that affect interpretation.
Outstanding actions	Identifies questions or dependencies that the receiving owners need to address.
Knowledge walkthrough	Explains how the outputs relate and how they inform the next design or programme activity.

The customer confirms ownership of the architecture and its future maintenance. Follow-on engineering or advisory work can use the handed-over material as an input, with its own scope and responsibilities agreed before delivery.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.