

Service Description

Enterprise Architecture

SUBMITTED BY

NORTH HIGHLAND®

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CONTENT



SERVICE OVERVIEW

North Highland delivers Enterprise Architecture consulting that transforms IT into a strategic enabler. Using frameworks like TOGAF®, we create enterprise-wide blueprints, target architectures, and modernisation roadmaps that drive digital transformation, optimise technology investments, and align business-technology capabilities to achieve sustainable competitive advantage.

FEATURES

1. Connected enterprise mapping: business capabilities, value streams, applications, data, strategy
2. Pain point identification, gap analysis, and prioritisation
3. Tech and data maturity surveys and assessments
4. Heat map and impact analysis
5. Application rationalisation
6. Strategic roadmap
7. Dashboard reporting

BENEFITS

1. Strategic alignment translating C-suite vision into executable roadmaps with measurable ROI
2. Accelerated modernisation reducing time-to-value through proven patterns and risk-mitigated sequencing
3. Enterprise agility through modular architecture, API-first strategies, enabling rapid launches
4. Complexity reduction through enterprise standards, reusable patterns, and debt elimination
5. Future-proof architecture accommodates emerging technologies, protecting investments and enabling innovation

6. Risk mitigation by establishing enterprise-wide controls, standards and oversight mechanisms
7. Optimised technology spend through application rationalisation and strategic capability reuse across units
8. Seamless integration of cloud, AI, emerging technologies into existing ecosystem

SERVICE DESCRIPTION

North Highland's Perspective on Enterprise Architecture

Enterprise Architecture is the strategic discipline that determines transformation success or failure. Organisations with mature EA practices achieve 60% higher project success rates and 40% faster time-to-market (Gartner). We architect the foundation that makes transformation sustainable, scalable, and strategically aligned. We help you stay modern by evaluating gaps and opportunities within your data and tech for greater cohesion, streamlined decision-making, and improved performance. In other words, we help you create integrated systems. Within this, Enterprise Architecture enables IT to become an innovation driver and support business needs for any transformation projects or programmes.

What Enterprise Architecture means for our client's transformation:

- An integrated view of the enterprise that joins business and technology
- A single source of truth for all individual elements of content vs. ad-hoc and scattered files, spreadsheets, diagrams, etc.
- A common language and nomenclature for the organisation to align on improvement efforts
- The ability to have multiple, real-time views of organisational elements for strategic and prioritisation
- Increased awareness, speed and agility in implementing technology changes

Our Enterprise Architecture Maturity Model assess and advances organisations through five EA maturity stages:

1. Ad-hoc – Siloed, project-based architecture decisions
2. Emerging – Initial EA function with basic documentation

3. Defined – Standardised EA processes and governance
4. Managed – Metrics-driven architecture optimisation
5. Optimised – EA as strategic innovation driver

North Highland's Approach:

North Highland uses Enterprise Architecture to establish a framework that outlines an organisation's structure and operations, often through the creation of a business capability map or blueprint. This framework should provide a comprehensive view of the organisation, including its IT assets and business processes.



PEOPLE

We take a human-centric approach to Enterprise Architecture, recognising that architectural excellence requires stakeholder engagement and organisational alignment at every level.

Our approach embeds change management into architecture design through Executive Architecture Review Boards that establish C-suite sponsorship and governance forums, aligning architecture decisions with strategic business priorities. We create cross-functional Architecture Guilds as collaborative communities of practice to ensure architecture reflects operational realities. Our role-based Architecture Training develops tailored capability programs for business analysts, solution architects, developers, and operations teams.

We identify and empower Architecture Champions within each department to drive adoption and provide continuous feedback. Every architecture decision undergoes Stakeholder Impact Analysis to assess organisational impact, ensure readiness, and accelerate adoption. We engage stakeholders through collaborative workshops to understand roles, responsibilities, and organisational readiness, focusing on sustainable change adoption rather than purely technical exercises.



PROCESS

We leverage industry-leading Enterprise Architecture methodologies to deliver structured, repeatable, and proven architecture outcomes.

Our framework employs the TOGAF® Architecture Development Method (ADM) for comprehensive architecture development from vision through

implementation. We integrate Agile Architecture Practices for iterative delivery with continuous refinement. Our Architecture Traceability Matrix provides clear linkage from strategic objectives through architecture decisions to implementation projects.

We maintain a Reusable Architecture Patterns Library containing proven design patterns that accelerate delivery and reduce risk. Architecture Decision Records (ADRs) provide transparent documentation of decisions, rationale, and trade-offs. Automated Compliance Checking validates architecture designs against enterprise standards and regulatory requirements.

Typical EA Engagement Phases:

Discovery & Current State Assessment establishes enterprise architecture baseline across all layers, conducts architecture maturity assessment, performs stakeholder interviews and pain point identification, and identifies quick wins.

Target Architecture Design develops future state architecture blueprints, creates business capability modelling and heat mapping, defines target reference architectures and design patterns, and establishes architecture principles and standards.

Roadmap & Business Case Development produces a sequenced transformation roadmap with clear milestones, delivers architecture-driven project portfolio prioritisation, provides ROI modelling and TCO analysis, and develops investment business cases.

Governance Implementation & Continuous Refinement (ongoing) establishes an architecture governance framework and review boards, implements standards enforcement and compliance monitoring, and provides continuous architecture refinement and capability building.

TECHNOLOGY



Our technology approach delivers comprehensive Enterprise Architecture across all layers of the enterprise, ensuring technical excellence, strategic alignment, and future-proof design.

Business Architecture creates clear visibility of organisational capabilities through Business Capability Modelling, Value Stream Mapping, Target Operating Model (TOM) Design, and Business Process Architecture.

Application Architecture designs modern, scalable applications through Microservices & API-First Design, Event-Driven Architecture, Legacy Modernisation Patterns, SaaS Integration & Composable Architecture, and Application Portfolio Rationalisation.

Data Architecture establishes enterprise data foundations through Enterprise Data Models, Master Data Management (MDM), Modern Data Platform Architecture, Data Governance Frameworks, and Data Lineage & Cataloguing.

Technology Architecture delivers resilient, scalable infrastructure through Multi-Cloud & Hybrid Cloud Architecture, Container Orchestration & Serverless, Infrastructure as Code (IaC), Edge Computing & Distributed Systems, and Technology Stack Rationalisation.

Security Architecture embeds security-by-design principles through Zero Trust Architecture, DevSecOps Integration, Compliance Architecture, Threat Modelling & Risk Assessment, and Identity & Access Management (IAM).

Integration Architecture connects the enterprise ecosystem through API Gateway & Management, Enterprise Service Bus (ESB) Patterns, Event Streaming Architecture, iPaaS Strategy, and B2B Integration.

Our technology-agnostic approach evaluates infrastructure, cloud, AI, and modern architectures to optimise existing systems, establishing target architectures that enable component reuse and centralised governance to support strategic business objectives.

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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