

## Case Study



### Charting a Roadmap for Enterprise SOA Adoption

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#### Abstract

Infosys partnered with a food services distribution firm to define the role that Service Oriented Architecture (SOA) can play in a business transformation initiative. Infosys assisted the client in charting an SOA adoption roadmap driven by business needs, creating an SOA reference architecture, a reusable business domain map and a skill adoption plan for SOA.

## Background

The client is a leading food service distributor providing supplies, equipments and food product to restaurants, healthcare facilities and schools amongst others. The client wanted to transform its business processes to achieve higher operational excellence, customer intimacy and product leadership. To support these objectives, the client required its IT systems to be more nimble, seamlessly soft-wired and cost-effective.

The client decided to adopt a Service Oriented Architecture (SOA) to achieve the set objectives and tackle existing bottlenecks in the system. By applying SOA as the base principle, the client wanted to put in place:

- Information technology processes, standards and skills
- Architecture frameworks
- Governance frameworks
- Product infrastructure

## Challenges

The client was faced with the following challenges:

- Overlap between SOA and other parallel IT initiatives such as Business Process Management, Enterprise Application Integration, and Master Data Management
- Differing understanding of service and object orientation across the organization
- Pre-dominance of the thought that Web Services is the same as SOA
- Articulation of service orientation's business value, especially in areas where business processes were sparingly documented
- Existing software development processes and standards followed predominantly by procedure oriented business systems.

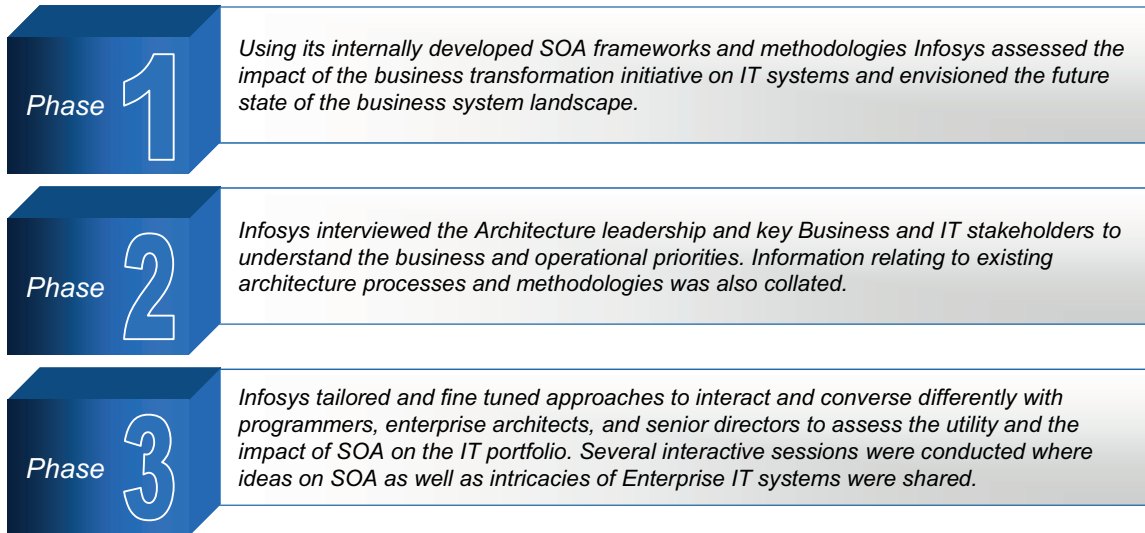
## Infosys' Role

The client engaged with Infosys for the Enterprise SOA adoption initiative. The key aspects to be addressed were:

- Formulate the IT transformation roadmap
- Define the architecture strategy
- Define an SOA governance framework
- Create a skill adoption plan for SOA
- Create a methodology to plan and prioritize IT solutions.

## Infosys' Solution

Infosys partnered with the client to define the role that SOA can play in the transformation, and meet the client's objectives. The engagement comprised of three phases:



## Benefits

The key deliverables that the client accrued from the engagement:

### Process based

- Increased SOA know-how across IT and Business teams
- Increased integration between the Enterprise Architecture practice and the solution development practices
- Business transformation challenges looked upon as opportunities for SOA adoption

### Organizational

- A methodology to enable incremental adoption of SOA through business-driven initiatives
- A reusable business domain map that enhances the quality of requirements capturing and solution architecture development process
- Well articulated, business and IT driven SOA adoption roadmap with details on individual initiatives
- A reference architecture based on SOA that can be applied during solution architecture definition
- Rationalization of architecture roles across the IT organization
- Well-knit SOA Governance Framework filling the gaps in current frameworks and processes
- An SOA skill adoption plan based on prevalent employee know-how gaps
- A solution architecture and realization plan for a pilot area where SOA can make a major impact.



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosys.com](http://www.infosys.com).