

Case Study: SOA and Business Integration

**Cost Reduction and Quality
Improvement through Program
Management**

Background

- **Size of Business** - \$20 Billion
- **Number of projects** – Average 50 simultaneous projects, total more than 500 projects
- **Duration** – 3 years
- **Scope**
 - Shared Services Center of Excellence (CoE) for Business Integration, Automation, Workflow
 - All business processes including Manufacturing, Engineering, Finance, Sales, Marketing, HR
- **Role** – Program Management, Project Management, Process and Technology Standards, Design and Quality review, Tool/Vendor Selection, Globally consistent strategy, execution and cost reduction
- **Technology** – EAI, B2B, SOA, Web Services, ETL, BPM, Rules Engine

Results

- Handled **950% growth** in number of projects - three year roadmap for business integration, workflow and automation with support for mergers and acquisitions
- Established multiple quality initiatives to **cut delivery time and cost in half**
- Delivered more than **500 projects on time**
- Enabled **50% reuse** through vision and design for use across the enterprise

Reasons for Cost reduction and Quality improvement

- Organizational Vision and Structure
- Critical Path and Risk Management
- Quality initiatives
- Vision and design for reusability
- Cost focus and ROI justification