Enterprise Architecture Management as a Cloud-Based Service
A Cloud-Based Service with a Humanoid Text/Voice Interface

Business Context

Management consulting is typically a people-based business and profitability is determined by the percentage of time during which consultants are billable. Engagements are usually composed of work at different levels and with diverse skills. Some of the work is reasonably generic, such as collecting information, and some of it is specialized and requires more experience and expertise, such as analyzing the information and prescribing courses of action for the client.

Initial State

A major consulting company struggled with the same staffing problems as its competitors. It had to balance between the need to have staff with the right skill sets available to meet evolving and fluctuating demands and the need to remain lean and minimize staff on "the bench." Many consulting companies try to buffer the supply with external contractors but this is not without its downsides. In times of high demand, contractors may be in just as short supply as in-house staff.

Archemy™ Solution

Archemy™ reused its own EAM tool kit (EAMTk™) solution and expanded its set of Enterprise Architecture offerings that may be delivered via a Cloud-based Business Process as a Service (BPaaS) architecture. Much of the value of the solution comes from its enabling a consulting company to make much more efficient use of its staff and the solution eliminates much of the cost of on-site presence.

Technology Employed

Tech Types:	InfoServTech – User Experiences, Enterprise & Sol. Architecture
BPaaS platform:	Joget Workflow (other platforms supported)
Web App Servers:	Apache Tomcat
Languages/Tools:	Node.js, Java, JSON
Cloud Platforms:	Amazon Web Services, Microsoft Azure
Database Systems:	MySQL, MongoDB

End State

The team produced a solution that automates much of the work required to scope, initiate and perform a significant amount of a typical EA engagement. The next set of components being added to the solution includes a chatbot with a humanoid text/voice interface powered by IBM's Watson to smooth adoption of the service by guiding clients through the engagement initiation and the work they are required to perform.

Reusable Components

This Enterprise Architecture Management (EAM) solution is applicable to any business in any industry. The following are reusable components:

- Application framework integrated with Joget Workflow, MySQL and MongoDB via API
- AI chatbot / RoboAdvisor