

This paper is one of a series of short basic simple views on the acquisition, management and delivery of complex (particularly technology related) solutions. If you like the content, please feel free to use it (subject to acknowledging copyright).

Client Focused Architecture

Client needs come first. Business requirements shape solutions rather than the other way round.

Engage the customer with a variety of offerings tailored to their business objectives.

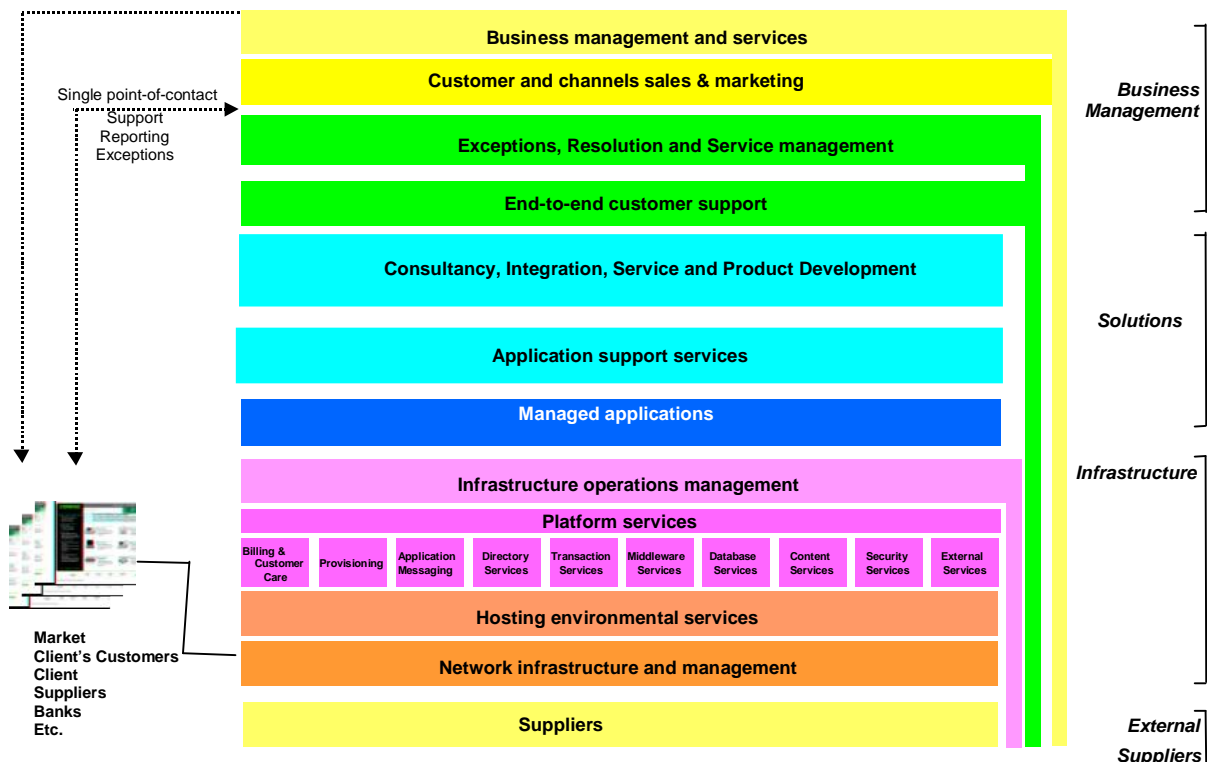
If you have the competencies for complex solutions, you will be able to create an offering that distinguishes you from your competitors.



Client Focused Propositions

Integrated Business and Technology Architecture

The most complex solutions typically require an integrated business and technology architecture underpinned with full business continuity and holistic security resilience throughout the business process – maybe something along the lines of the diagram below:



Despite this complexity, solutions must ensure business needs and enabling process define the service architecture - with technology as an enabler rather than vulnerability.

Select appropriate technology – not technology for technology’s sake. IT is essentially a utility to enable you to run your business more effectively. Avoid being locked into “yesterday’s technology tomorrow”. Embed these principles in commercial deals and technical architecture.

Look forward to where you want to be and reason backwards to how you get there.