



Essential enterprise architecture assessment to resolve an unsustainable, business-integral IT infrastructure

Industry case study: life sciences

Challenges

- Outdated, enterprise-wide, bespoke software architecture no longer supported
- Risk of catastrophic business implications should system fail
- Demands upon the system significantly evolved and developed over time – it was no longer financially viable to continue developing it
- Siloed approach to data
- Security model manually intensive to maintain
- Niche operating and administration skills difficult to find in the current job market

Solutions

- First-hand exploration of existing infrastructure, processes and software conducted by Amadeus and Achieve Intelligence
- In-depth and wide-ranging stakeholder interviews
- Collection and analysis of essential information using TOGAF®
- Comprehensive report and recommendations produced

Benefits

Recommendations for a secure, supported IT infrastructure to meet the customer's bespoke demands now and in the future:

- Scalable solution in-line with evolving requirements
- Capability for cross-study data analysis
- Alternative security model requiring less manual input
- Reduced business risk
- Potential significant cost-savings



The customer sought a proposal for a new software system to overcome critical business risk posed by its existing, outdated IT infrastructure. Amadeus and its enterprise architecture expert partners, Achieve Intelligence, provided a comprehensive set of recommendations and a strategic roadmap to mitigate risk and realise additional key benefits.

Background

Amadeus' customer, a leading global pharmaceutical business, uses a bespoke software system to manage clinical trial data for current and historic trials, dating back more than 25 years. The pharmaceutical industry is subject to high levels of regulation, making it vital that all data is managed in a compliant way, ensuring the safety and efficacy of any new treatment released into the market.

Business issue

The most critical issue facing the customer was that its existing software solution was no longer supported by the vendor. This situation exposed the organisation to a major, enterprise-level risk, which could spell disaster for the company.

Underlying causes

The existing environment had been developed over many years to meet the customer's ever evolving needs. As changes were implemented in a piecemeal fashion, it had become increasingly difficult for the company to move away from this system from both a practical and financial perspective. Meanwhile, the system's existing security model was manually intensive to maintain, distracting users from other system-critical tasks. The platform's heavy reliance on outdated skills which are rare in the current job market made it challenging to recruit individuals able to support and generate maximum value from it.

The customer struggled to identify a solution to resolve all these issues.

Vision

It was clear that it was no longer viable for the customer to continue with its existing solution: the risks posed were too great. They needed to complete an impact analysis across the entire enterprise architecture, as well as gain an understanding of their industry landscape to inform their optimal solution. Any suggestions would need to be centralised and ensure several fundamental elements:

- A cost-effective, future-proof architecture that continues to meet customer demands now and as needs evolve into the future
- The enablement of easy, cross-study analytics
- A security model to provide more effective management of roles
- A new system front-end using up-to-date tools
- Support for Functional Service Provision (FSP) to enable secure access to offsite personnel
- Capability for a data lake and big data science approaches in the future.

Amadeus solution delivered

Working alongside their partners at Achieve Intelligence, a boutique enterprise architecture specialist, Amadeus entered the business to assess the issue initially raised by the customer.

However, preliminary investigations highlighted that the issue extended much further than previously realised. Whilst the customer had believed the issue to be solely IT-focused, it was apparent that the challenges it created had a knock-on effect much deeper into the business.

Following initial investigations and interviews with key stakeholders, the partnership team were able to articulate the current architecture and outline a proposed future architecture. This was supported by a comprehensive gap analysis to enable the customer to realise the expected benefits. This information was presented in a detailed implementation roadmap to show how the customer could successfully move away from their existing solution and reap all the benefits of a new one. The roadmap was structured to deliver quick wins early whilst supporting the current business-as-usual processes.

Results

This information provided the customer with a structured and quantifiable approach to replacing the existing system with one that could grow with the business. These proposals are now being discussed with senior management to initiate a programme for upgrading the infrastructure to ensure a profitable, successful future.

About Amadeus Software – trusted analytics experts

Founded in 1989, Amadeus has an impressive history of supporting its customers in maximising their Return on Investment from data through the application of data analytics and data science across its key business services.



SAS Software | Consultancy | SAS Training | Managed Services | Graduate Placement

Amadeus partners leading providers within the industry, including SAS, Microsoft and AWS, to ensure our customers receive the best solution to meet their challenges. These solutions can be across any main programming language, such as SAS, Python, R or SQL.

Amadeus Software Limited, The Old School Hall, 11 Wesley Walk, Witney, Oxfordshire, OX28 6ZJ
+44 (0) 1993 848010 | info@amadeus.co.uk | www.amadeus.co.uk