CASE STUDY

ARCHITECTURE ASSESSMENT OF LEARNING MANAGEMENT SYSTEM SOFTWARE

Client Background

Our client is a public company providing legal, compliance and risk management professionals around the world with information services and solutions for managing risk, achieving compliance, and driving business improvement.

Their customers include many of the world's leading organizations across major verticals, including financial services, aerospace and defense, manufacturing, life sciences, pharmaceutical industry, technology, and transportation.

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Business Challenge

In order to reduce technical debt and grow its business, the client decided to develop a new high-performance enterprise learning management system (LMS) with two key objectives:

- Migrating approximately five million existing users including over 400 client accounts and three legacy learning management systems to the new solution
- Scaling up to 10 million users over the next two-five years.

One of the client's acquired divisions suggested using its own software as the foundation for the new system build. To evaluate the pros and cons of such a decision, the CIO requested an independent third-party architecture assessment. The client partnered with SoftServe due to the company's strong experience in architecture practices.

Project Description

SoftServe's conducted the architecture evaluation to discover key architecture decisions that posed risks for meeting system quality requirements and identify decisions that may have been overlooked. The solution was also evaluated against:

- Functional requirements
- Non-technical requirements, including cost of maintenance and ownership
- Client team's expertise
- Development practices maturity
- Ability and experience to create systems with similar scale and complexity

The assessment was performed using an industry recognized ATAM technique with SoftServe's proprietary practices by a team of SEI architecture certified professionals. SoftServe's architecture group consisted of 40 seasoned professionals, including 20 solutions architects certified by Carnegie-Mellon SEI that help global and SMB companies create solid architectures. The team conducted the evaluation in three weeks.

- The first week was dedicated to analyzing requirements and technical documentation as well as finalizing the agenda and scope with the main stakeholders.
- Weeks two and three included a series of onsite meetings, interviews, and brainstorming sessions with the company's business and technical personnel.

The evaluation process was conducted in two directions.

- Top-down: The ATAM-based architecture evaluation aimed to identify architectural decisions that pose potential risks for meeting system quality requirements such as performance, scalability, reliability, etc.
- Bottom-up: The analysis of product foundation features aimed to identify functional gaps.

Value Delivered

The benefits of evaluating the proposed solution prior to deployment included:

- Saved the company millions of dollars with direct investments, maintenance costs, and customer dissatisfaction if the proposed platform did not meet the requirements.
- Mitigated risks that were uncovered during the top-down architecture evaluation. The timely localization allowed the team to put the risks under the project governance control, which positively influenced the project success.
- Proved that the proposed platform was a good foundation for the required solution. The platform contained the required modules and components to implement the majority of necessary features as well as future features.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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