

Public Services

NTT DATA turns legacy applications clutter into streamlined, cloud-based, high-performance services portfolio

Challenge

Years of uncoordinated applications development had left a professional body struggling with IT delivery issues

Over several years, this professional body in the accountancy field had developed digital applications to meet new business needs as they arose. This left it with a portfolio of applications built on a diverse set of technologies, many now outdated.

Such ad hoc development left the organisation facing multiple risks and even issues that affected its ability to deliver IT services. Services could be unreliable, difficult to support, lacked security and often delivered poor value for money. The organisation also often struggled to bring new digital products online quickly, while some off-the-shelf applications could not be upgraded because they relied heavily on customised functions.

About the client

The organisation is an accountancy body that provides education and support for professional accountants worldwide. With more than 188,000 qualified members and 480,000 students, the organisation is involved in more than 80 global partnerships with accountancy bodies, universities and international donor communities.

About NTT DATA

NTT DATA (Tokyo: 9613) is your Innovation Partner anywhere around the world. Headquartered in Tokyo, with business operations in 42 countries, we put emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting and system development to business IT outsourcing.

Solution

From planning to implementation – a three-phase managed services programme to modernise and simplify IT services

NTT DATA had been delivering coding, unit testing and system testing services to the organisation since 2007. Based on this performance, the organisation retained NTT DATA in 2009 to provide managed services for 140 applications. These included:

- An ecommerce site accessed by half a million users from 180 countries
- Global payment collection through the website
- Interfaces to learning providers, regulatory authorities and other third parties.

NTT DATA was then given a remit to modernise and simplify business functions to reduce the number of legacy applications and technologies.

Three steps to modernisation

NTT DATA ran the modernisation in three phases:

- **Feasibility phase:** creation of a strategy roadmap including a new solution architecture for the application and infrastructure layers. The strategy was then validated by proof of concept models.
- **Planning phase:** gap analysis to determine how to best implement the strategy. NTT DATA analysed the legacy applications portfolio to understand dependencies to enable it to create a migration plan.
- **Implementation phase:** application development and data synchronisation to migrate the organisation to the new application services.

More flexible cloud-based architecture

The organisation's IT services were moved from being on-premises to Amazon Web Services' (AWS) public cloud infrastructure, with an elastic data centre that can support extreme peak loads.

The legacy monolithic application architecture was moved to a modern Java-based service architecture with clearly defined Application Programming Interfaces (APIs). Replication strategies ensured the new architecture worked with the legacy portfolio.



Results

Substantial cost savings and improved services catalyse an increase in the number of applications transferred to NTT DATA

To improve and simplify the organisation's IT services, NTT DATA focuses on problem areas within the application estate, then uses root cause analysis and redesign recommendations to identify solutions.

The organisation's finance applications are a prime example of the benefits this approach brings. These applications accounted for around 30% of the organisation's application support costs because of unsynchronised data, inefficient legacy systems and the high costs of making changes. By centralising these applications onto a single platform, NTT DATA has cut the organisation's costs by £470,000 per year, while also improving customer service.

Successes such as this have encouraged the organisation to transfer more IT services to NTT DATA since 2009. The two companies now enjoy a deep relationship, with NTT DATA being the primary contractor for the organisation's Application Delivery & Maintenance (AD&M) as the scope of services has continued to expand.