

# SERVICE ORIENTED ARCHITECTURE (SOA) *CENTER OF EXCELLENCE*



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CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each Center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.

Service Oriented Architecture (SOA) is causing a "sea change" in the way enterprises plan, integrate and operate services as well as business processes for their customers and information technology organizations. Enterprises are facing uphill challenges as they struggle to make a difference in their complex operating environments. SOA is seen as a means for cutting through this complexity, better aligning organizational priorities and enhancing business value.

CSC's SOA Center of Excellence was formed to advance CSC's leadership in SOA and Service Orientation, as well as to help clients and internal business units rise to the challenges in order to capitalize on the opportunities created by SOA. The Center has a broader point of view on the scope of SOA than our competitors. It sees service orientation as not only applicable to software and IT architecture, but these principles also fully apply to many aspects of business strategy, portfolio planning, and process management.

The Center, comprised of a federated team of global branches, has direct access to more than 100 SOA industry experts, architects, engineers and programmers. It is also closely affiliated with CSC's SOA Knowledge Exchange Community, which facilitates collaboration among CSC's SOA thought leaders worldwide and leverages perspectives across diverse vertical industries including insurance, investment, commercial manufacturing, government and defense systems.

## **BENEFITS**

CSC's SOA Center of Excellence strengthens CSC's key differentiators:

- CSC harnesses SOA as a means to an end: creating business value for our clients at all levels.
- CSC knows from experience that SOA success involves more than advanced technology alone.
- As a provider of world-scale solutions, CSC leverages its SOA sure global delivery portfolio of technology and consulting services to enable client enterprises.
- As a SOA leader in public and private markets, CSC channels SOA innovations between both markets.
- Working with industry leading SOA partners, CSC delivers the best unbiased solutions.
- As a leader in ERP, CRM, and SCM, CSC knows how to leverage SOA in complex enterprises.
- CSC understands SOA isn't a product – it's a journey we're taking in partnership with our clients.

The SOA Center serves as the voice of CSC for all things SOA, from marketing activities to business and account development to service delivery. As well, the Center provides one-stop shopping for clients and business units to access CSC's SOA expertise, including best practices, demonstration centers, sandbox environments, collaboration tools, delivery skills, learning kits and partnerships.

The SOA Center participates in several important standards bodies, including the Object Management Group, with current membership on its Board of Directors; the SOA Consortium, with Advisory Board membership; and the Industry Advisory Council (IAC) to the U.S. government. The Center is actively involved in a number of IAC special interest groups and serves as the chairman of the IAC data architecture group.

**Case Example: U.S. Department of Defense.** The Defense Information Systems Agency (DISA) Net-Centric Enterprise Services (NCES) Program has acquired CSC's SOAsure Foundation Services to support the NCES SOA community on both the unclassified and classified DISN networks. The NCES SOA Foundation (SOAF) capabilities provided by CSC include:

- Service Discovery
- Machine-to-Machine (M2M) Messaging
- Mediation
- Enterprise Service Management (ESM)

CSC's Managed Services Provider (MSP) approach to implementing and delivering the services in a cost-effective, timely manner involves the utilization of best-of-breed commercial off-the-shelf (COTS) open standards software, which already meets many of DISA's needs (e.g., Service Discovery facilities and system monitoring tools). By configuring and integrating pre-existing services in the software, the fielded system will meet DISA's mission requirements with minimal customization. Active collaboration with standards-based software vendors, architecture teams, design groups and program management are being leveraged to develop cost-effective SOAF services on schedule.

**Case Example: Zurich Financial Services.** Zurich Financial Services (Zurich) is a global insurance-based financial services provider with offices in 170 countries. Zurich faces a challenge shared by many established insurers: how to keep its core products competitive and in regulatory compliance while continuing to shorten the "product-to-market" cycle. To address this challenge, Zurich has undertaken a multi-year program to transform its application portfolio through Service Oriented Architecture (SOA).

As a long-time IT partner, CSC is assisting Zurich in the definition and execution of its global SOA program, ZSOA, in concert with Zurich's corporate-wide shift to business process orientation known as The Zurich Way. Leveraging CSC's SOAsure Consultative Services, Zurich adopted a comprehensive approach to SOA encompassing service portfolio planning, program governance, change management, business and technology architecture, delivery of shared services, and a disciplined approach to service oriented development. CSC collaborated with Zurich experts to create SOA governance policies and processes that fully complement existing IT governance models. CSC collaborated with the ZSOA Program Director to develop a pragmatic implementation plan and prepare the funding request to launch the ZSOA Program.