



# IT Assessment & Strategy Consulting.

## The Customer

Our customer is one of the leading specialty home financing and realty brokerage service providers with operations more than 24 states within USA. Within 10 years of establishment, our customer provided more than 2.2 Billion USD through financial contracts. Apart from home finance, customer also has other line of business includes realty search service, brokerage and localized listing services.

## Business Demand

As part of the business strategy, our customer wish to expand its operations to 48 US states and Canada, double the revenue and reach as top realty search engine. Our customer's IT management would like to assess the existing IT capabilities and systems to provide strategic directions on the advanced tools and technologies which should facilitate to achieve business vision and strategy. Aspire has been engaged to assess the current business operations, Systems and IT capabilities to provide the strategic IT direction.

## Project Challenges

While top management wants to achieve growth through expending business to multiple states, increase realty search engine availability etc., the internal systems and processes were aged. Also there was no proper SDLC process followed by the IT team, so the availability of process and systems related documentations was questionable. On top of that, business metrics data, tools and technologies, infrastructure information handled by third party vendor which added additional complexity to gather the details. Any assessment process can be done faster if all business data and documentations available within the enterprise. However in this case, due to lack of data and documentations, additional efforts required to consolidate the information from across organization and vendors.

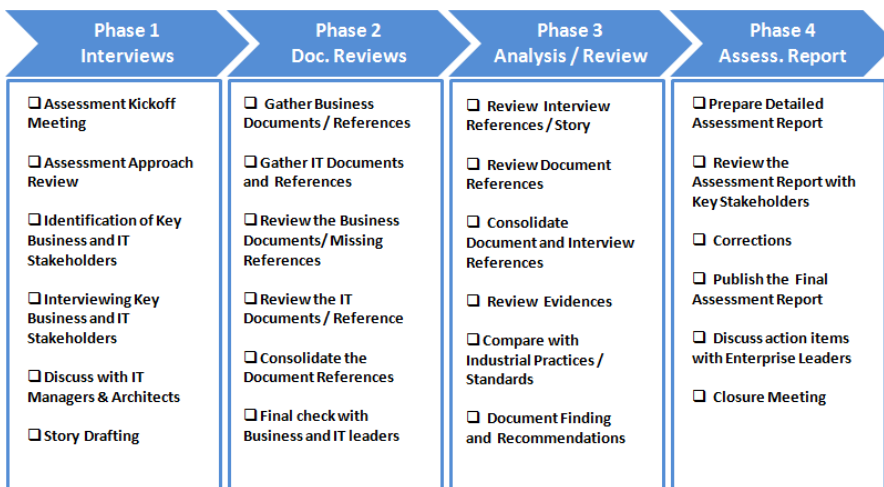
### Highlights:

Some of the highlights of this success story.

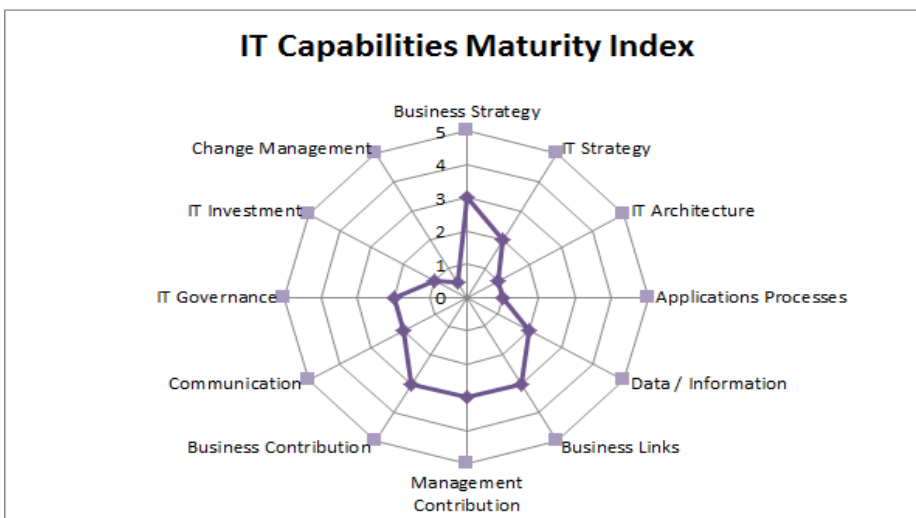
- Domain: Mortgage / Realty
- Service: Enterprise Architecture
- Methodology: Aspire's IT Assessment
- Engagement Type: Consulting Engagement.
- Duration: 3 Weeks
- Target Audience: CEO, CIO and Operational Directors.

## Solution from Aspire

Aspire's IT Assessment Methodology helped to capture all required processes and system details through interviewing and other analysis activities. The interviewing phase of the assessment includes interviewing all LOB owners, Systems users and IT operations team.



Post interviewing phase went through analyze the data collected through various mode and industry comparison. Aspire's assessment covers various areas of the business and IT operations as per TOGAF guidelines. At the end of the assessment, Aspire's team produced the maturity index and technologies recommendations with roadmap to achieve it.



## Challenges Resolved

The following challenges resolved during the assessment execution.

- Consolidated the overall IT operations and processes.
- Identified dynamic business rules and operational procedure.
- Educated various stakeholders the need of Enterprise Architecture approach to have holistic view.
- Educated the need of documenting business vision and strategy and how that helps IT management.
- Lack of centralized document repository forced to establish document location where to keep the assessment references.
- Identified the gap in the IT workforce and provided options to add more capabilities.

More than maturity index, our customers was expecting a recommendations on the technology adoption, approach to streamline the processes and strategy to fill the gap between business vision and IT strategy. Therefore we provided the technology recommendations on various areas including mobile enablement, process optimization, data analytic and BI, Integrations and digital marketing. Our strategy covers three major phase of the transformation which are stabilization, transformation and optimization.



## Customer Benefits

At the end of the assessment after all hard works from side, the assessment maturity index and strategy provided following benefits to the customer.

- Understanding the current state of the IT capabilities includes tools and technologies, development processes, administration, support and operation model.
- Clearly identified the gap between current IT capabilities and business strategy, need of newer technologies and processes.
- Before making investments, helped to identify the immediate actions and step-by-step approach of adopting advanced technologies.
- Helped to establish confidence among the LOB owners and operations head that IT transformation added more value to achieve goals.

## About Aspire Systems

Aspire Systems is a global technology services firm providing committed to serve global enterprises to establish their visionary enterprise IT and operations. We are passionate about 'Enterprise Solutions' - our approach of creating modern IT that helps to establish solid business value through technologies.

For more information about our Enterprise Integration and Information Management offerings please reach us [info@aspiresys.com](mailto:info@aspiresys.com).