

## ZAPTHINK ZAPNOTE™

### PATNI LEVERAGING THE SOA CENTER OF EXCELLENCE

*Analyst: Jason Bloomberg*

#### Abstract

Many global systems integrators and consulting firms are now looking for the best ways to offer Service-oriented architecture (SOA)-related services to their clientele. One such firm is Patni, a global sourcing vendor and provider of business and IT solutions across a number of industries. They have identified SOA as an area of expertise they plan to deliver as a core capability, and they have developed the concept of a SOA Center of Excellence to build expertise in SOA within their organization, as well as tools and approaches for providing a range of SOA solutions to their clients. The SOA Center of Excellence offers a wide range of SOA consulting capabilities and leverages emerging SOA best practices, and Patni has leveraged this expertise in several large SOA implementation engagements across several industry verticals including manufacturing, telecom, insurance, financial services, software, energy and utilities.

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## Patni: Global IT Services Provider

Mumbai-based Patni Computer Systems Ltd. is a large global provider of information technology services and business solutions. They serve a Global 2000 clientele through their industry practices in insurance, financial services, manufacturing, telecom, retail, media and entertainment, energy and utilities, and logistics and transportation, as well as through several technology-specific horizontal practices. Patni has over 12,000 employees at multiple offshore development facilities and 24 offices across the Americas, Europe and Asia-Pacific. Their global delivery centers offer business optimization, technical solutions, and business process expertise.

Patni's technology focus spans enterprise applications, embedded technologies, Web Services, business intelligence, data warehousing, and RFID, and their service offerings include application development, application management, business process outsourcing, infrastructure management, product engineering, verification and validation, process consulting, engineering services, and IT governance. They have architecture and design expertise, as well as J2EE, .NET, Web Services, MOM, CORBA, integration, BPM and security skills, in addition to industry domain knowledge.

As part of their architecture and design practices, Patni established Service-Oriented Architecture (SOA) design and implementation services with an emphasis on migration methodologies, templates, and an enterprise architecture framework based on the Zachman framework. Their offerings in SOA space include consulting, architecture, design and implementation, re-engineering, integration and business process automation, and SOA management and governance. As part of their desire to advance the state of SOA adoption worldwide, the company became a contributing member to OASIS and a founder member of the SOA Adoption Blueprints Technical Committee, and as a result are developing a set of sample business profiles or adoption blueprints for illustrating the practical deployment of SOA that they will share with firms seeking the best ways to implement SOA.

## Patni's SOA Center of Excellence

Patni's SOA efforts come out of their Product & Technology Initiatives (PTI) group, which provides strategic vision and thought leadership to their clients through its focus on emerging market opportunities in the information technology space. This group has two teams: one that focuses on market dynamics and another that concentrates purely on technology research, evaluation and incubation.

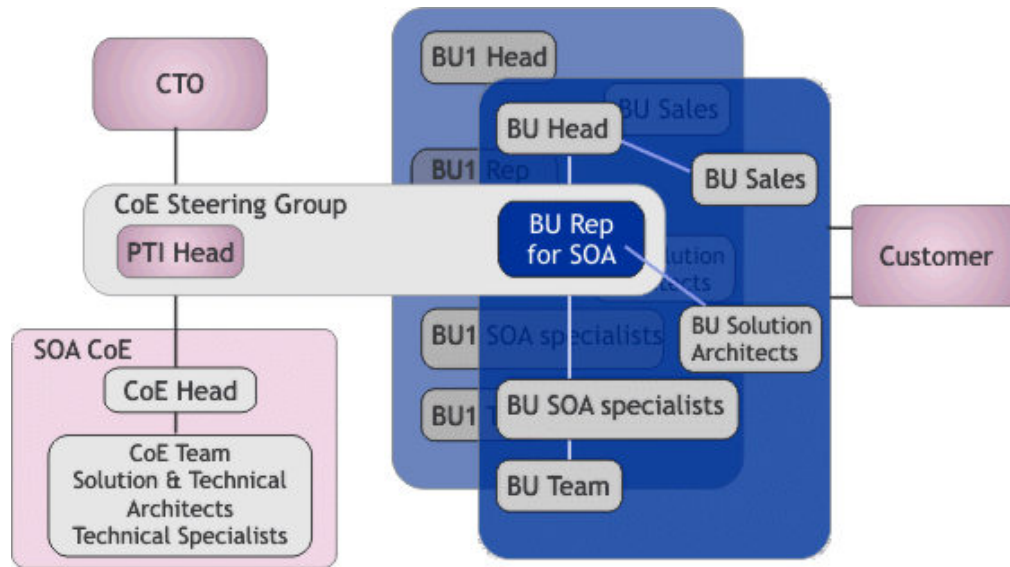
Early in the company's development of SOA services, Patni realized that they needed to address the need for specialized resources and frameworks for enabling both enterprises as well as independent software vendors (ISVs) to implement SOA. This resulted in the creation of the SOA Center of Excellence (CoE) in 2002 that focuses on offering architecture consulting, design and implementation services. The SOA CoE is now shepherded within the PTI group. The figure below illustrates the relationship between the CoE and the PTI group.

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### The Organizational Structure of Patni's SOA Center of Excellence



Source: Patni

The SOA CoE draws on the Web services and SOA experience of more than 2000 industry-oriented software engineers and technology architects across several of Patni's vertical business units (BUs). To implement their CoE vision, the company put into place over 100 architects with experience in the implementation of SOA, EAI, application servers, and BPM, and among those, 10 architects are devoted to the creation of SOA related intellectual property within the CoE. Within the CoE, Patni is continuing to develop specialized methodologies and best practices for estimation, analysis, architecture, design, and testing of SOA solutions for their clients.

The key responsibilities of the CoE are keeping track of the developments in SOA, developing skills on relevant standards and platforms, developing best practices, methodologies, frameworks, and reference models. The SOA CoE works with the industry BUs to provide broad range of industry solutions. They focus on developing frameworks for technology modernization as well as increased business agility. The CoE also leverages other technology capabilities within Patni to provide the convergence of SOA practices with RFID, enterprise mobility, business intelligence, and BPM solutions. The CoE also provides consultancy, pre-sales and technical support to Patni's business units for client requirements involving SOA, and works with them to create frameworks that offer industry-specific common functionality. The CoE finds gaps with respect to existing SOA tools, initiates development projects to fill in the gaps, and identifies and packages reusable Services.

### The ZapThink Take

Many organizations have found that Centers of Excellence are an effective approach for building expertise with emerging technologies and approaches. For professional services organizations (PSOs) the size of Patni, building such CoEs not only develops the necessary skills for the new approach, but also helps to establish core methodologies and tools that the organization can leverage across their customer base. As with many PSOs the size of Patni, industry-focused business units must interact with horizontal technology groups in a matrixed fashion. Leveraging a CoE like Patni's SOA CoE is an effective, efficient approach to bringing new technologies to market across multiple industries.

## Patni Services

### Patni SOA offerings from their SOA Center of Excellence

#### Overview and Value Proposition:

Patni offers the following SOA services to enterprise customers:

##### Architecture Consulting

- Analysis of business Services, processes, rules, events
- Architecture review and evaluation
- Strategy and roadmap definition, architectural project planning
- Evaluation of implementation technologies and platforms

##### Architecture Design

- Enterprise architecture
- Conceptualization and design architecture that aligns with client's business goals
- Design the process, applications, data and technology architecture
- Products and solution architecture
- Architecture for modernization

##### Prototype Development, Implementation and Testing

- Develop prototypes for early architecture validation
- Service oriented implementation
- Testing of Services

Patni leverages SOA to provide the following key benefits to their customers:

- Getting value out of existing IT investments
- Achieving platform and technology independence
- Lowering the cost of maintenance and management of existing infrastructure
- Reducing the time needed to connect internal and external applications
- Improving customers' time to market
- Reducing the complexity of integration for the purposes of enabling more agile globalization.



Profile: Patni	November 2005
Funding:	BSE: PATNI COMPUT, NSE: PATNI
Chairman and CEO:	Narendra K. Patni
Employees:	More than 12,000
Services:	Architecture, integration, and legacy migration offerings within the SOA Center of Excellence
Address:	USA Patni Computer Systems, Inc. One Broadway Cambridge, MA 02142  India Patni Computer Systems Ltd. Akruiti, MIDC Cross Road No 21 Andheri (E), Mumbai 400 093
URL:	<a href="http://www.patni.com">http://www.patni.com</a>
Main Phone:	USA: +1 617-914-8000 India: +91 22 5693 0500
Contact:	<a href="mailto:patni-usa@patni.com">patni-usa@patni.com</a> <a href="mailto:marketing@patni.com">marketing@patni.com</a>

## Related Research

- *SOA Consulting* Foundation Report (ZTR-WS109)
- *MphasiS* ZapNote (ZTZN-1151)
- *EDS* ZapNote (ZTZN-1154)
- *Accenture* ZapNote (ZTZN-1155)
- *SAIC* ZapNote (ZTZN-1160)
- *Infosys* ZapNote (ZTZN-1162)
- *Samsung SDS* ZapNote (ZTZN-1163)
- *Wipro* ZapNote (ZTZN-1168)
- *Tier1 Innovation* ZapNote (ZTZN-1169)
- *ThoughtWorks* ZapNote (ZTZN-1170)
- *Adea Solutions* ZapNote (ZTZN-1173)
- *MW2 Consulting* ZapNote (ZTZN-1175)



## About ZapThink, LLC

ZapThink is an IT advisory and analysis firm that provides trusted advice and critical insight into the architectural and organizational changes brought about by the movement to XML, Web Services, and Service Orientation. We provide our three target audiences of IT vendors, service providers and end-users a clear roadmap for standards-based, loosely coupled distributed computing – a vision of IT meeting the needs of the agile business.

ZapThink helps its customers in three ways: by helping companies understand IT products and services in the context of Service-Oriented Architecture (SOA) and the vision of Service Orientation, by providing guidance into emerging best practices for Web Services and SOA adoption, and by bringing together all our audiences into a network that provides business value and expertise to each member of the network.

ZapThink provides market intelligence to IT vendors and professional services firms that offer XML and Web Services-based products and services in order to help them understand their competitive landscape, plan their product roadmaps, and communicate their value proposition to their customers within the context of Service Orientation.

ZapThink provides guidance and expertise to professional services firms to help them grow and innovate their services as well as promote their capabilities to end-users and vendors looking to grow their businesses.

ZapThink also provides implementation intelligence to IT users who are seeking guidance and clarity into the best practices for planning and implementing SOA, including how to assemble the available products and services into a coherent plan.

ZapThink's senior analysts are widely regarded as the "go to analysts" for XML, Web Services, and SOA by vendors, end-users, and the press. Respected for their candid, insightful opinions, they are in great demand as speakers, and have presented at conferences and industry events around the world. They are among the most quoted industry analysts in the IT industry.

ZapThink was founded in November 2000 and is headquartered in Waltham, Massachusetts. Its customers include Global 1000 firms and government organizations, as well as many emerging businesses. Its analysts have worked at such firms as IDC, marchFIRST, and ChannelWave, and have sat on the working group committees for standards bodies such as RosettaNet, UDDI, and ebXML.

Call, email, or visit the ZapThink Web site to learn more about how ZapThink can help you to better understand how SOA will impact your business or organization.

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