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Torry Harris Business Solutions (THBS) Is A Leader In EMEA SOA Systems Integrators

Excerpted From The Forrester Wave™: EMEA SOA Systems Integrators, Q2 2009
IBM, CSC, And Wipro Lead, With THBS And Accenture Close Behind

by **Tim Sheedy**

with Christine Ferrusi Ross, Sean Galvin, and Elizabeth Rose

EXECUTIVE SUMMARY

In Forrester's 62-criteria evaluation of EMEA service-oriented architecture (SOA) systems integrators, we found that IBM Global Services (IBM), CSC, and Wipro lead the pack because of their broad and deep SOA experience and the quality of their reference accounts. Torry Harris Business Solutions (THBS), Accenture, Deloitte, and Logica were also Leaders in this Forrester Wave™ — these companies are very competent providers of SOA-based solutions, with a growing base of satisfied clients. HCL and Tata Consultancy Services (TCS) are Strong Performers — these two Indian firms specialize in efficient and effective implementation of technology-based solutions with an emphasis on faster time-to-value. Capgemini and T-Systems are also Strong Performers, but are held back primarily by their lower-than-average investment in SOA compared to the other service providers we evaluated. Altogether, this study found that the providers of SOA-based services in EMEA have matured significantly since The Forrester Wave™: EMEA SOA Integration, Q4 2006, and all providers now have a strong position in the market.

Torry Harris Business Solutions (THBS) is a midsize IT services provider with a strong focus on the European and Middle Eastern market. THBS specializes in SOA and integration-centric projects, and hence has deep experience in this type of engagement. Its large offshore development facility in India combined with strong program and project management capabilities as well as the firm's agile development capabilities mean that THBS can deliver solutions using SOA quickly and cost-effectively. Clients were highly satisfied with the integrator's work. If you are seeking a provider with deep SOA, middleware, and SOA experience, then THBS might be worth exploring.



Headquarters

Forrester Research, Inc., 400 Technology Square, Cambridge, MA 02139 USA
Tel: +1 617.613.6000 • Fax: +1 617.613.5000 • www.forrester.com

Figure 1 Torry Harris Business Solutions Evaluation Overview

| CURRENT OFFERING | |
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| Value proposition | Torry Harris Business Solutions (THBS) has a well-stated, clear, and measurable value proposition for clients that use its SOA capabilities. |
| SOA-specific project capabilities | THBS has a strong capability to deliver SOA-based projects. |
| SOA client work and account management | THBS' clients are generally more than satisfied with the work done using SOA in projects. |
| Vertical focus | THBS has a very strong presence in finance and insurance. |
| Global capabilities and experience | THBS has trained consultants across all platforms. |
| STRATEGY | |
| Methodologies | <p>THBS uses a few collective SOA methodologies that are supported by the company's delivery stream. Listed below are a few established (currently applied) SOA methodologies:</p> <ul style="list-style-type: none"> * SOA governance and communication framework * SOAMM — SOA Maturity Model * Service life-cycle management * Service SLAs * SOA service factory * Service versioning methodology <p>An internal SOA COE drives the design decisions and thought leadership in SOA.</p> |
| Integration with other service offerings | SOA blends well with the company's traditional area of competence. THBS was born from middleware and distributed computing and made an early entry into SOA. Today, SOA consulting and services form a major part of the company's engagements and revenue. Approximately 68% of the project engagements are SOA and SOA-based. |
| Growth plans | THBS has plans to grow its SOA practice, and it is continuing to invest in SOA. |
| SOA center of excellence (COE) | Yes, the company created an SOA COE in 2003 and has stored its experiences through a knowledge repository that facilitates training in-house as well as serves to answer FAQs when addressing design queries. The IP built by the company (e.g., Service Modeler, ASPizer, etc.) adds to the value contributions of the COE. The training formats originally developed for internal use have now been leveraged, and training is conducted worldwide at customer locations, which is frequently accompanied by customer-specific SOA road maps and designs. The SOA COE plays a role in customer engagements from presales to SOA realization. |
| MARKET PRESENCE | |
| Number of clients | THBS has approximately 53 SOA projects running in the EMEA region. SOA projects constitute 68% of the total projects running in THBS. The company has a total of eight SOA clients. |
| Size of engagements | THBS' average SOA engagement is \$48,000. |
| Staff dedicated to SOA | Currently there are approximately 1,100 people working in EMEA on SOA projects. This includes developers, designers, architects, analysts, consultants, and product-skilled resources. SOA-based projects constitute approximately 80% of billable revenue in the EMEA region. |

Figure 1 Torry Harris Business Solutions Evaluation Overview

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| Skilled SOA consultants | At THBS, the skill maps are categorized based on the level of experience and knowledge: basic awareness, working knowledge, certified, trained, and expert with broad experience. In order to classify an individual as an SOA-skilled consultant, the company mandates at least one SOA-based project exposure and a rigorous three-week training on SOA. For fresh recruits, the company has a predefined six-month training and evaluation process called the “boot camp,” where they are trained in various streams and products. |
| SOA projects | THBS has seen very healthy growth in its projects that use SOA. |