

# Maximizing Productivity in SaaS Integrations

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**PRODUCT  
& TECHNOLOGY**

T-Mobile

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# About Us (optional slide)

## ■ T-Mobile USA

- The Customer Obsessed, Un-carrier wireless provider in the US market
- 2,200 direct stores & 17,900 third party stores
- 51,000 employees + contractors
- Diverse set of partners (MVNO, Content Providers, Service Providers)

## ■ Suresh Annamreddy

- CITA-F certified Senior Domain Architect
- Over 17 years of industry experience
- Primarily deal with integration of COTS, SaaS & IoT solutions

## ■ Sriram Sabesan

- CITA-P certified, Distinguished Open Group Certified Architect
- Over 23 years of industry experience
- Work across domains delivering Enterprise Architecture & guiding digital transformation

**Collectively, we guide the Human Capital Management, Spend Management & Legal Compliance portfolios**

# Agenda

1. Why our experience is relevant to you
2. Walk through of our work
3. Next Steps

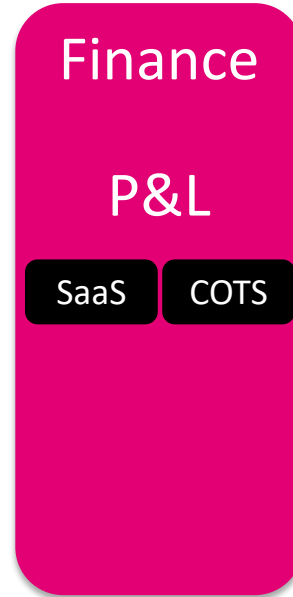


# What we see as a pattern!

- Multi-Cloud is a reality
- Hybrid-Cloud is a risk mitigation and cost management model
- Almost everyone is experimenting – just like us!

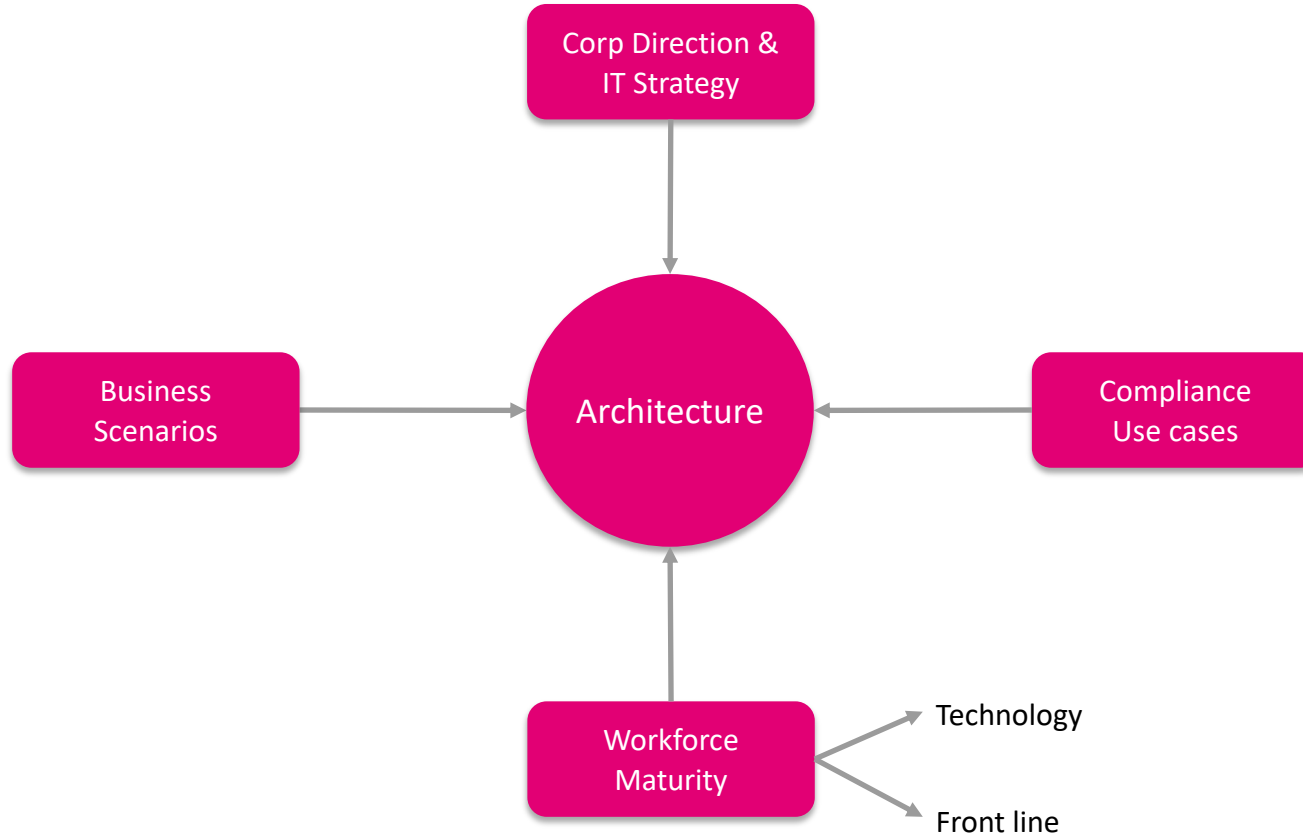
# Contexts

*Most decision makers are drawn to functionality*

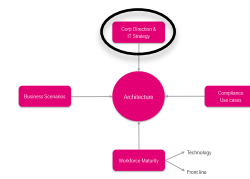


*We Disagree....*

*We think there is a need for a holistic thinking!*



# Corporate Direction



## PRODUCT & TECHNOLOGY

- manage our operating costs and be able to attract the best talent
- disrupt key communication & entertainment industry models
- Implication 1: Manage Costs by adopting Cloud Services & employing Managed Services model
- Implication 2: Invest in technology innovation
- Implication 3: Employ contemporary tools to be nimble and be efficient



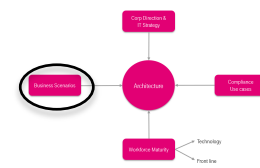
# Sample Compliance Use Cases



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- Timely management of movement in Workforce
- Assuring approval path & spend limit enforcement
- SaaS-to-SaaS / SaaS-to-COTS / COTS-to-COTS Data synchronization

# Business Scenarios



# PRODUCT & TECHNOLOGY

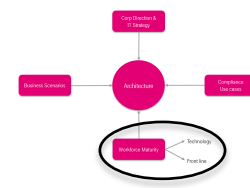
## ■ Target User Groups

- Corporate
- Retail
- Care

## ■ Device Availability

- Dedicated
- Shared

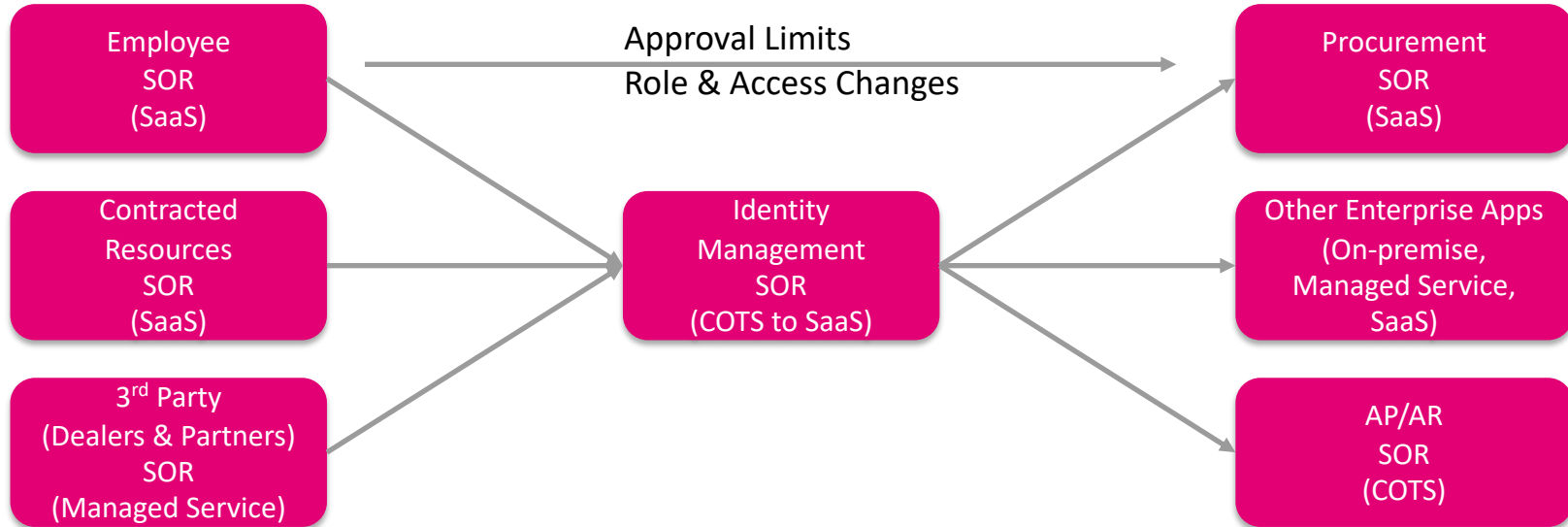
# Workforce Scenarios



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- Team Maturity
  - Technology
  - User Community
- Ease of Use

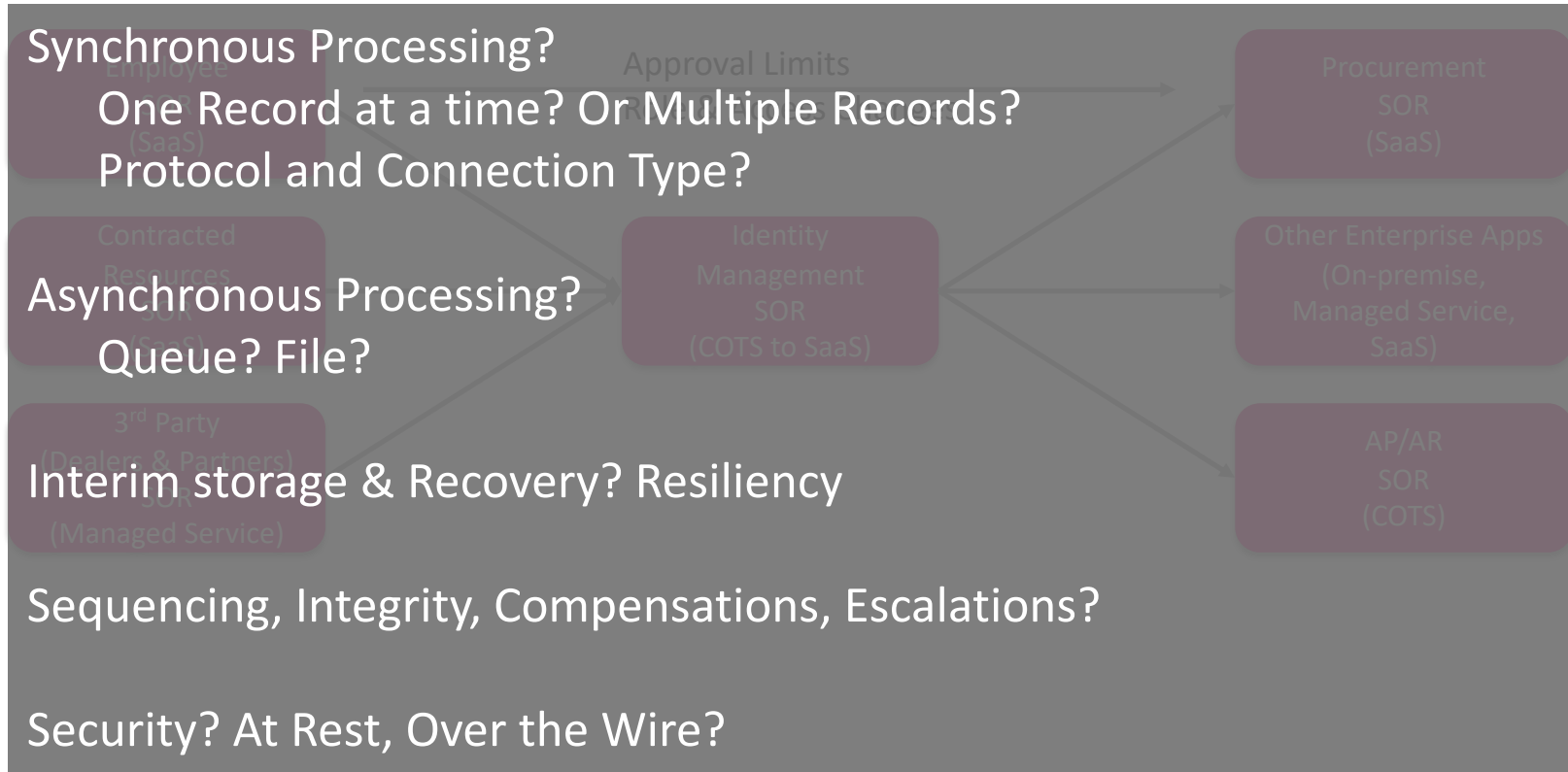
# Ecosystem (as-is)



SOR → System Of Record

COTS → Commercial Off The Shelf

# Ecosystem (as-is)



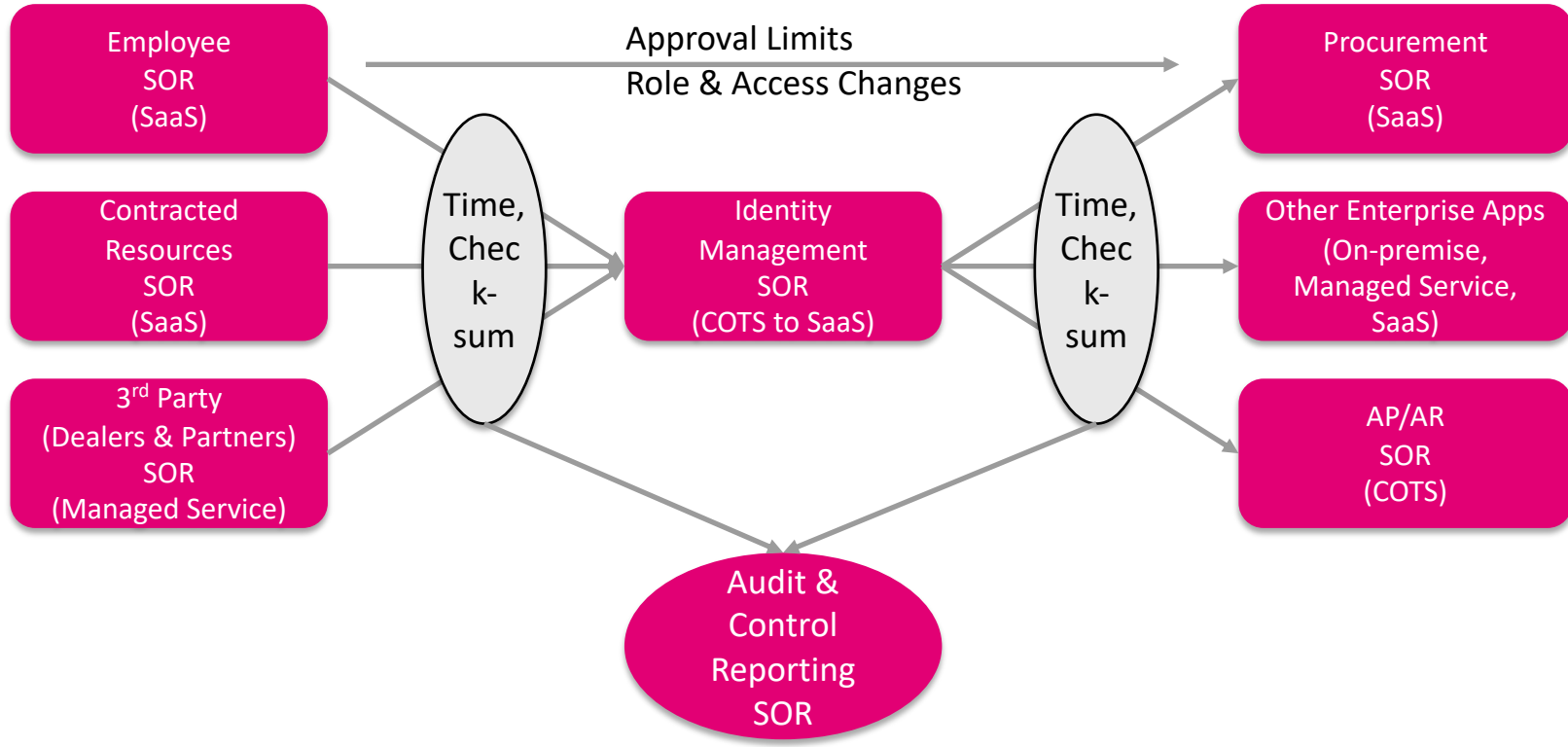
SOR → System Of Record

COTS → Commercial Off The Shelf

# Challenges

- Decision Continuity
  - Financial & Risk Mitigation Model Preference
  - Technology Direction
  - Technology Stack Decision Drivers
  - Intent vs Literal interpretation
  
- Team Maturity
  - Tool set & solution set (proficiency in COTS/SaaS)
  - Delivery model (Scrum, Deployment Pipeline)
  - Technology Platform (OnPremise Cloud, Public Cloud)

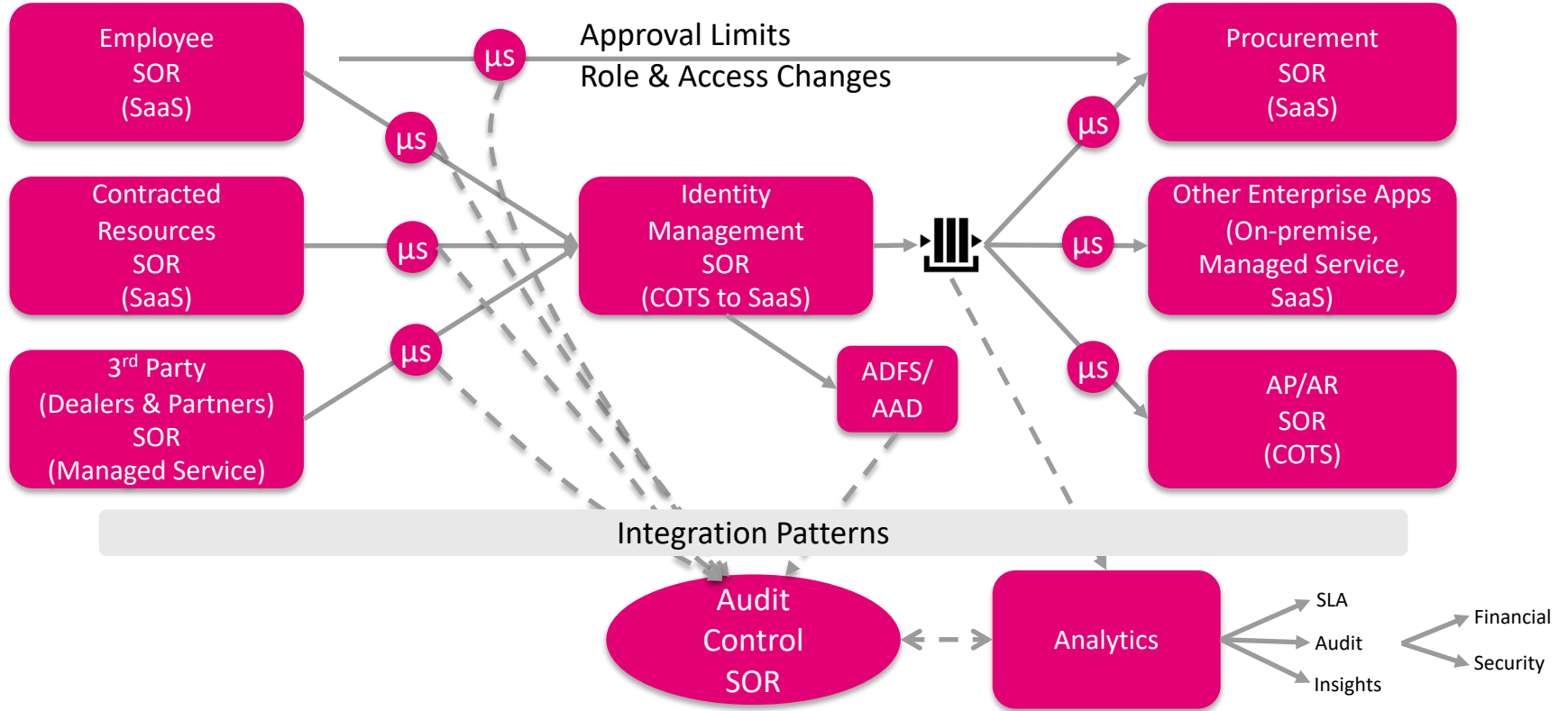
# Ecosystem Controls & Concerns



SOR → System Of Record

COTS → Commercial Off The Shelf

# Ecosystem – Current State View

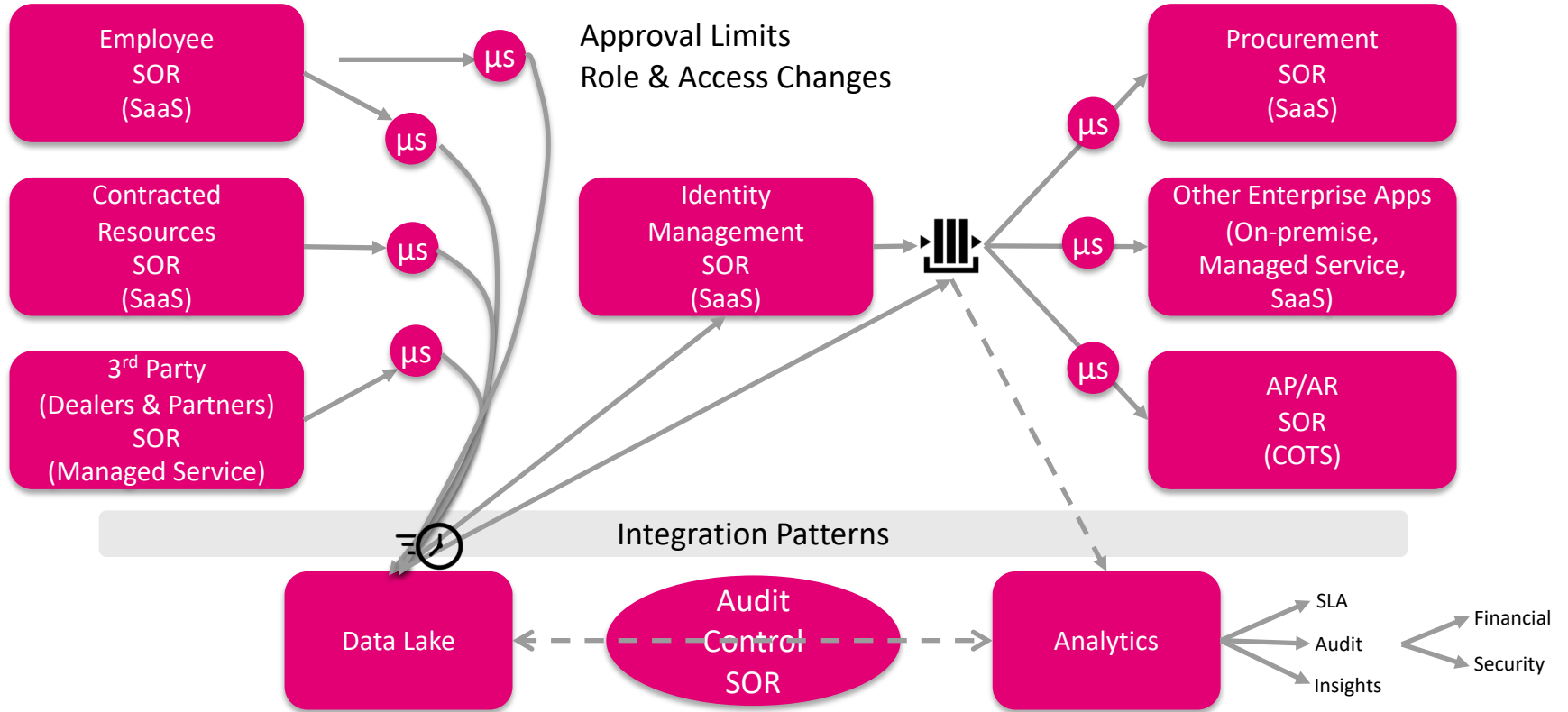


SOR → System Of Record

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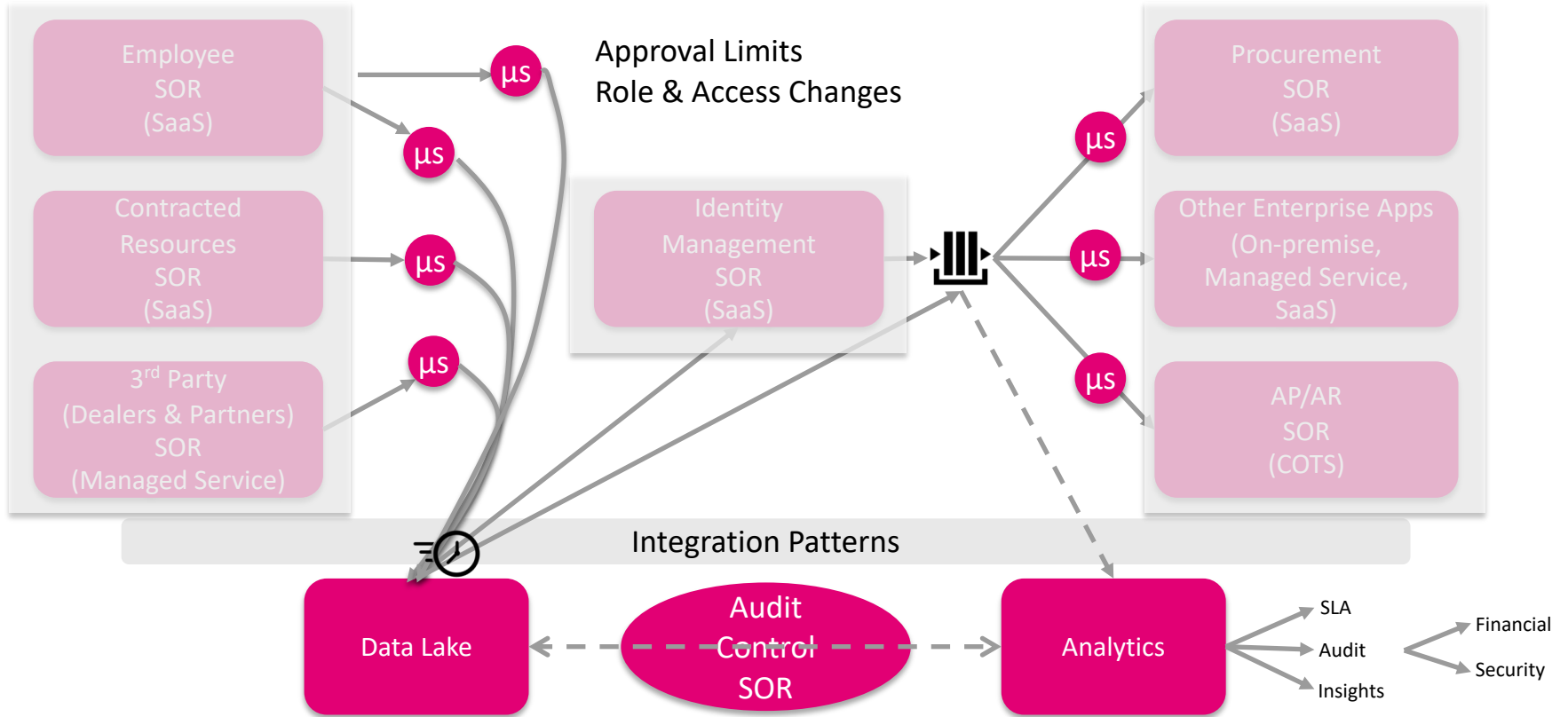
# Ecosystem – Final View



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COTS → Commercial Off The Shelf

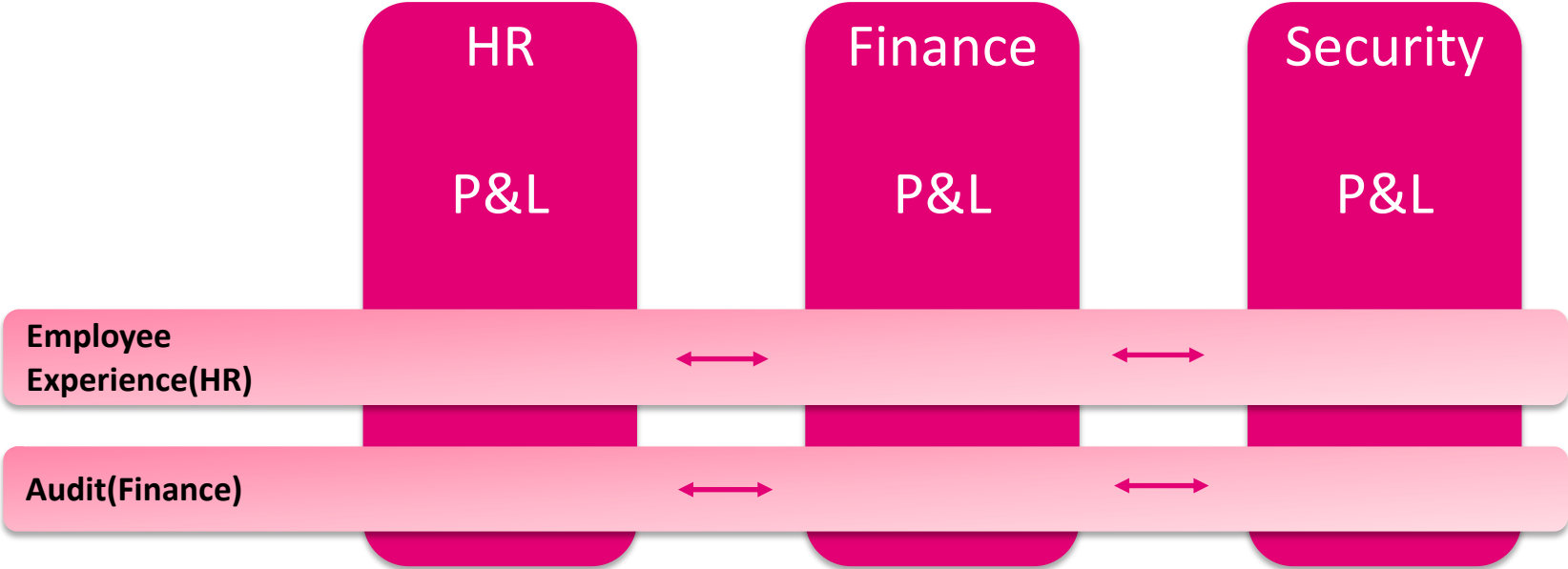
# Ecosystem – Final View – Added Scope



SOR → System Of Record

COTS → Commercial Off The Shelf

# Our Reflections



# Closing Remarks

- Become Your Own SI(System Integrator).... Why?
  - SaaS & Cloud providers don't think of integration needs
  - Existing System Integrators are catching up with Cloud technologies
  - Need to balance domain knowledge with technology needs
  
- We are still learning!
  - Share your learnings & patterns with us!
    - <https://www.linkedin.com/in/sureshannamreddy/>
    - <https://www.linkedin.com/in/sriramsabesan/>

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TALK

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