How to build your Future State Architecture

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# Introduction

# How does a Future State Architecture help

# Defining layers with principles

As an architect, I like to create layers to a capability model. Some capabilities focus on the best customer interaction, like Product Selling, Customer Service, and Digital Marketing. Other capabilities focus on core business processes and activities, like Product Management, Order Management, and Delivery or Supply Chain. And in the Enterprise Foundation layer we define capabilities with shared business functions like Finance, Procurement, HR, etc.

|  |  |  |
| --- | --- | --- |
| Channels | | |
| Product & Services | Customer Engagement | Data & Integration |
| Business Services |
| Enterprise Foundation |

Each layer has different characteristics. For Customer Engagement, we need easy, adaptable, and flexible solutions since customer behavior changes rapidly. Some solutions should be standard and preferable SaaS, like Customer Service solutions, other solutions are differentiating for your organization and should be self-build custom, like website and mobile apps.

Business Service solutions focus on business processes. And since business processes do not change often, these solutions should be robust, secure, and performing. You need standard solutions that are cloud-hosted, with possibilities for light customizations, easy integrations, and standardized data models. I strongly advise you to search for solutions that fit your business model and not try to fit a business process into a solution. But that is a whole other topic.

Enterprise Foundation solutions support the organization to operate and shared across the entire organization. Solutions for HR, Finance, Procurement, etc. should be standard, robust, secure, and performing.

# Examples that I like