



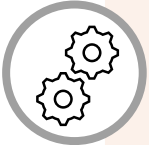
CASE STUDY: Driving Technology Transformation and Governance Through Enterprise Architecture at United Airlines

PROBLEM STATEMENT: United Airlines, a leading airline carrier, faces increasing demands for digital modernization to maintain competitive advantage, ensure operational reliability, and deliver superior user experiences. With a fragmented technology landscape, aging legacy systems, inconsistent architecture standards, and growing complexity in IT infrastructure, there was a pressing need to drive organization-wide standardization, technology adoption, and system reliability, all the while maintaining governance across a vast and dynamic IT landscape.

OBJECTIVES



Improve system reliability by assessing and optimizing existing and underperforming applications



Drive scalable adoption of modern tech (e.g. AWS QuickSight, Kong API, Solace)



Provide architectural guidance and design reviews to ensure system consistency and security



Enable cost-savings through standardization and governance

SOLUTION

PROCESS

Adopted a decentralized, agile engagement methodology across multiple teams

Conducted 2-3 architecture and cyber security reviews weekly to ensure compliance

Led application reliability deep-dives, including root cause analysis of reliability/outage issues

Supported technology modernization through reviews, guidance, and documentation

Acted as an on-demand architecture advisory layer for multiple teams

DELIVERED

- + Introduced and implemented AWS QuickSight for analytics
- + Adopted Kong API platform and Solace messaging system
- + Retired legacy tools and supported transition to modern, scalable platforms
- + Delivered implementation guidelines and technology onboarding support
- + Improved design governance across TechOps, supply chain, and development teams

IMPACT



OPTIMIZED SYSTEM RELIABILITY

Boosted system reliability through detailed assessments and mitigation strategies



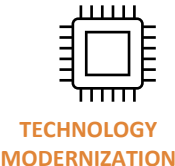
ENABLED COST SAVINGS

Achieved cost savings by retiring outdated tools and reducing system complexity



IMPROVED GOVERNANCE & STANDARDIZATION

Strengthened enterprise-wide architecture governance and standardization



TECHNOLOGY MODERNIZATION

Accelerated new technology adoption across teams with scalable platforms



GROWTH FOCUSED

Positioned United for future growth with a robust and resilient enterprise architecture foundation