

# 31 Single Profile Concept

Industry	Information Technology/Information Management	Client	EPAM Systems
Role	Enterprise Architect		
Key Result	A single profile concept was created and used as a foundation for four new projects, leading to significant time savings, process unification, and improved company image.		

Situation	Task	Action	Result
EPAM Systems had multiple fragmented systems for processing data about employees and various contacts (e.g., student interns, community members). These discrepancies in contact accounting became significant and created confusion and problems in business processes, hindering data unification and effective management.	Management tasked me with creating a single profile concept for accounting for all types of contacts. This profile was to be used not only for employees but also for other contact types. It was necessary to analyze existing accounting processes and develop rules for transforming these profiles, so that this concept could then be extended across the entire organization.	<b>Analysis of Current Processes:</b> I conducted numerous interviews with stakeholders to gain insight into how existing accounting processes functioned across various systems. <b>Formalization and Design:</b> I formalized the existing processes and developed a description of the future information architecture. I created the single contact profile concept, detailing its business architecture (management processes) and information architecture (information concept, data flows).	<b>A Single Profile Concept was Created:</b> I created a single contact profile concept that became the foundation for the future development of information systems. <b>Launched New Projects:</b> The results of this project led to the launch of four new projects in the organization (e.g., Central Permission Engine — project #32, Profile Storage — project #33). <b>Significant Savings and Unification:</b> These projects laid a solid foundation for further information system development, streamlining processes across the organization and resulting in substantial savings in work hours. <b>Improved Company Image:</b> The improvements in data and process management had a positive impact on the company's image.