DataHouse

Services Catalog

An overview of the services provided by DataHouse

DataHouse provides the following services:

1. **APPLICATION SERVICES**

    DataHouse accelerates the development of scalable, cloud-based applications and microservices using web and mobile frameworks, cloud technologies, pre-built components, and an agile approach. We also build custom applications, including mobile apps, that integrate with legacy systems and take our clients' strategic vision "all the way."

    a. **Modernization Services**

    DataHouse builds bridges between legacy systems and modern platforms to equip organizations for success in the digital economy. We work with globally acclaimed partners and their industry-leading products to give our clients the highest business value and expand their capabilities. We also share our flexible, incremental strategy with our clients and help them adopt a product management approach for low-risk, high-value, continuous improvement.

    i. **Cloud Platform and Infrastructure Services**

    DataHouse helps organizations select Platform as a Service (PaaS) and Infrastructure as a Service (IaaS) solutions to modernize applications, databases, and business operations through our partnerships with Amazon Web Services (AWS), Oracle, IBM, Adobe, and Salesforce.

    ii. **Legacy Engineering**

    DataHouse provides development, operations, maintenance and migration services for mainframe and midframe systems. Technologies include: AS/400, RPG, COBOL, and ADABAS.

    b. **DevOps**

    DataHouse has merged the software delivery pipeline and customer feedback loop into an operational process with philosophies, practices and tools that accelerate product innovation while minimizing business disruption. With abilities across the major Cloud platforms, our DevOps practice includes:
    - Automated provisioning, release management and testing
    - Continuous build, integration and deployment
    - Integrated policy controls and change management
    - Scalable architectures
    - Proactive logging and monitoring of production environments

    c. **APIs & Microservices**

    DataHouse has fully embraced microservice architecture to enable continuous modernization and take advantage of the elastic scalability of the cloud. DataHouse makes the componentized business functionality of microservices available to

applications and users through Application Programming Interfaces (APIs) on private/public/hybrid cloud or on-premise. DataHouse builds APIs and microservices with:

- REST APIs
- GraphQL
- Serverless compute platforms including AWS Lambda and Azure Functions

d. Enterprise Architecture & Frameworks

At DataHouse, we have created our own enterprise architectures and frameworks as platforms for building modern applications that can integrate with commercial platforms or custom-built systems. Using innovative and established application best practices, DataHouse optimizes our enterprise frameworks to empower innovative applications across the digital business whether they are on the cloud or on-premise.

e. Web & Mobile Development

DataHouse is fluent across all major front-end frameworks to deliver applications to any device. DataHouse front-end development framework competencies include:

- AngularJS
- Vue.js
- ReactJS
- Xamarin
- Flutter

f. Commercial-off-the-shelf (COTS) Platforms

DataHouse provides complete end-to-end assessment, implementation, and integration of enterprise application software. We ensure that our clients' enterprise applications align with their organizational vision and strategic goals to secure long-term growth and adaptability. DataHouse provides a variety of COTS platforms to fit our clients' specific needs, such as:

- **ERP and CRM:** Oracle, MS Dynamics, SAP, Salesforce, Infor
- **Application Development Platforms:** Salesforce, Infor, Adobe AEM
- **Low Code/No Code Platforms:** Caspio, MS Power Platform

g. Database Development

DataHouse provides a variety of database design and development services to fit our clients' specific needs with technologies such as:

- **Relational Database Development:** MS SQL Server, Oracle, Postgres, MySQL
- **Non-Relational Database Development:** MongoDB, DocumentDB, Cassandra

h. Artificial Intelligence and Automation

DataHouse takes artificial intelligence (AI) to a new level and integrates information into legacy systems. We give IT systems a human touch with innovative virtual assistants,

cognitive analytics, or robotic processing automation. We also help organizations continuously improve their business processes and deliver exceptional quality to their customers through AI-driven solutions.

i. **Analytics**

DataHouse provides custom analytics solutions that bring clarity to complex decisions, including financial analytics for financial performance management strategies. We help our clients stay agile, collaborate efficiently, and make informed decisions to improve their internal operations and elevate their customer experiences.

j. **Quality Assurance**

DataHouse ensures that systems are fully validated by using standardized and custom test procedures in addition to automated test tools. Our Quality Assurance services include:
- Functional Testing
- Security and Access Control Testing
- Regression Testing
- Installation Testing
- Performance Testing
- Stress Testing
- Business Cycle Testing
- Testing Education
- Documentation Review

k. **Web and Mobile User Experience (UX/UI) Design, Development and Content Management Services**

DataHouse designs and develops websites and mobile apps that play key roles in organizations' business strategies. We provide content development and management services, including UX/UI, graphic design, copywriting, and multimedia. We also implement, integrate and support content management systems.

l. **Partner and Vendor Solutions**

DataHouse partners with world-class technology companies and leverages our vendor network to deliver high-value solutions to our clients. Our partners and vendors include:
- Adobe
- Amazon Web Services (AWS)
- Caspio
- DataHouse Asia
- Gartner
- IBM
- Infor
- Microsoft
- Oracle

- Salesforce
- SAP

2. **MANAGED SERVICES**

DataHouse provides Managed Services within or across various service platforms, including on-prem, hybrid, cloud, and multi-cloud, as applicable to the following practice areas.

a. **Operations Support Services**

DataHouse helps organizations save time by staffing critical roles and filling resource gaps quickly to ensure that our clients' core business functions continue to operate smoothly. Our Operations Support Services include:
- Service Cost Allocation/Chargeback
- User Account Management
- Remote Access Administration
- SLA Performance Management
- Problem Management & Root Cause Analysis
- Help Desk
- Content Document Management
- Incident & Problem Management

b. **Middleware Maintenance and Operations (M&O) Services**

DataHouse provides middleware M&O services so that organizations can efficiently and securely manage IT assets. Our Middleware M&O Services include:
- Application Administration, Maintenance and Operations
- Database Administration
- Enterprise Middleware Maintenance & Operations
- Tier 2/3 Application Support

c. **Managed Hosting Services**

DataHouse relieves organizations from repetitive daily tasks so that their staff can focus on other priorities. Our Managed Hosting Services include:
- Job Control & Scheduling
- Tier 2/3 Platform Support
- Operating System, Application, and Database Backup & Recovery
- Network Hosting and Data Center Services
- Remote Access Administration
- Storage Management Services

d. **Cross-functional Services**

DataHouse helps organizations monitor and manage performance, proactively respond to change, and prepare for the unexpected through Cross-functional Services, including:
- Capacity Management

- Change & Release Management
- Configuration Management
- Disaster Recovery
- Performance Management
- Security
- System Monitoring

3. **BUSINESS CONSULTING SERVICES**

DataHouse's Business Consulting Services help clients achieve their visions and goals through IT strategic planning, effective project management, detailed analyses of current systems and processes, and collaborative design of innovative solutions.

a. **Strategy and Planning Services**

DataHouse helps organizations incorporate IT assets into business models and plan strategic initiatives that align with organizational goals and deliver high-value outcomes.

b. **Project Management**

DataHouse starts with the Project Management Institute's PM Methodology, then infuses Hawaii's unique cultural style and DataHouse's Core Values into our Project Management service offering that we have crafted over the past 40+ years, to successfully deliver high-business-value projects for our clients. Our project managers have managed a variety of projects, some lasting a few months and others spanning multiple years, using a range of methodologies, from traditional SDM/70 / Structured Analysis to more rapid, iterative approaches such as XP and Agile.

c. **Governance Services**

DataHouse provides guidance for establishing a governance structure to continuously modernize systems, identify risks, comply with requirements, and improve capabilities.

d. **Business Analysis and Requirements Gathering**

DataHouse Business Analysts have decades of experience working with clients to thoroughly examine current end-to-end workflows to surface possible inefficiencies and pain points. We use this information to document workflows and requirements that guide the pathway for future systems and enhancements.

e. **Business Process Reengineering**

DataHouse has refined our Business Process Reengineering (BPR) approach and techniques since our founding in 1975. We take our clients on an enlightening journey to identify current processes and problems, collaboratively ideate potential solutions, and devise a roadmap to achieve our clients' organizational vision and goals.

4. **OTHER PROFESSIONAL IT SERVICES**

   In addition to the above services, DataHouse provides the following:

   a. **Technical Writing Consultants**

      DataHouse employs experienced technical writers, who have been in the computer industry for many years and are well versed in a multitude of authoring tools and methods. Our writers have worked on system documentation, standards manuals, policy and procedure guides, user manuals and training documents. They also have experience creating online help and training documentation.

   b. **Global Delivery Resources**

      Our DataHouse Asia team extends our IT service offerings and specializes in the design and development of websites, applications, and mobile apps. With our global team, we can work around the clock and accelerate our project tempo. DataHouse Asia provides another option for organizations looking for expedited delivery, lower cost options, and potentially turnkey applications.

   c. **Product Management**

      Product management is an innovative, proactive approach to ensure that IT systems remain relevant and continue to meet business needs. Compared to project management, which strives to accomplish objectives within budget and time constraints, product management is the continuous endeavor to add value and adapt existing IT assets, or "products," to constantly evolving business needs.

      The product management process leverages different disciplines and frameworks to ensure alignment with strategic goals of the organization, and that maximum value is derived from the IT assets on a continual basis. The process seeks to proactively realize an organization's strategic goals by identifying new areas for innovation, incorporating best practice techniques (e.g., design thinking and continual user feedback), and considering external factors to continually look for ways to improve products and customer experiences.

   d. **Community-based Innovation**

      Community-based Innovation (CBI) harnesses the collective wisdom, capabilities, experiences, and relationships to solve problems and create value for members of the community. DataHouse's CBI model is a framework that defines a simple approach to proactively identify opportunities, understand needs, inspire ideas, and take incremental steps to prototype, build, test, implement, and improve innovative solutions.

DataHouse

Contact Information

Location:

1585 Kapiolani Boulevard

Suite 1800

Honolulu, Hawaii 96814-4500

Phone:

+1 (808) 942-8108

Fax:

+1 (808) 948-9595

Email:

info@datahouse.com