DataHouse
Service Offerings

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About DataHouse

DataHouse Consulting, Inc., DBA DataHouse, has been doing business as one of Hawaii's largest IT services companies for nearly 50 years. We started as a software development team and have evolved into a global, enterprise-class system integrator capable of handling complex business and technology issues. DataHouse is the go-to IT consulting company for many public and private sector organizations and always delivers high-quality solutions that improve operations.

Company Highlights

- Founded in 1975
- Headquartered in Honolulu, Hawaii, with global office locations in American Samoa and Vietnam
- More than 300 employees located in Hawaii, California, Washington, Nevada, American Samoa, and Vietnam
- Top Computer Consultant Firm (Pacific Business News Book of Lists 2013 – 2021)
- Hawaii's Top Workplaces Award (Honolulu Star-Advertiser 2022)
- Pacific Business News Fire Award (2022)
- ISO/IEC 27001:2013 Certified

Global Delivery Resources

Our DataHouse Asia team extends our IT service offerings and specializes in designing and developing 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 alternatives, and potentially turnkey applications.

Information Security

DataHouse operates and maintains an Information Security Management System (ISMS) to protect our clients' information assets' confidentiality, availability, and integrity. Our ISMS is ISO/IEC 27001:2013 certified, the internationally accepted standard for implementing and managing information security and confidential information. The ISO/IEC 27001:2013 certification scope includes policies, procedures, standards, systems, endpoint devices, applications, and data that support the delivery of DataHouse's application development and managed services.

Innovation Thought Leadership

DataHouse is a leader in innovation and helps organizations of all sectors and sizes solve critical problems with community resources. Our Community Sourced Innovation™ (CSI) framework helps drive business value through collaboration and creative thinking. We nurture relationships throughout our network in a continuous innovation effort to support our community's immediate and future needs.

Featured Solution

LumiSight Platform

Our pre-engineered LumiSight Platform is a business accelerator that meets various user needs and increases delivery speed. LumiSight is a flexible, end-to-end Platform as a Service (PaaS) solution that helps organizations adapt quickly and evolve. It leverages AWS's industry-leading cloud infrastructure, applications, and security services to create exceptional user experiences.

Solution highlights include the following:

- Quickly creating a network of interconnected business operations with automated workflows and intelligent analytics
- Enabling better interactions among users and smoother business processes
- Evolving and adapting to your changing business needs and circumstances
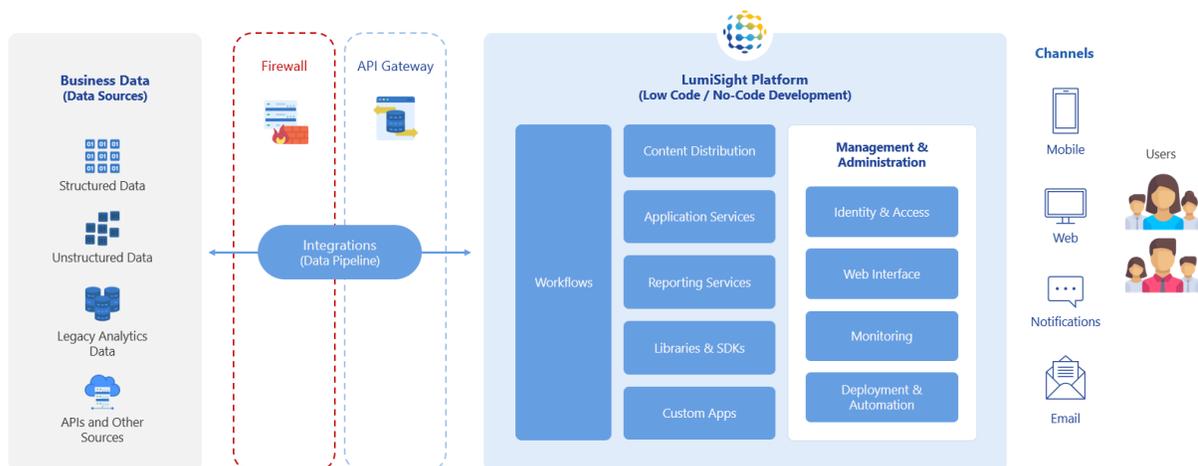- Exceptional, personalized service for setup and ongoing modernization

LumiSight has many uses and is helping dozens of organizations facilitate business operations among 200,000 users. Some of the most common use cases for LumiSight include the following:

- Business disruption response (e.g., pandemics and disasters)
- COVID-19 response strategy (e.g., test management and daily check-ins)
- Scheduling for customer service (e.g., in-person and virtual meetings)
- Portals for customers and employees or agents (e.g., insurance and customer service)
- Analytics for more refined decision-making (e.g., banking and investments)

Additionally, with DataHouse's expertise and quality service, we continuously manage and modernize the platform to future-proof your organization with cutting-edge cloud technology.

LumiSight Platform

LumiSight provides an end-to-end solution and pre-engineered platform that increases speed to delivery.

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.

Enterprise Strategy and Transformation

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

Public Service Consulting

DataHouse supports public service organizations through innovative thinking and lasting solutions that optimize technology investments. We work with various organizations, such as federal, state, and local governments, non-profits, and education. We are also qualified to work with multiple public purchasing programs, including Federal GSA IT Schedule 70. We modernize licensing systems, revamp claims processing, and provide front- and back-end services to keep public services readily available to the citizens who need them.

Governance Services

DataHouse guides clients in establishing a governance structure to continuously modernize systems, identify risks, comply with requirements, and improve capabilities.

Disciplined Agile Delivery

DataHouse provides an end-to-end delivery life cycle through Disciplined Agile Delivery (DAD), a people-first, learning-oriented approach to solving business problems.

Organizational Change Management

DataHouse helps organizations transform technology, processes, and people through organic organizational change management (OCM). The process of organic OCM is highly iterative and agile and increases staff collaboration.

Back Office Engineering

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. Our Business Analysts have decades of experience working with clients to thoroughly examine 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.

User Engagement Engineering

DataHouse designs systems and services using industry best practices and approaches. We leverage Inclusive Design principles to optimize our solutions and ensure accessibility and usability across various user groups. We also use the Journey Mapping Method to build relationships with product stakeholders while working to understand what they do and how their contribution ties in with the overall Customer Journey. This method combines all perspectives across organization silos and visually projects how product value is realized and delivered. Workshops are designed to capture observational and organizational knowledge and to identify existing opportunities and breakdowns.

Product Management

Product management is an innovative, proactive approach to ensure that IT systems remain relevant and 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 the organization's strategic goals and that maximum value is continually derived from the IT assets. The approach 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 look for ways to improve products and customer experiences continually.

Innovation Framework

DataHouse offers an innovation framework to nurture creative thinking and foster an innovative mindset in an organization. Our Community Source Innovation™ (CSI) approach harnesses the collective wisdom, capabilities, experiences, and relationships to solve problems and create value for community members. DataHouse's CSI 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.

Our innovation framework draws on DataHouse's nearly 50 years of experience, lessons learned, proven practices, and published theories and methods. We distill key concepts and techniques from these methodologies and package them into a simple framework and set of tools called an Innovation Canvas© that everyone could use to incubate ideas and explore new ways of doing things.

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."

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.

Cloud Platform and Infrastructure Services

Cloud computing is an innovative approach to delivering IT services and is especially well-suited for modernization. Our vast catalog of cloud services can be leveraged to reduce costs and add new capabilities to existing legacy systems.

DataHouse helps organizations select the right solutions to modernize applications, databases, and business operations through our partnerships with Amazon Web Services (AWS), Oracle, IBM, Adobe, and Salesforce. We also provide migration and infrastructure automation services to re-platform on-premises applications to the cloud.

DataHouse uses the following cloud modernization strategies:

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)
- Integration Platform as a Service (iPaaS)

Enterprise Architecture and Frameworks

At DataHouse, we have created our 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 arena, whether in the cloud or on-premises.

Legacy Engineering

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

DevOps

DataHouse has merged the software delivery pipeline and customer feedback loop into an operational process with philosophies, practices, and tools, such as Jira and GitHub, 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

APIs and 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-premises. DataHouse builds APIs and microservices with the following:

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

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 (RPA). We leverage cloud-based services like Amazon SageMaker to drive machine learning and intelligent decision-making. We also help organizations continuously improve their business processes and deliver exceptional quality to their customers through AI-driven solutions.

Analytics

DataHouse provides custom analytics solutions that clarify complex decisions, including financial analytics for financial performance management strategies. Our solutions support a range of popular languages, including Python. We help our clients stay agile, collaborate efficiently, and make informed decisions to improve their internal operations and elevate their customer experiences.

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, Amazon DocumentDB, Cassandra

Web and Mobile Development

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

- AngularJS
- Vue.js
- ReactJS
- NodeJS
- Xamarin

- Flutter
- Kotlin
- Swift
- Java
- .NET

Web and Mobile User Experience/User Interface (UX/UI) Design 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. Some of our favorite UX/UI tools include:

- Figma
- InVision
- Sketch

- Adobe XD
- Zeplin

Quality Assurance

DataHouse ensures that systems are fully validated using standardized and custom test procedures and automated test tools. Our Quality Assurance services include the following:

- Functional Testing
- Manual Testing
- Automated Testing
- Load and Stress Testing
- Security and Access Control Testing
- Regression Testing

- Installation Testing
- Performance Testing
- Business Cycle Testing
- Testing Education
- Documentation Review

Technical Writing Services

DataHouse employs experienced technical writers who have been in the computer industry for years and are well-versed in many 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.

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, Microsoft Dynamics, SAP, Salesforce, Infor
- Application Development Platforms: Salesforce, Infor, Adobe Experience Manager (AEM)
- Low Code/No Code Platforms: Caspio, Microsoft Power Platform

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)
- Gartner
- IBM
- Microsoft
- Oracle
- Salesforce
- SAP

Managed Services

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

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 the following:

- Service Cost Allocation/Chargeback
- User Account Management
- Remote Access Administration
- SLA Performance Management
- Help Desk
- Problem Management and Root Cause Analysis
- Content Document Management
- Incident & Problem Management

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 the following:

- Application Administration, Maintenance, and Operations
- Database Administration
- Enterprise Middleware Maintenance and Operations
- Tier 2/3 Application Support

Managed Hosting Services

DataHouse relieves organizations from repetitive daily tasks so that their staff can focus on other priorities. Our Managed Hosting Services include the following:

- Job Control and Scheduling
- Tier 2/3 Platform Support
- Operating System, Application, and Database Backup and Recovery
- Network Hosting and Data Center Services
- Remote Access Administration
- Storage Management Services

Cross-functional Services

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

- Capacity Management
- Change and Release Management
- Configuration Management
- Disaster Recovery
- Performance Management
- Security
- System Monitoring

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