

## Digital Harbor

Reston, VA

### Digital Harbor PiiE 3.0

➤ Composite Application Platform



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#### CUSTOMERS AT WORK

Three government agencies and a solution provider in the utilities industry served as reference customers for Digital Harbor.

Common strategic objectives included:

- Acting quickly and effectively in a fast-changing world
- Leveraging specialist knowledge with general context
- Working from a single operating picture of a situation as it develops; providing the basis for well-informed decisions, coordinated action, and an effective automated process
- Providing the basis for effective communications with internal and external constituents

#### WHY DIGITAL HARBOR PiiE?

By providing composite applications that seamlessly integrate both users and systems with one another around shared context, Digital Harbor Professional Interactive Information Environment (PiiE) enables organizations to think holistically about and act coherently on entities (such as customers or patients) or situations (such as outages, trade processing exceptions, public relations issues or attacks). Digital Harbor PiiE differs from previous integration approaches in that it starts with people, not plumbing; and semantics, not syntax. For faster time to value, Digital Harbor's platform enables complete solutions from back-end integration to application development and front-end application consumption.

#### COMPANY INFO

Digital Harbor is a private company with about 110 employees.

☎ +1.703.476.7342

www.digitalharbor.com

#### BUSINESS IMPACT

*Near-term value:* One customer has used Digital Harbor PiiE to deliver a work-management system that supports complex process workflows that must frequently be modified. Customer-visible response time has improved by a factor of six. Other customers have used Digital Harbor PiiE to develop and pilot real-time interactive dashboards for situations where cross-functional communication and common situational awareness is critical to effective action. The application will reduce discovery time, provide better information, lower training costs, increase the value of reports, and minimize the number of desktop applications required

*Enterprise innovation:* Reacting quickly isn't good enough anymore. Digital Harbor PiiE can help organizations correlate external events and collaborate effectively enough to be proactive in real time.

*Technology gains:* Digital Harbor reference customers — all with considerable experience in attempting horizontal information fusion for decision-making purposes — agree that PiiE is like nothing they've ever seen. It combines development functions with application, data and process integration; and with client-independent delivery of live information that can be linked and inspected in an ad-hoc manner. In pleasant contrast to previous failed technical approaches, prototypes can be developed rapidly with Digital Harbor PiiE and are close to production grade. Adding PiiE enabled one customer to recapture the original schedule of a project that had gone off track.

#### SUCCESS FACTORS

*Project strategy:* Digital Harbor PiiE's mind-blowing demos will energize almost anybody into wild flights of imagination. So, in the interest of delivering a fully-tested system, it is essential to strenuously resist scope creep.

*Resources:* Customers recommend retaining Digital Harbor as a key part of the project team.

*Skills:* The Business Ontology, or set of relationships that crosses the back-end systems, is developed by business analysts. They need not be rocket scientists, say Digital Harbor customers, but they do need a good operating knowledge both of internal systems of record, and of key external data sources such as news feeds, search engines and third-party databases. Java and XML skills are required to develop the client, and to wrap existing data sources.

*Fit:* Customers recommend Digital Harbor PiiE to large organizations grappling to react to complex, fast-changing situations.

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#### ABOUT THE CROSSROADS A-LIST AWARDS

The Crossroads A-List identifies the best newly proven IT products and services transforming business today. Winners are determined after an analysis of the vendor's strategy followed by confidential, in-depth interviews with early adopters.