

Single Profile Concept

Client Global IT services and consulting firm
Role Enterprise Architect
Period 2022-01 — 2022-07

CONTEXT

Multiple systems stored employee and non-employee contact data (interns, students, community members) in incompatible ways. The discrepancies created process confusion and blocked any consistent, enterprise-wide approach to identity and profile management.

APPROACH

Treated the profile as a shared contract rather than a per-system representation. Defined the business architecture (creation, update, consumption responsibilities) and information architecture (information concept, data flows, transformation rules) so downstream systems could integrate without re-deriving profile semantics.

OUTCOME

Established a unified contact-profile concept that became the foundation for four follow-up initiatives, unifying fragmented identity data and reducing duplicated rework across the enterprise.

- Became the foundation for four new initiatives (including centralized permission management and profile storage).
- Reduced duplicated onboarding and reconciliation work across systems.
- Strengthened consistency of data and processes; positive effect on organizational image.

KEY RESULT

Framed a single enterprise contact-profile concept — a shared identity contract — that became the foundation for four downstream initiatives and cut duplicated rework across the organization.