Making SOA a Reality at La Petite Academy

Revolutionizing La Petite Academy's Enterprise Utilizing SOA, the JEMS Platform, and Amentra's Signature Mentoring Approach

Agenda

- Introduction
- Challenges
- Mentoring Approach
- Current State
- Future Vision
- Conclusion

La Petite Academy - Background

- Leading operator of preschool and child care facilities
- Founded 1968
- Full- and part-time child care and development programs
- 645 academies located in 35+ states
- 75,000 children ranging from 6 weeks – 12 years old
- Over 13,000 employees
- Over $400M revenue in 2005

Business Problem

- Responsible for properly supervising the children under its care
  - ✓ Federal, state, and local laws specify student to teacher ratios
  - ✓ Supervisory requirements vary by child age and activity

Business Problem (cont.)

- Workforce-related costs are the single largest expense in operating an academy
  - ✓ Better forecasting of the child demand that drives supervision requirements
  - ✓ Tighter control over workforce time
  - ✓ Active intra-day monitoring of supervisory and workforce requirements
- Critical need to balance meeting and exceeding child supervision requirements and managing workforce costs

Improving IT Effectiveness

- Rapid delivery of new functionality by upgrading the delivery platform, methods, and skills
  - ✓ Migrate academy-facing applications from legacy to web-centric
  - ✓ Implement software engineering methods based on iterative development and extensive re-use
  - ✓ Deploy an architecture that supports component-based design
  - ✓ Leverage real-time data movement, especially from the academies

Why Mentoring?

Had a strong business and technical vision, but needed upgrades

- Platforms to enable the business vision
- Process to reduce development costs and increase predictability
- People to support and expand the system

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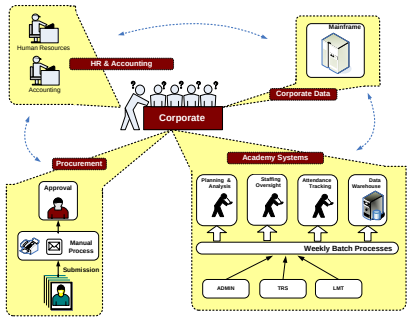
Business Systems (Prior State)



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Solution

The Optimal Program Staffing (OPS) application was commissioned to:

- Centralize execution of business and ratio rules
- Centralize near-real-time labor reporting
- Pilot project for the new platform and architecture

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Risks / Costs

- Methodology mismatch
- Skill set mismatch
- Change management / staff turnover
- Potential reduced productivity in new environment

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Approach

Weigh current needs versus future vision

- Service-oriented architecture as a mindset
- Leverage available platforms (like JEMS)
- Mentoring for people, process, and technology

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Mentoring Explained

- Staff Skill Set Evaluation
- Best Practices Opportunity Analysis
- Mentoring Topic Customization
- Delivery Process Planning
- Periodic Review and Adjustment

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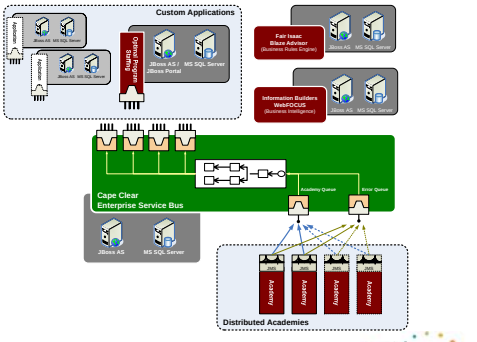
System Architecture



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New Business Environment

- Reduction in Labor Costs
- Increased Regulatory Compliance
- Greatly Increased Operational Visibility
- Platform for Future Efforts
- Skilled people following a new delivery process

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Future Vision

- Use upgraded people and processes to continue to expand the existing platform
- Leverage existing services to reduce costs on future projects
- Utilize JEMS stack and ESB to integrate third-party systems in situ
- Get faster and better at delivering software (productivity)

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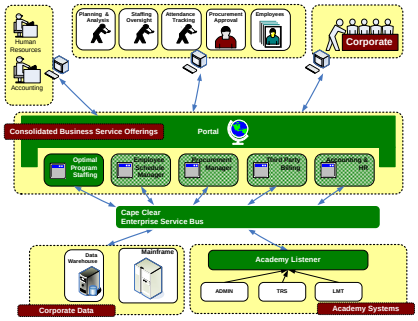
Business Systems (Future State)



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Conclusions

- Revolutionary, collaborative approach to technology adoption
- Reduced time-to-market and development costs from SOA-based approach
- JEMS-centric platform lowered infrastructure costs

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