UNICOM® System Architect®
for Data Cataloging

UNICOM® Global

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System Architect for Data Cataloging

- System Architect for Data Cataloging
  1. Overview of System Architect
  2. Data Usage
  3. Data Architecting
  4. Data Dictionary
  5. Data Discovery
  6. Data Properties and Origin
  7. Meta Data Repository
  8. Data Lineage
  9. Discovering Data Relationships
  10. Making Catalog Easily Accessible

System Architect for Data Cataloging

- Key Features:
  - Enterprise Architecture tool with strong Data Architecture capabilities
  - **Data Usage:** Relate data to Applications, Services, Owner, Data Source, etc – per metamodel of standard frameworks (TOGAF, DoDAF 2, NAF, UAF, Archimate, etc)
  - **Data Dictionary**
  - **Metadata Repository:** Customize the metamodel to great degree so as to act as a metadata repository, capturing properties needed to show data ownership, usage, etc
  - **Data Discovery:** Reverse engineering ERP systems such as Salesforce and SAP through the SA ERP add-on
  - **Data Origin:** Track and see the source of data through logical entities that point at their source table and database
  - **Data Lineage:** manually model the lineage of the data with data flow diagrams
  - **Communicate & Access the Data Catalog:** SA XT to view and access the data catalog; SA Publisher to communicate the Data Catalog broadly

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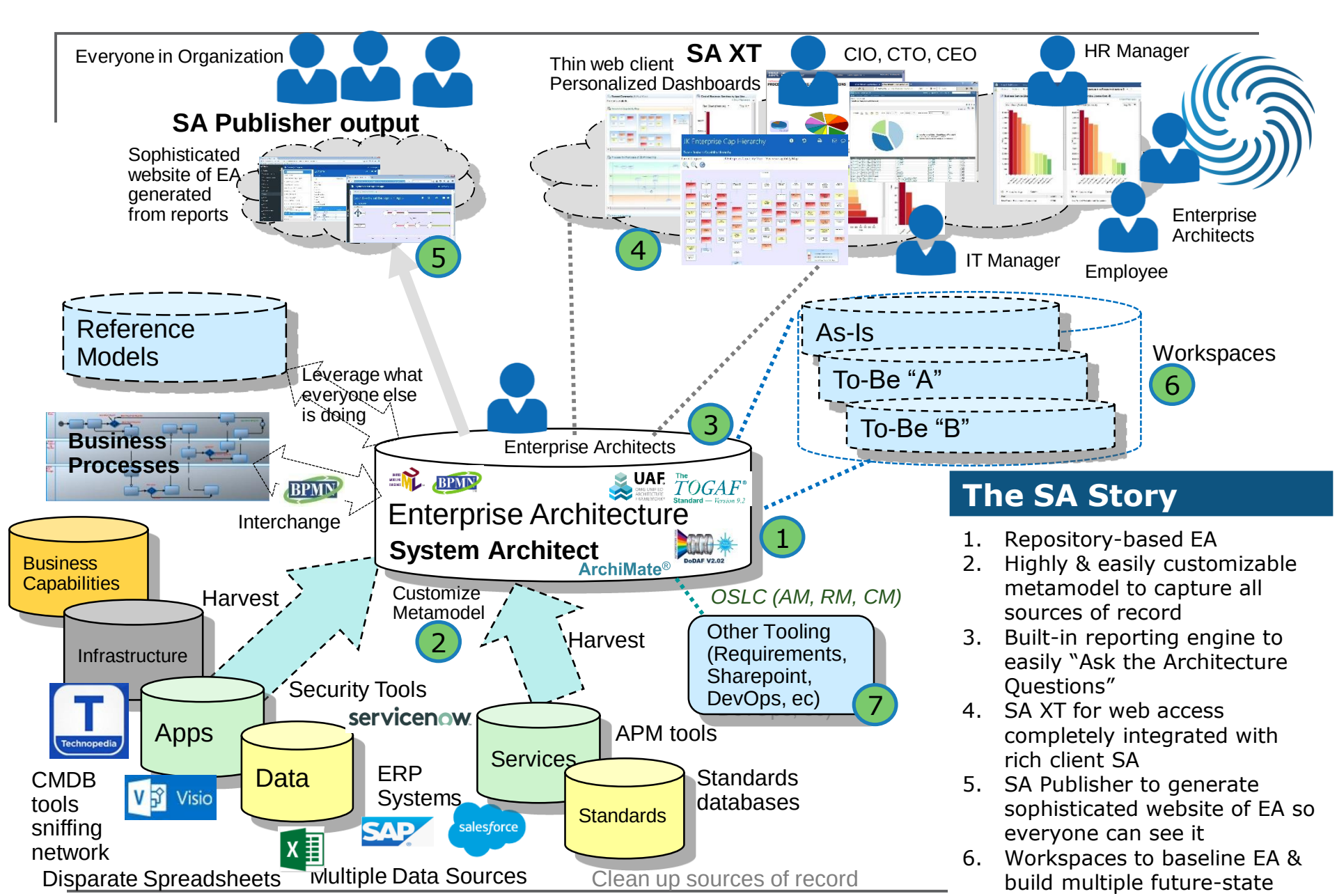

The SA Story

1. Repository-based EA
2. Highly & easily customizable metamodel to capture all sources of record
3. Built-in reporting engine to easily "Ask the Architecture Questions"
4. SA XT for web access completely integrated with rich client SA
5. SA Publisher to generate sophisticated website of EA so everyone can see it
6. Workspaces to baseline EA & build multiple future-state versions, to compare, merge, & report on
7. OSLC integrations so EA is not in 'ivory tower'

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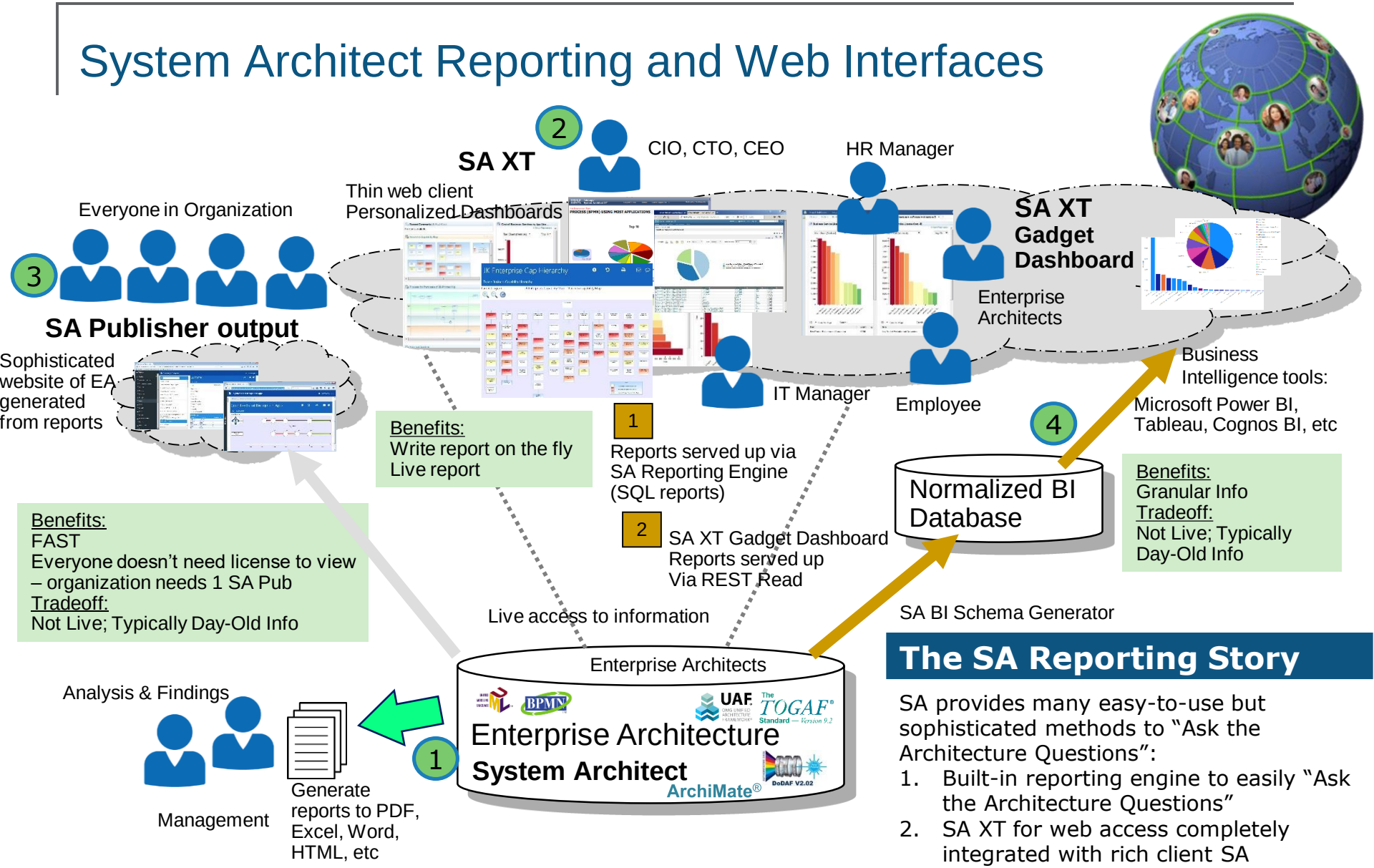
System Architect Reporting and Web Interfaces



The SA Reporting Story

SA provides many easy-to-use but sophisticated methods to "Ask the Architecture Questions":

1. Built-in reporting engine to easily "Ask the Architecture Questions"
2. SA XT for web access completely integrated with rich client SA
3. SA Publisher to generate sophisticated website of EA so everyone can see it
4. Built-in normalizer to enable use of BI tools to "Ask the Architecture Questions"

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SA Supports Latest Industry Frameworks

System Architect

- **Model Based** drawing for Data Modeling within Enterprise Architecture
- Supports **wide breadth** of EA Frameworks and Diagram Notations in **native language** of EA & BPA (model based & free form)
  - Standard model-based diagrams
    - Application Communication diagram, Business Models, etc
    - Network Infrastructure diagram,
    - Capability Maps, etc
  - Roadmap diagrams (Gannt Charts),
  - Hierarchical diagrams,
  - UML Line-of-Sight Views

DoDAF V2.02

UAF OMG UNIFIED ARCHITECTURE FRAMEWORK®

ArchiMate®

The TOGAF® Standard — Version 9.2

THE Open GROUP TOGAF® 9 Certified

UNIFIED MODELING LANGUAGE™

BPMN™

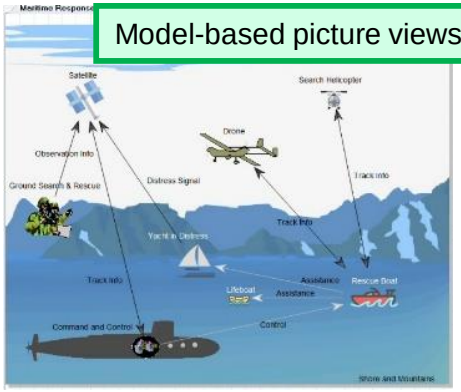
Why Is This Important?

- To visualize the enterprise, **Enterprise Architects** use a **variety** of viewpoints to communicate information & ideas to reader
- **Data Models gain context within the scope of the integrated EA information**

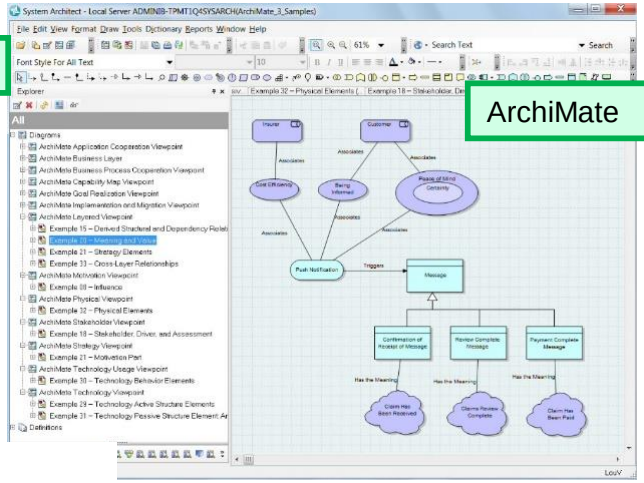
Modeling Notation

System Architect

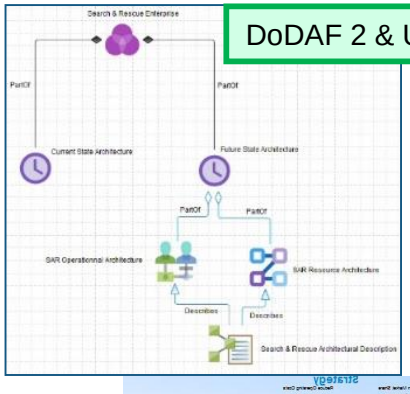
- Wide breadth of Model Based diagrams



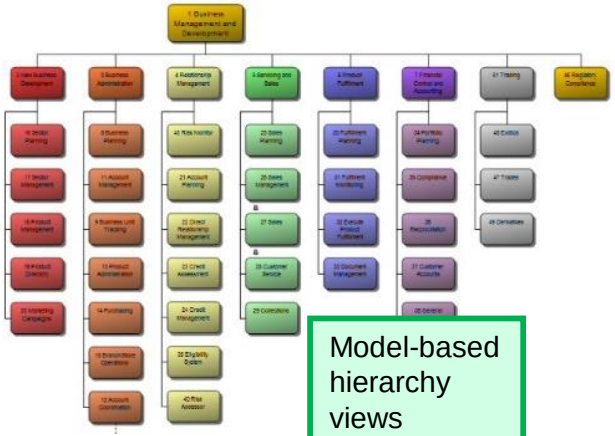
Model-based picture views



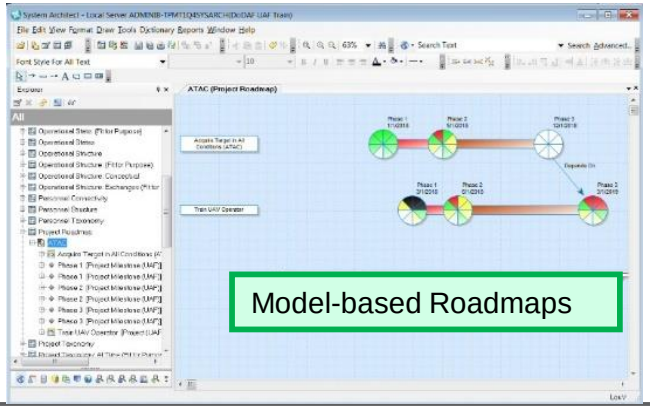
ArchiMate



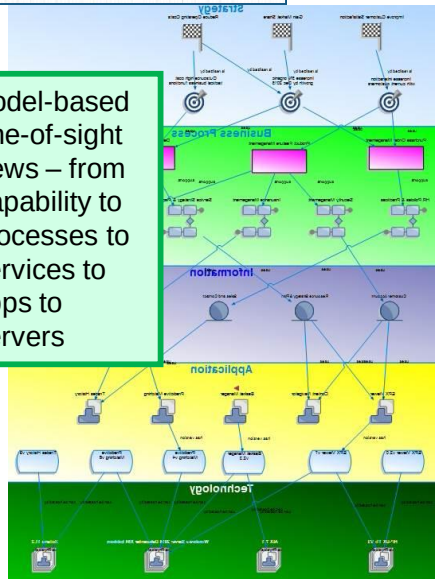
DoDAF 2 & UAF



Model-based hierarchy views



Model-based Roadmaps

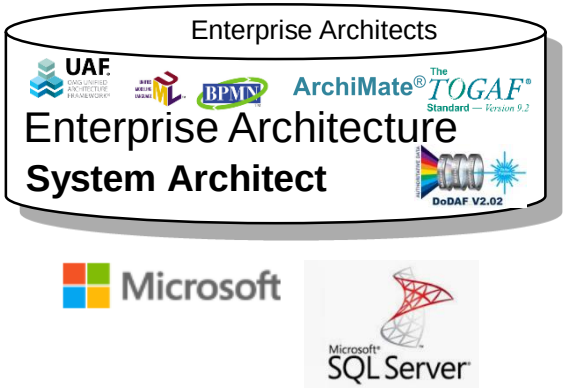


Model-based Line-of-sight views – from Capability to Processes to Services to Apps to Servers

SA's Multi-User Repository Based on SQL Server

System Architect Multi-User

- Repository (Encyclopedia) built on industry-standard Microsoft SQL Server
- SA's Repository-based solution offers sophistication of multi-user capabilities – including:
  - Role-Based and Instance-Level Access control
  - Ability to Freeze and Check-Out work
  - Multiple ways to manage checking in/out parts of the EA, and merging it



Why Is This Important?

- Managing multi-user work is one of the most important aspects of a successful EA – it is key to success or failure of EA

Differentiating Points

- SA has been built on industry-standard Microsoft SQL Server database for over 20 yrs. SA development team has rolled in sophisticated management functionality during that time. Competitors often lack functionality in this area.
  - SA is real-time, mulit-user
  - SA provides role-based and instance-level access control
  - SA has sophisticated levels of support for check-in/check-out and merge

System Architect for Data Cataloging

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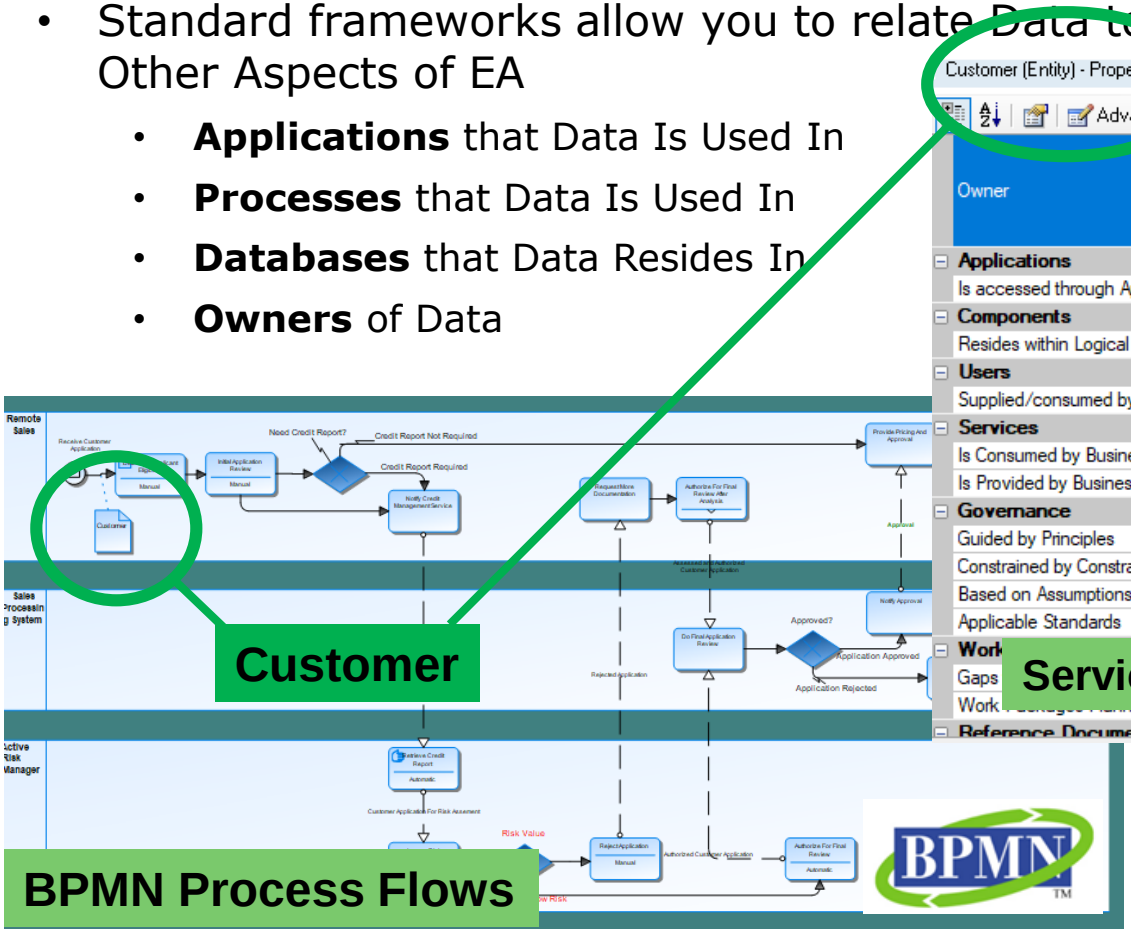
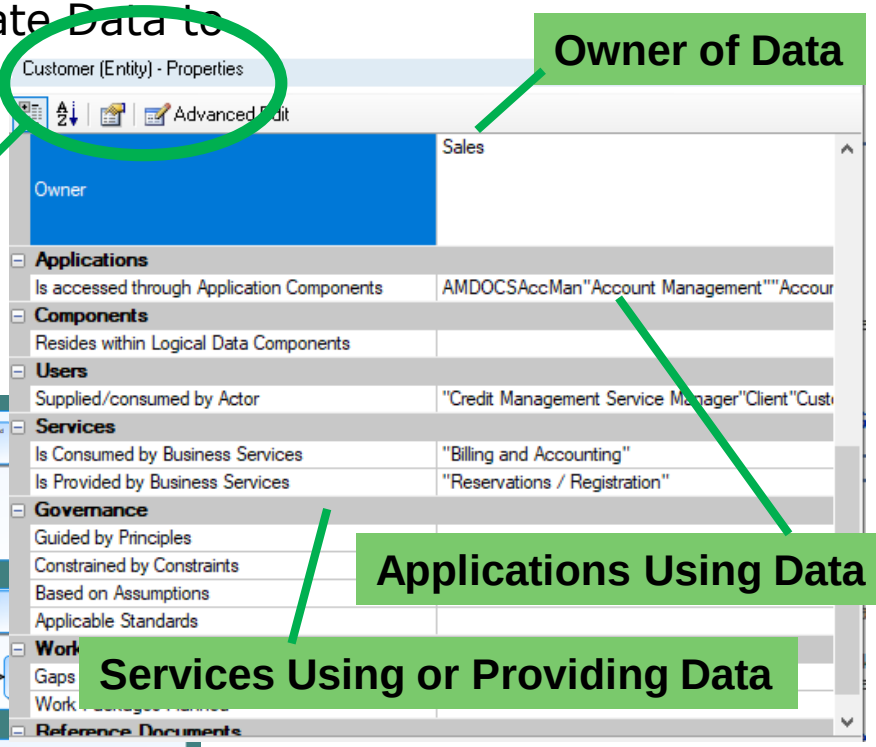
Data Catalog Related to Other Aspects of EA

Capture Key Aspects of Data Usage

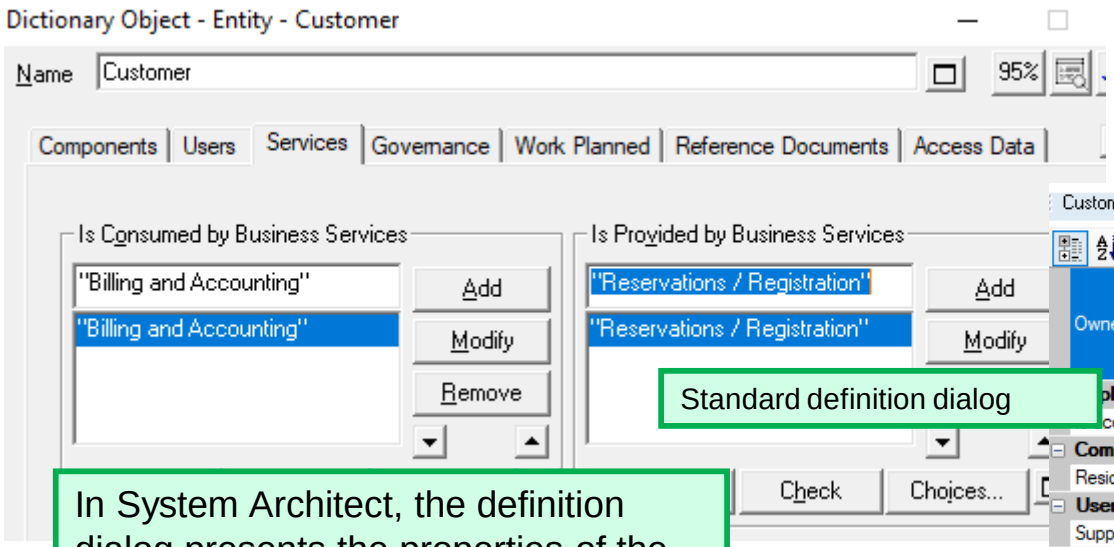
- Standard frameworks allow you to relate Data to Other Aspects of EA
  - **Applications** that Data Is Used In
  - **Processes** that Data Is Used In
  - **Databases** that Data Resides In
  - **Owners** of Data



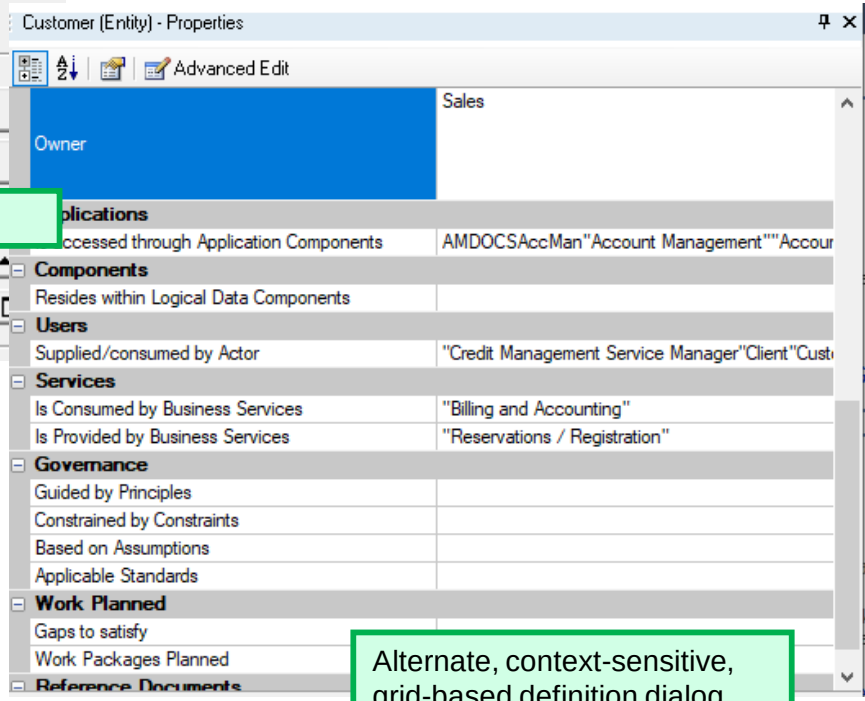


Data Catalog Related to Other Aspects of EA

System Architect Definition Dialogs



In System Architect, the definition dialog presents the properties of the artifact – you can specify what data (logical entities or physical tables) are used by the artifact

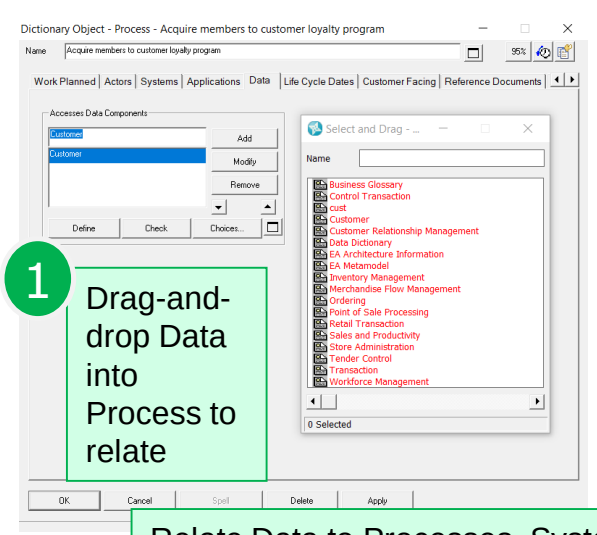


Alternate, context-sensitive, grid-based definition dialog

Data Catalog Related to Other Aspects of EA

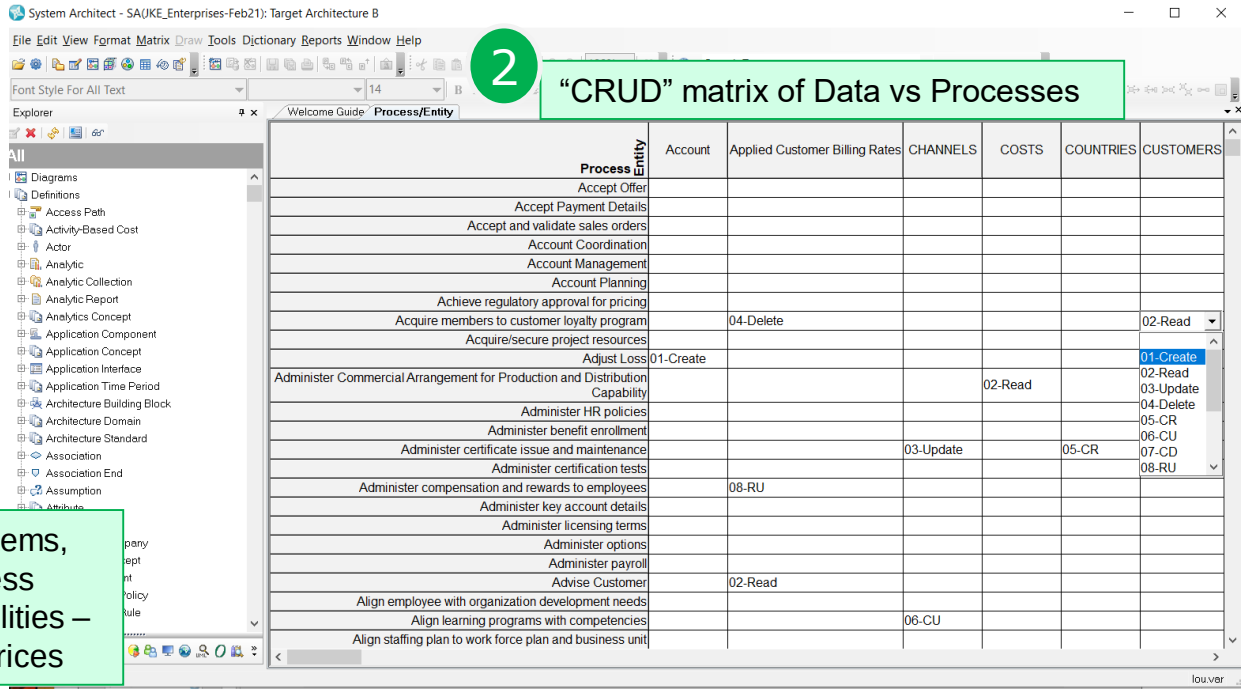
Capture Key Aspects of Data Usage

- You can interrelate Data (Entities, Tables, Data Elements, Data Structures) to other EA Concepts (Processes that act on them, Systems or Applications that enable them, Owners, etc) in the definition, on diagrams, or in matrices



1 Drag-and-drop Data into Process to relate

Relate Data to Processes, Systems, Applications, Functions, Business Services, and Business Capabilities – thru definition interfaces or matrices



2 "CRUD" matrix of Data vs Processes

Data Catalog Related to Other Aspects of EA

Capture Key Aspects of Data Usage

- System Architect allows you to relate data to Applications, Services, Owners, etc:
  - Within definitions
  - Via Matrices

Matrices

"CRUD" matrix of Data vs Applications

System/Data Matrix

Entity \ Application Component	A/R Management	AIF Engine	Account Management	Account System	Accounting System	Accounts Receivables	Acme Dispatching and
Account							
CHANNELS							
COSTS							
COUNTRIES							
COUNTRIES							
CUSTOMER						2-Read	
Contact History							
Contact Record							
Control Transaction							
Customer			2-Read	1-Create			
Customer Account							
Customer Relationship Management							
DEPARTMENTS							
DIMENSION EXCEPTIONS							
EMPLOYEES							

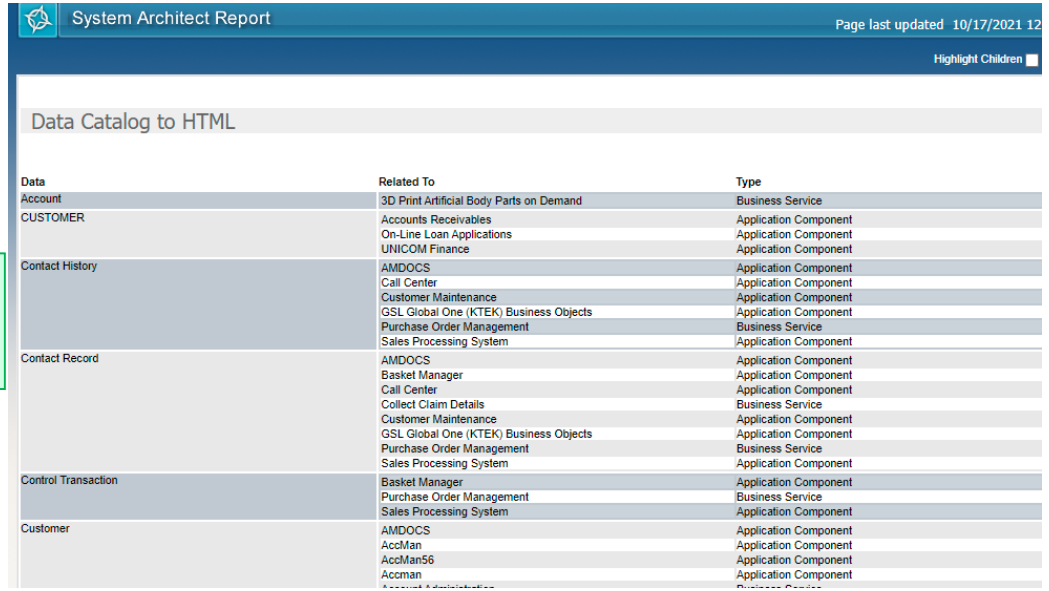
Data Catalog Related to Other Aspects of EA

Capture Key Aspects of Data Usage

- System Architect Reporting allows you to get quick look at Data Catalog
  - Reports are easily customizable via GUI
  - Reports are SQL queries

Data with related Owners, Applications, Services, Origin, etc

Data Catalog – Basic Report



Data	Related To	Type
Account	3D Print Artificial Body Parts on Demand	Business Service
CUSTOMER	Accounts Receivables	Application Component
	On-Line Loan Applications	Application Component
	UNICOM Finance	Application Component
Contact History	AMDOCS	Application Component
	Call Center	Application Component
	Customer Maintenance	Application Component
	GSL Global One (KTEK) Business Objects	Application Component
	Purchase Order Management	Business Service
	Sales Processing System	Application Component
Contact Record	AMDOCS	Application Component
	Basket Manager	Application Component
	Call Center	Application Component
	Collect Claim Details	Business Service
	Customer Maintenance	Application Component
	GSL Global One (KTEK) Business Objects	Application Component
	Purchase Order Management	Business Service
	Sales Processing System	Application Component
Control Transaction	Basket Manager	Application Component
	Purchase Order Management	Business Service
	Sales Processing System	Application Component
Customer	AMDOCS	Application Component
	AccMan	Application Component
	AccMan56	Application Component
	Accman	Application Component

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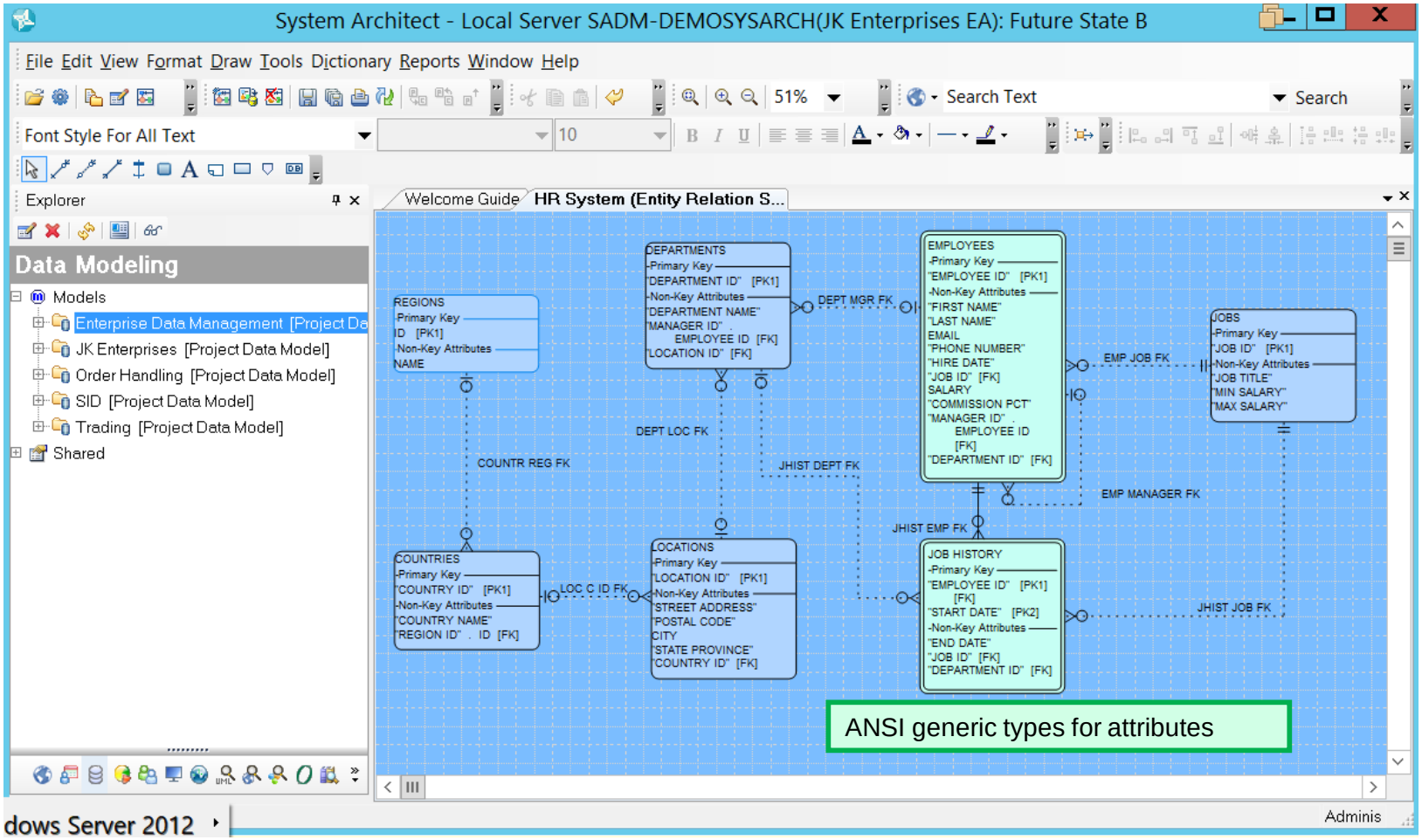
Data Architecting

System Architect Data Modeling

- Model = Namespace
- Data Models
  - Conceptual Data Models – 'Data' or 'Information' & Relationships
  - Logical Data Models – 'Entity' with 'Attributes' & Relationships
  - Physical Data Models – 'Table' with 'Constraints'
- Underlying Data Dictionary
  - Shared Across all Models
  - Data Elements – utilized in any Entity and/or physical Table
  - Data Structures – grouping of data elements

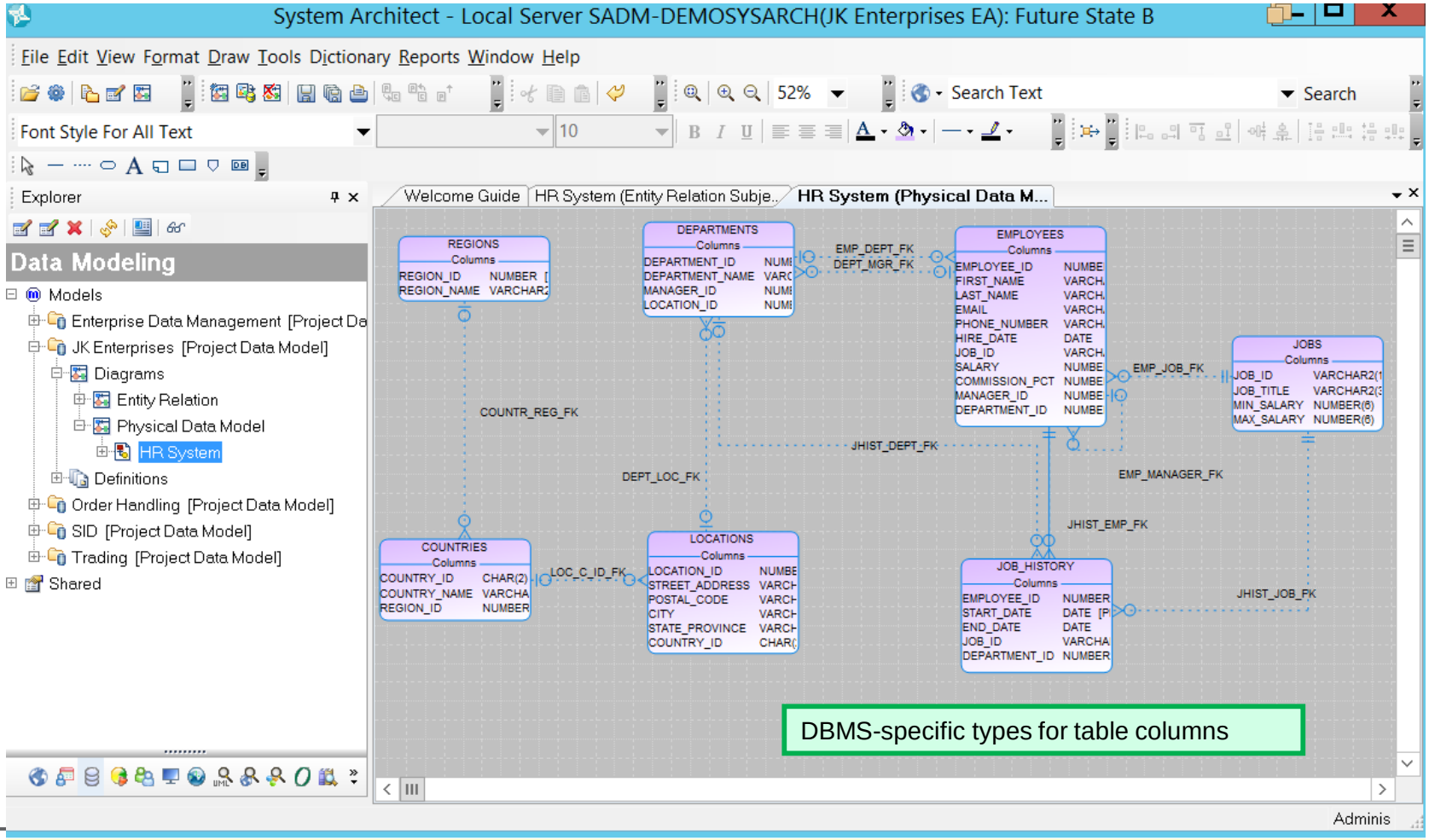
Data Architecting

Logical Data Model



Data Architecting

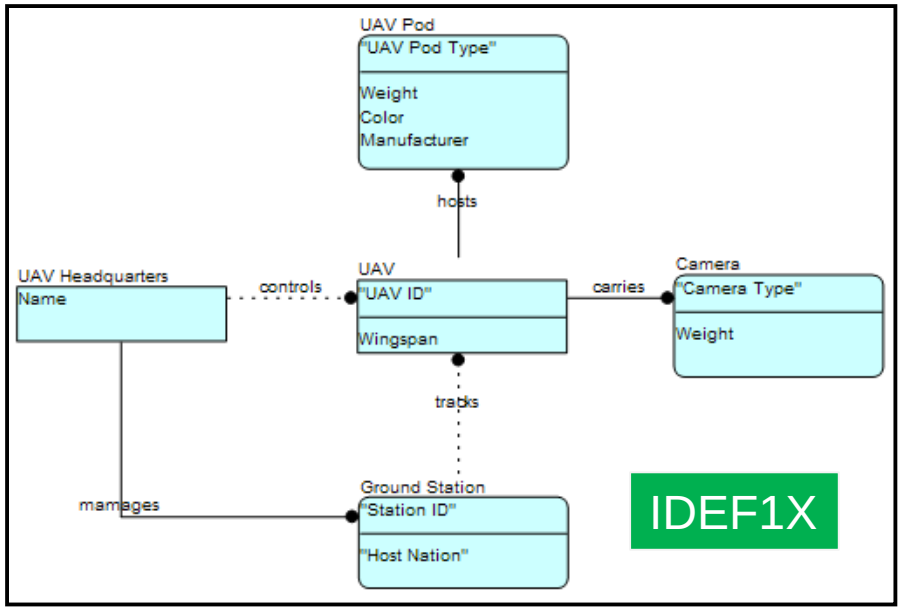
Physical Data Model

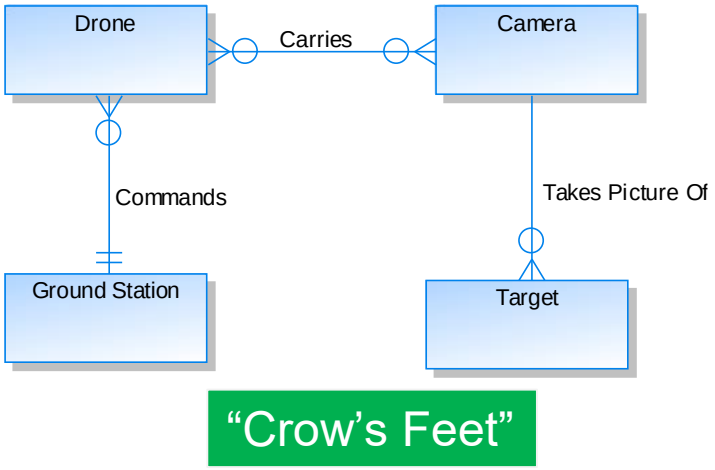


Data Architecting

System Architect Data Modeling

- Supports Multiple Notations
  - IDEF1X
  - "Crows Feet"





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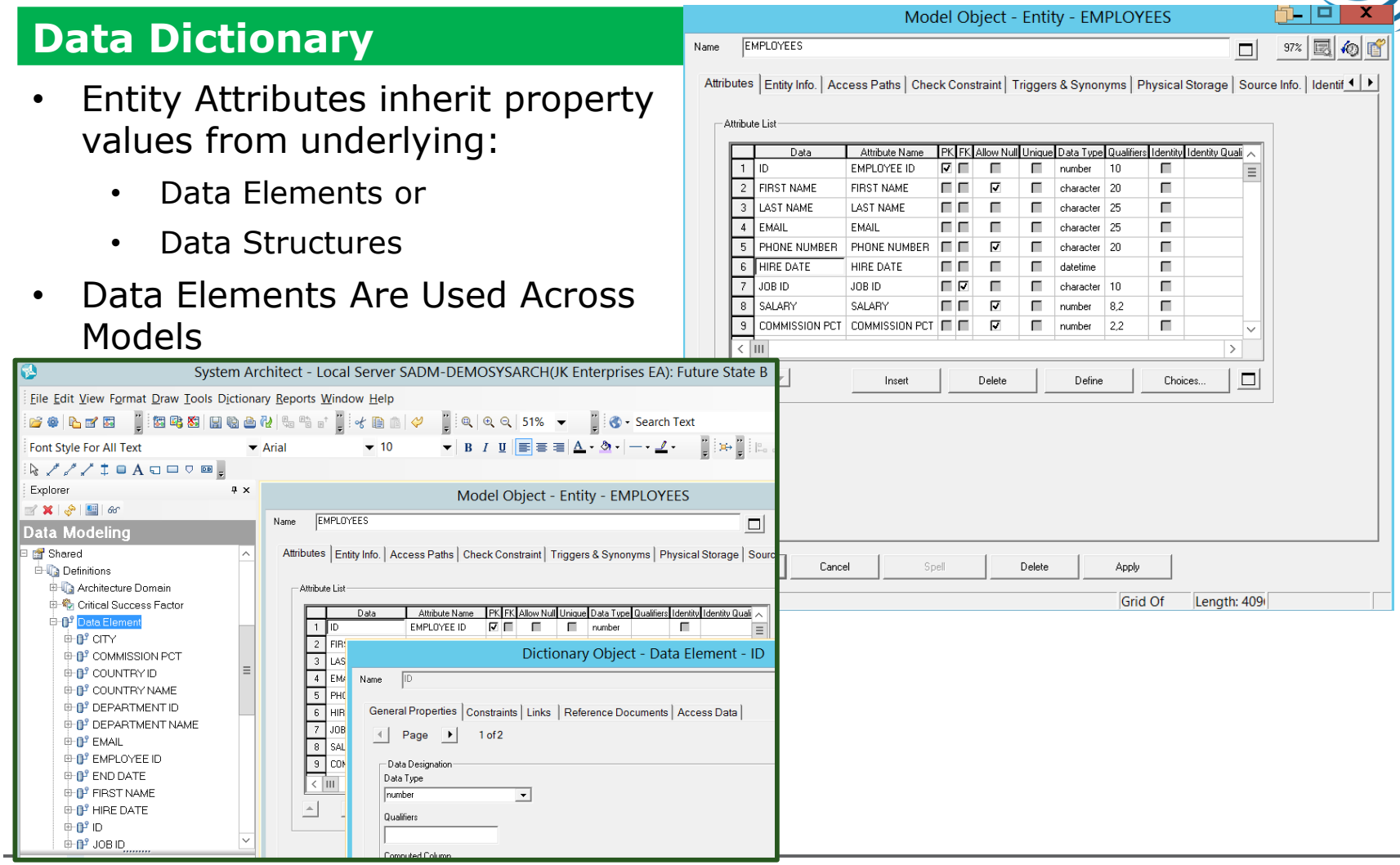
Data Dictionary

Data Dictionary

- Entity Attributes inherit property values from underlying:
  - Data Elements or
  - Data Structures
- Data Elements Are Used Across Models



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     - Reverse Engineering of ERP Systems
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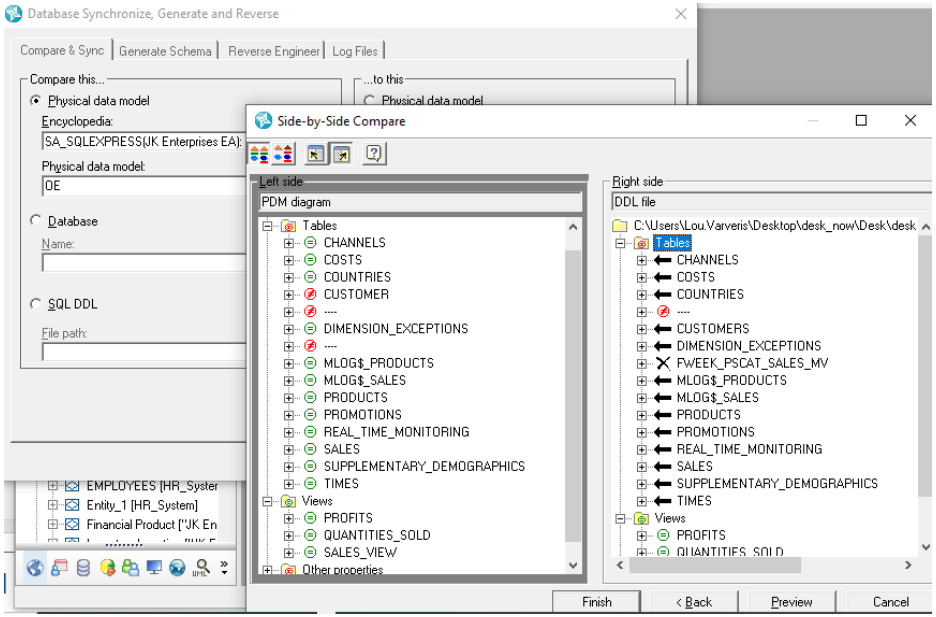
Database Reversal & Generation

System Architect

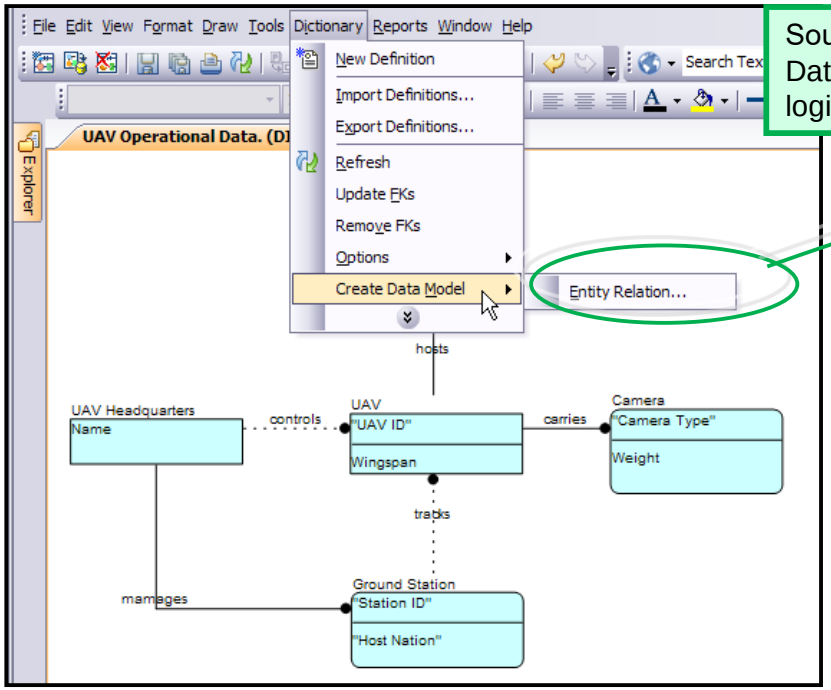
- System Architect supports some reverse engineering of selected RDBMS's:
  - Reverse engineering & schema generation of databases:
    - Oracle
    - Microsoft SQL Server
    - DB2
  - Auto-mapping between Logical & Physical models



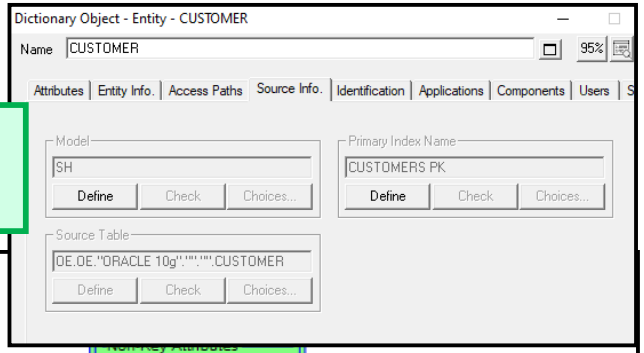
Logical and Physical Data Architecture

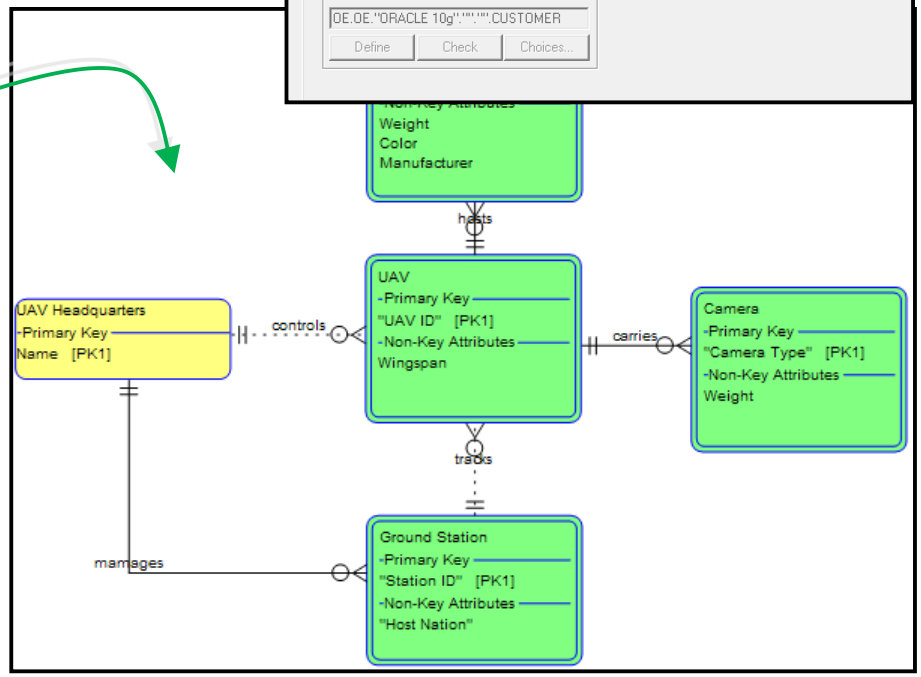
System Architect Data Modeling

- Mapping of Physical to Logical



Source "Table" and Database is registered in logical Entity created

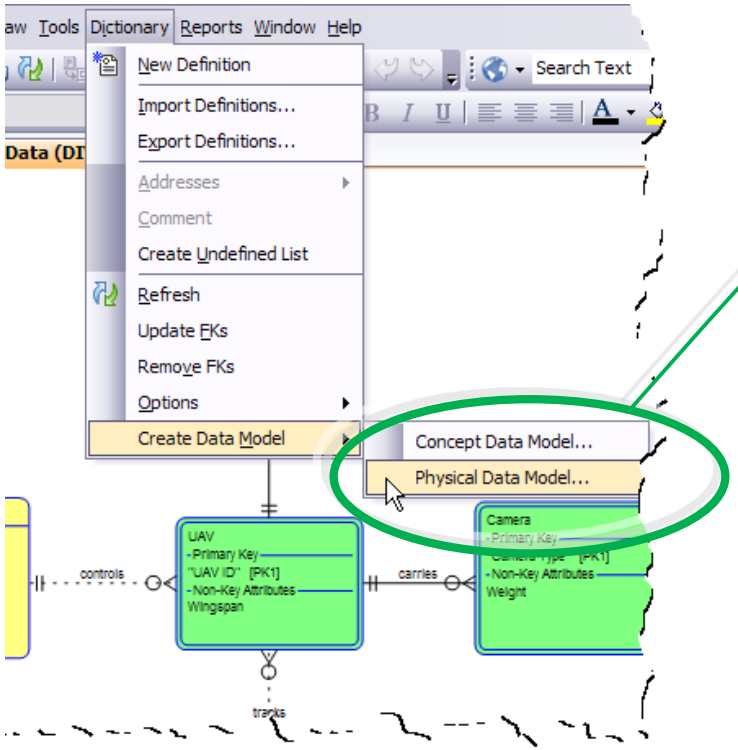




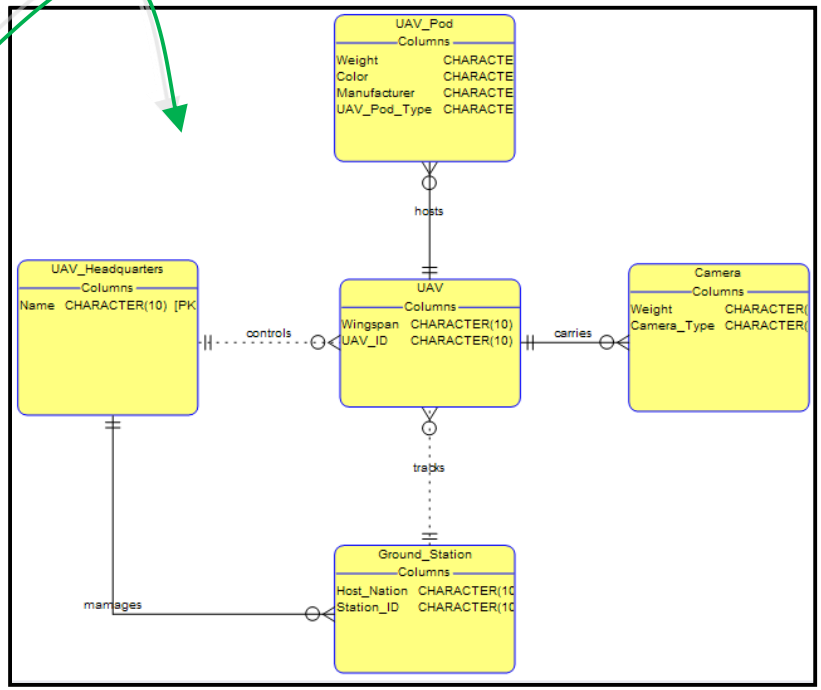
Logical and Physical Data Architecture

System Architect Data Modeling

- Mapping of Logical to Physical



Options on Mapping
Mapping of ANSI to DBMS-specific datatypes



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System Architect SA-ERP Add-On*

- For Data Catalog creation, the presence of one or more ERP or CRM packages in the mix of systems can present some headaches.
- The ERP/CRM system contains a rich set of metadata, valuable to the Metadata Management project, which is important but difficult to access.
- Retrieving this metadata in an accurate and systematic way is only practically achievable using SA ERP
- SA ERP not only accesses metadata from the application layer of each package, but it also has powerful features for sub-setting the metadata into manageable chunks.
- SA ERP is Silwood Saphyr under the covers (OEM'd)

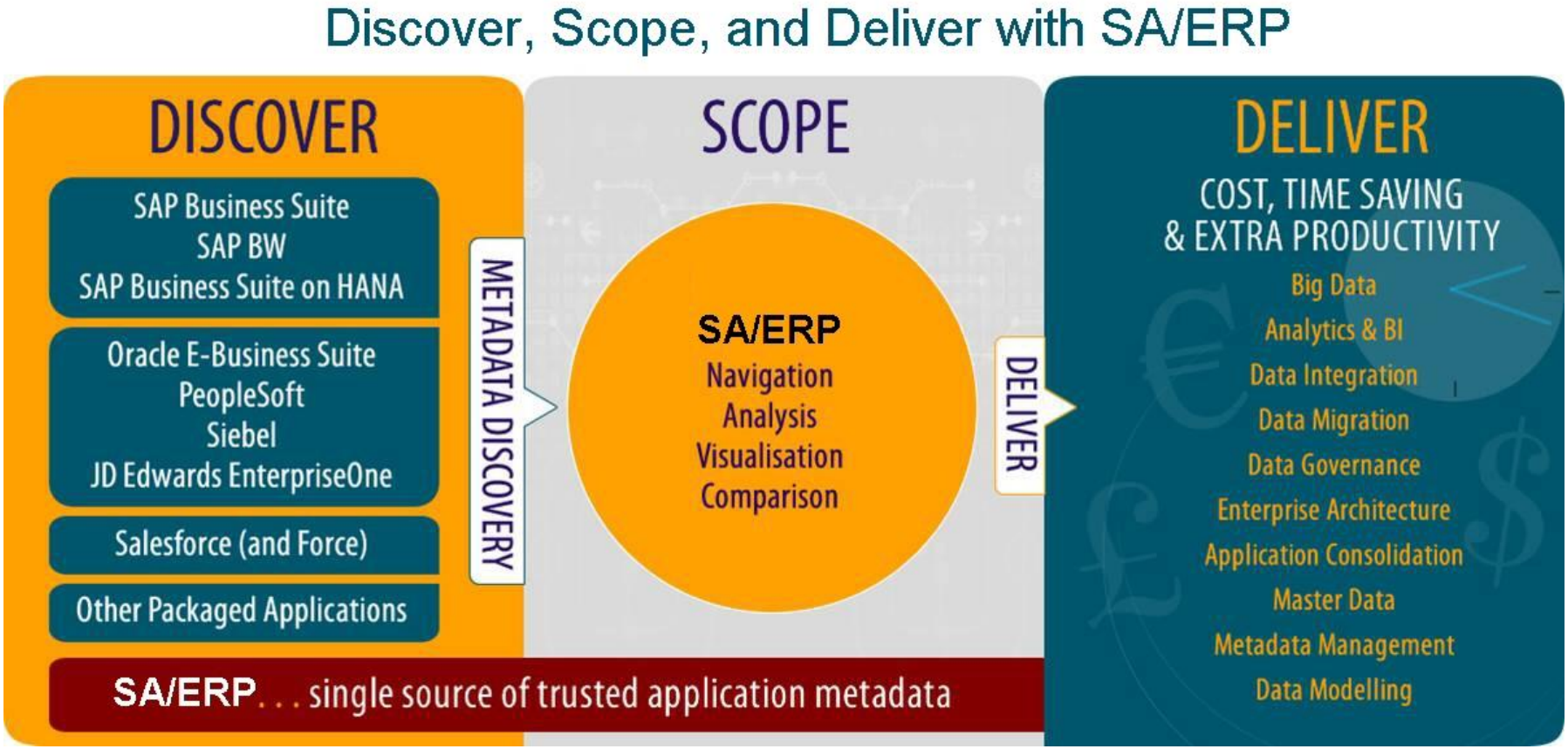
silwood
DISCOVER, SCOPE, DELIVER

safyr®

Click for more info

*SA ERP is a paid add-on

System Architect SA-ERP Add-On*

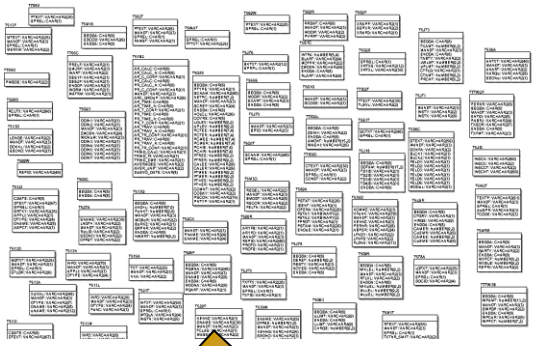


*SA ERP is a paid add-on

System Architect SA-ERP Add-On

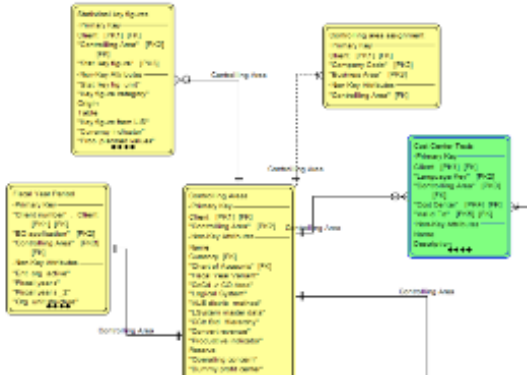
- Supports latest versions of:
  - Salesforce.com
  - SAP
  - J.D. Edwards OneWorld
  - PeopleSoft
  - Siebel
  - Oracle E-Business Suite
- Data architecture is extracted, browsed, & examined
- Browse tables by **application hierarchy** or by **transaction**
- Group and import into SA as a physical data model

1. ERP systems contain thousands of Islands of Information



SA/ERP

2. Group by App or Transaction & Map to Physical Data Models in SA



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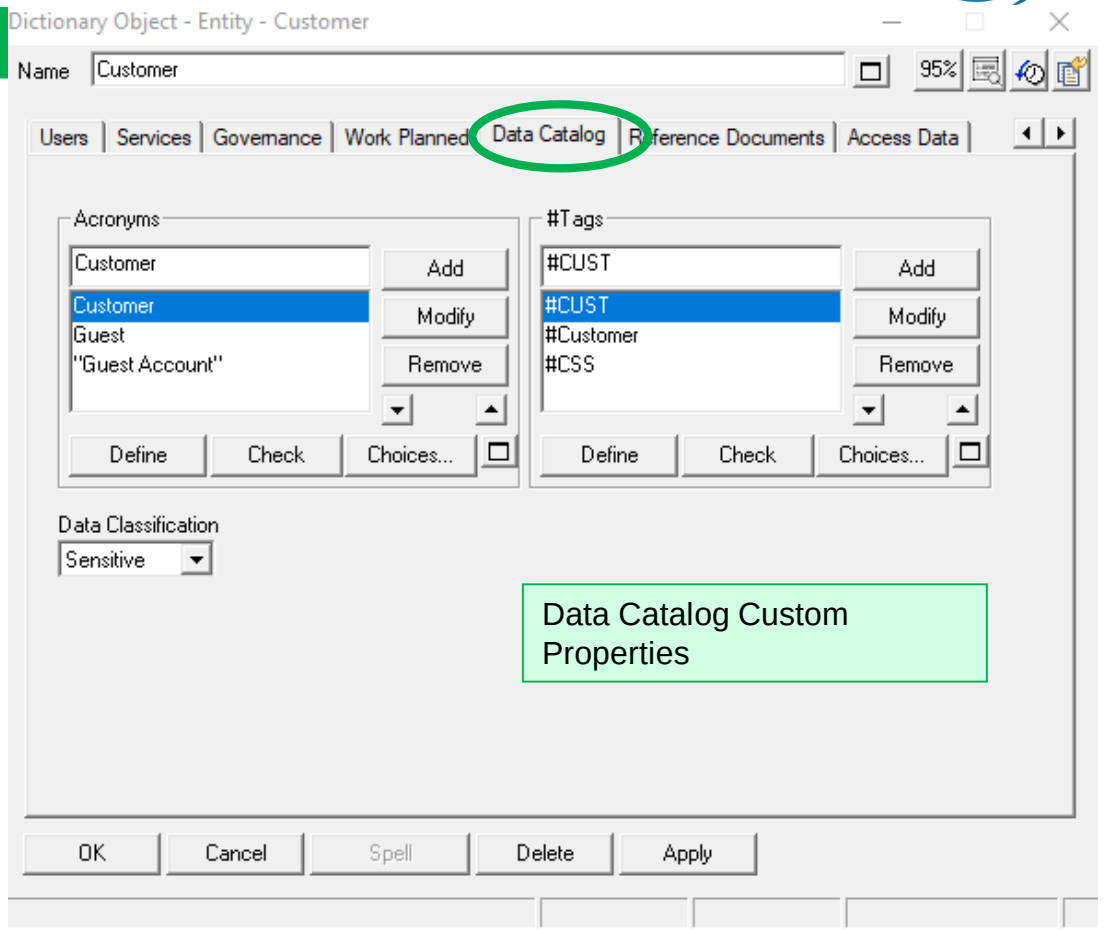
Data Properties

Data Catalog Properties

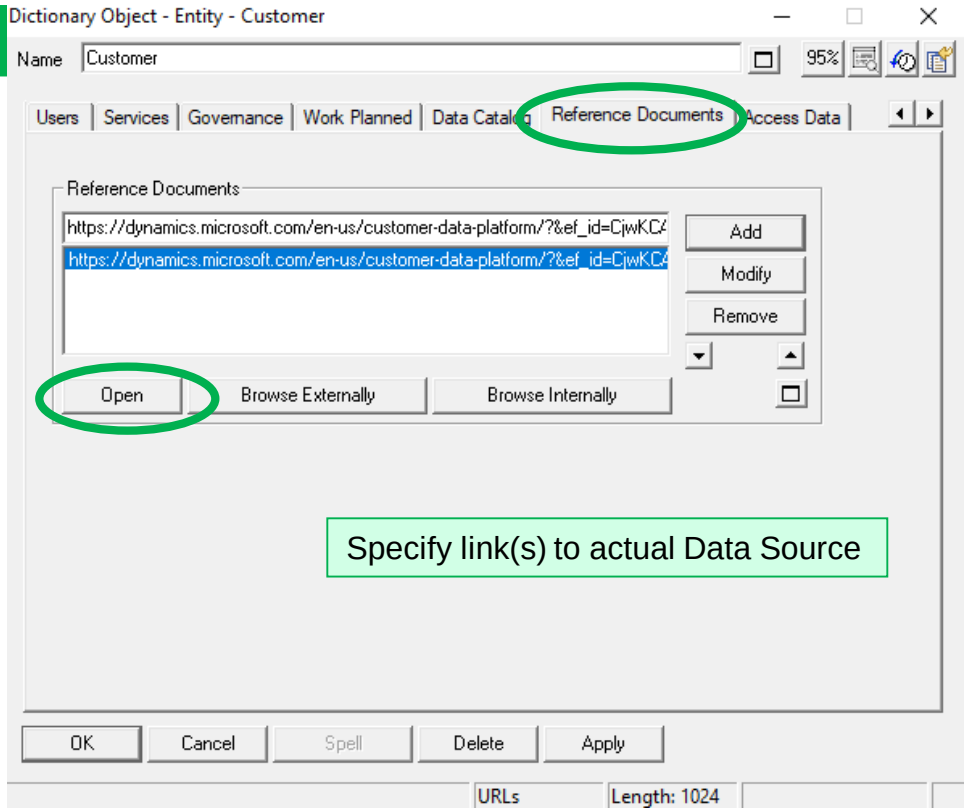
- Data Catalog properties can include:
  - #Tags
  - Acronyms
  - Data Classification
  - Etc – Users can add their own custom properties



Data Properties

Connection to Data Source

- Every System Architect definition has a "Reference Documents" field where you may specify direct links to data
- You may open the link directly fro the field
- This link is available in SA Publisher output website
- This link is available in SA XT web tool



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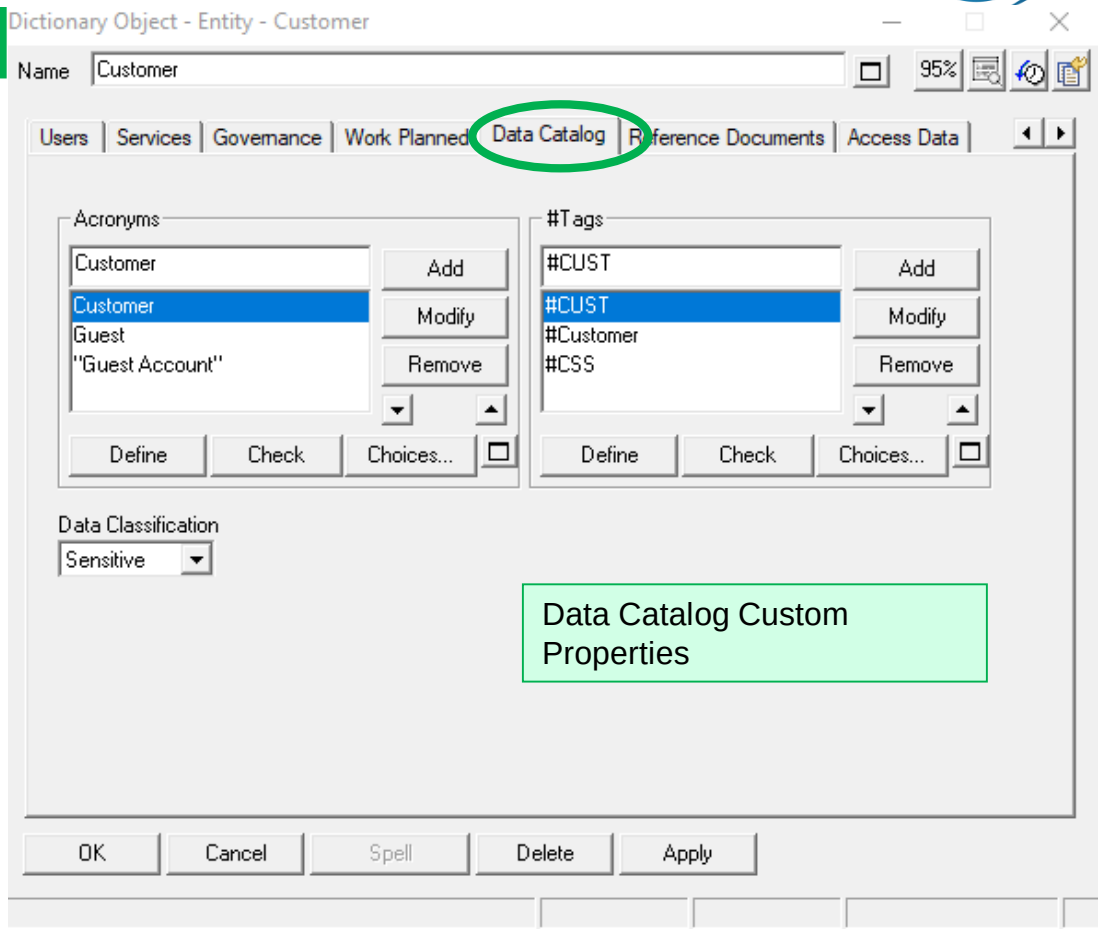
Meta Data Repository Essential for Data Catalog

- It is Essential for a Data Catalog to Have a Metadata Repository
  - Acts as an index for data and other assets, making it easier to understand what kind of data and analytic assets are in your catalog
  - Leave your data where it is. Whether it is in the cloud or on premises, just add connection information into your data catalog on how to access it
- After adding data assets to catalog, they can be profiled to add generated metadata about the data assets' contents

SA Custom Properties

Data Catalog Properties

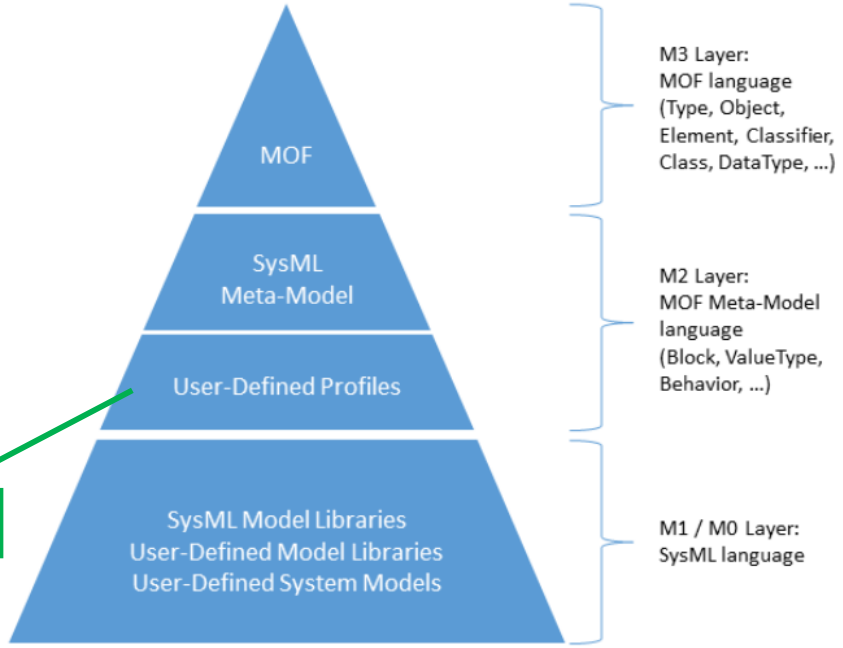
- System Architect Metamodel Completely Customizable
- This is a simple example of custom properties



System Architect Provides a Meta Data Repository

- OMG describes a **Meta Object Facility (MOF)** – the highest level Metamodel
  - UML and sysML are Meta Models that derive from the MOF
  - Profiles are used to map Domain Metamodels to the UML or sysML metamodels
    - DoDAF 2 mapped to UML and sysML = UPDM

UPDM is Here

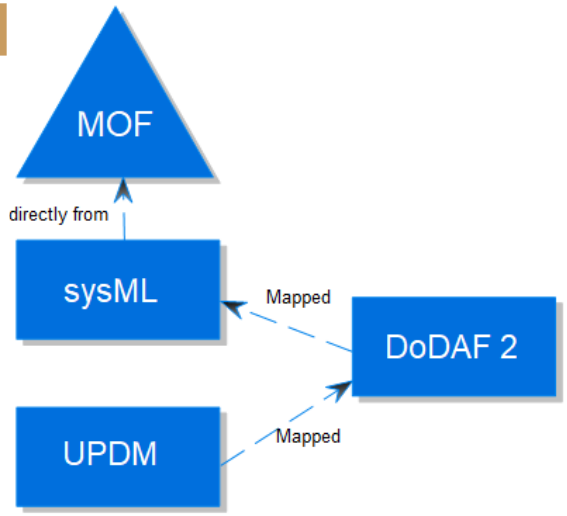


System Architect Provides a Meta Data Repository

- System Architect's "Customizable Metamodel" is a **pure MOF facility** – perfect for a Meta Data Repository
  - Enables direct Model-Based implementation of industry standard domain metamodels or property-set additions for Data Cataloging
- Example: Pure sysML/UML tools implement industry standard domain metamodel via **Profile mapping**

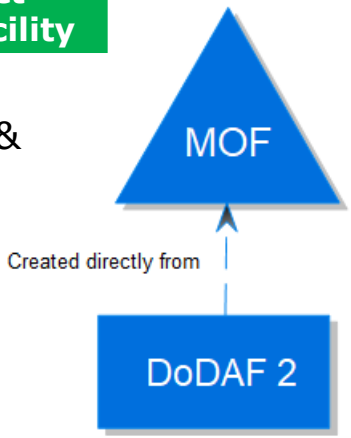
UML Tools

- Implement frameworks as Profile mapping)



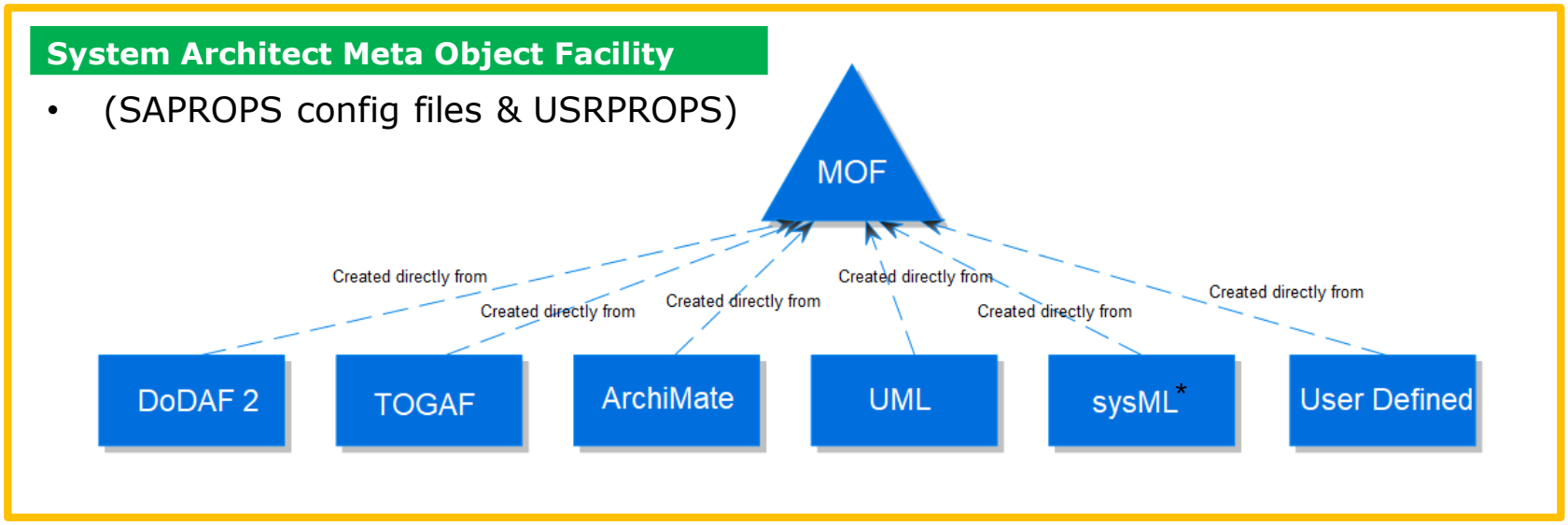
System Architect Meta Object Facility

- (SAPROPS config files & USRPROPS)



System Architect Provides a Meta Data Repository

- All Industry Standard Frameworks in SA feature **direct implementation** of a Domain metamodel
  - Model Based
  - Users can **extend** that metamodel via customization – adding diagram types, definition types, symbol types, relationship types, and rules (behavior)
  - Users can **build their own** new framework

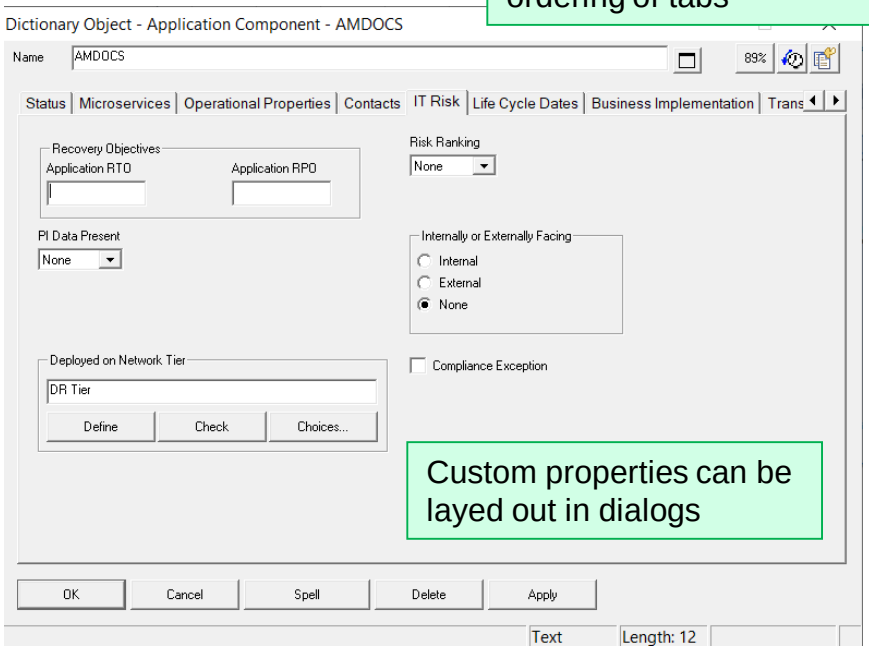


Customizing the Metamodel

System Architect

- SA's strongest feature
- SA renowned for its customizable metamodel – a **Meta Object Facility (MOF)** that you can use to build:
  - A whole new Framework
  - Diagrams,
  - Symbols,
  - Definitions,
  - Relationships,
  - Rules
  - Properties
- Easy to do (Customers do it themselves) via GUI or script
- Perfect for Data Cataloging

User can create their own tabs, and specify the ordering of tabs



Custom properties can be layed out in dialogs

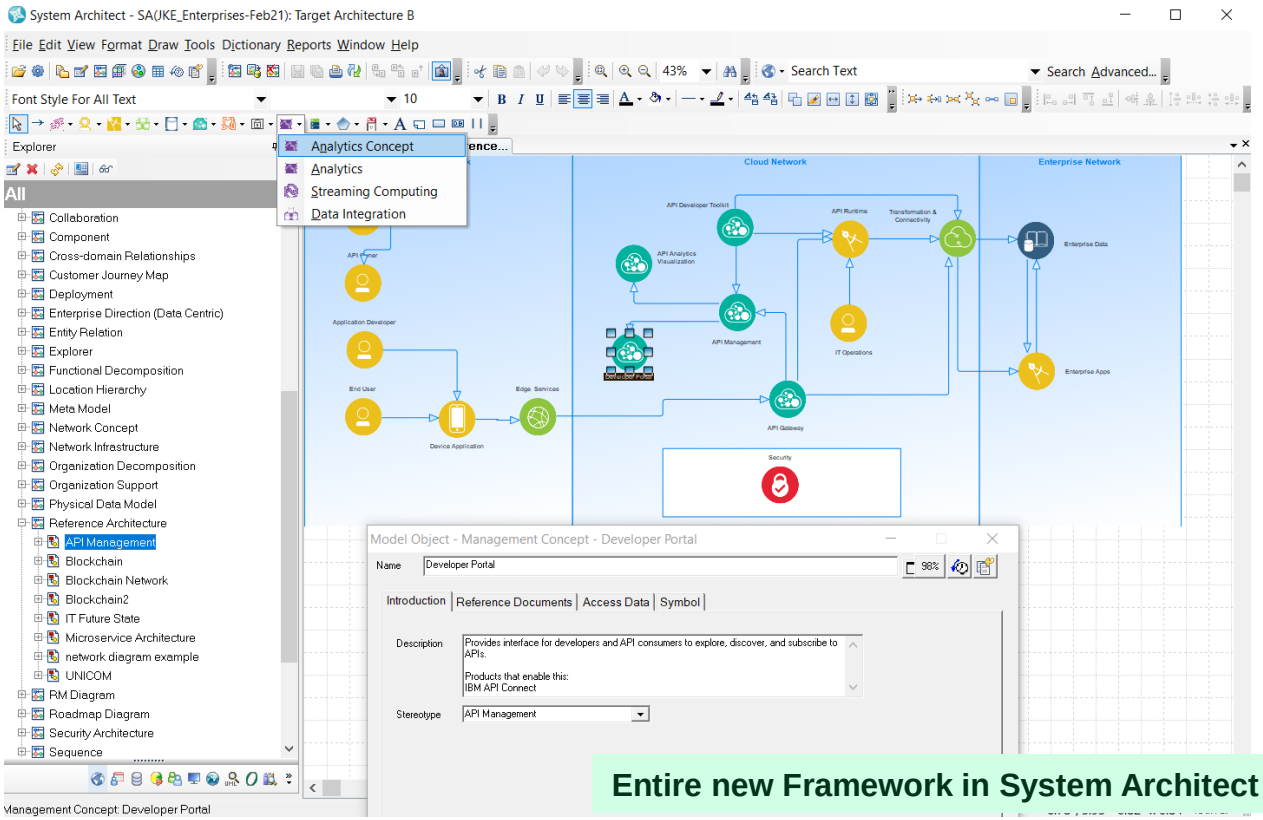
Why Is This Important?

- Customizing the Metamodel to be able to capture all sources of record and visualize info is most important feature of EA tool

Customizing Metamodel in System Architect

System Architect – Customization Example

- In **System Architect** you can create an entire new Framework, Diagram types, Symbol types, Definition Types, Properties, & Drawing Rules
  - In this example an entire new Diagram Type, with new symbols, new definitions with properties, new relationships, and drawing rules is created – in a few hours



Entire new Framework in System Architect

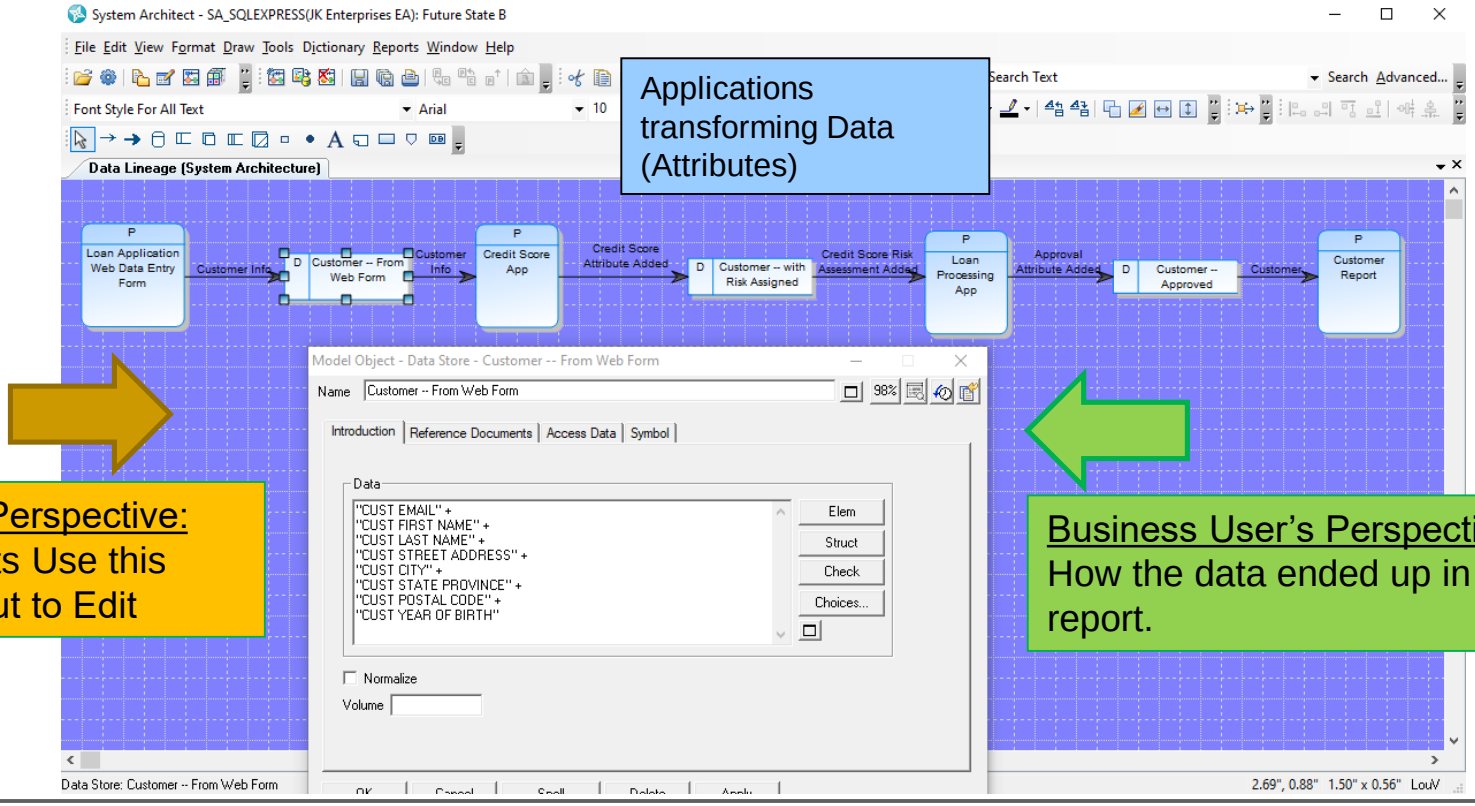
System Architect for Data Cataloging

- System Architect for Data Cataloging
  1. Overview of System Architect
  2. Data Usage
  3. Data Architecting
  4. Data Dictionary
  5. Data Discovery
  6. Data Properties and Origin
  7. Meta Data Repository
  8. Data Lineage
  9. Discovering Data Relationships
  10. Making Catalog Easily Accessible

Data Flows for Data Lineage

Data Lineage

- Manual Data Lineage via Data Flow-type diagrams
- Data Tracking Map



Developer's Perspective:
Which Reports Use this Data I'm About to Edit

Business User's Perspective:
How the data ended up in my report.

System Architect for Data Cataloging

- **System Architect for Data Cataloging**
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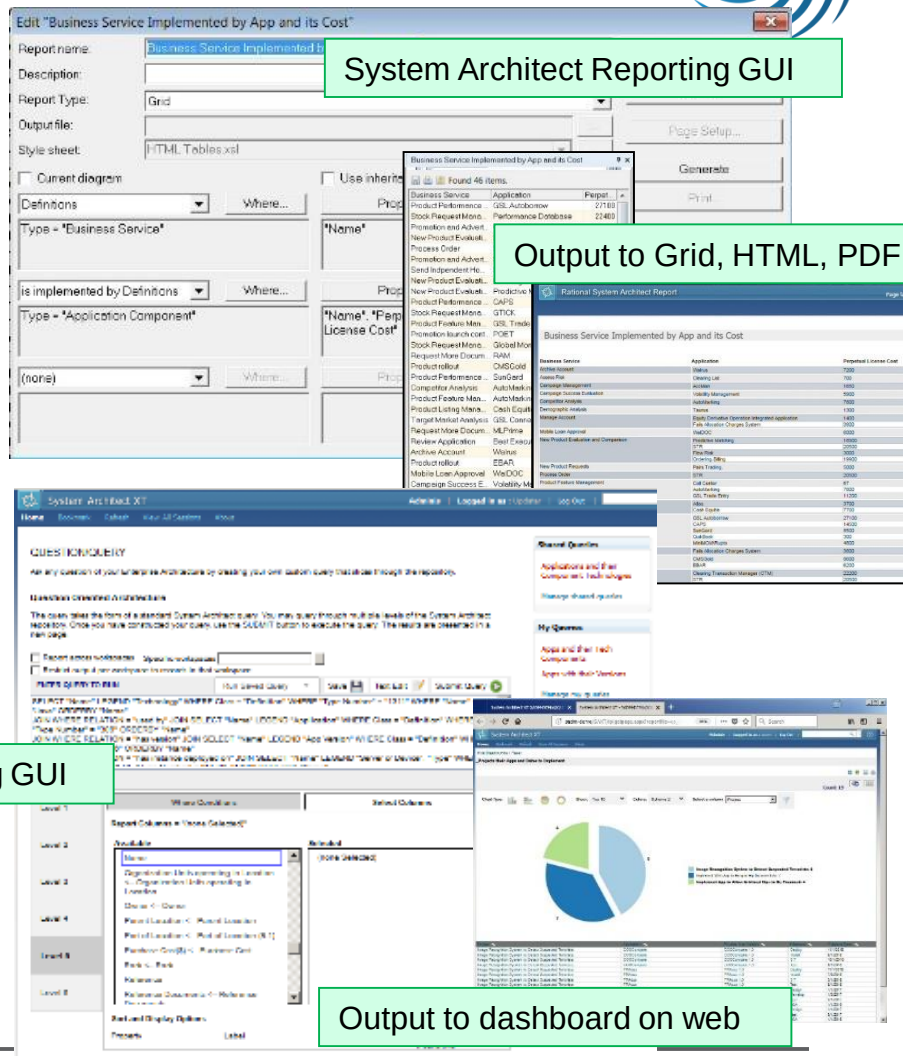
  9. **Discovering Data Relationships**
  10. **Making Catalog Easily Accessible**

Discovering Data Relationships

System Architect Reporting

- Easy-to-use, **built-in reporting** system with **GUI** in both SA rich client and SA XT web client
- **Easy to build reports** with many types of output:
  - To HTML or Grid/Spreadsheet,
  - To Web dashboard in SA XT
  - On-the-fly analytics, and
  - Visual Explorer network and Landscape Heatmap diagrams

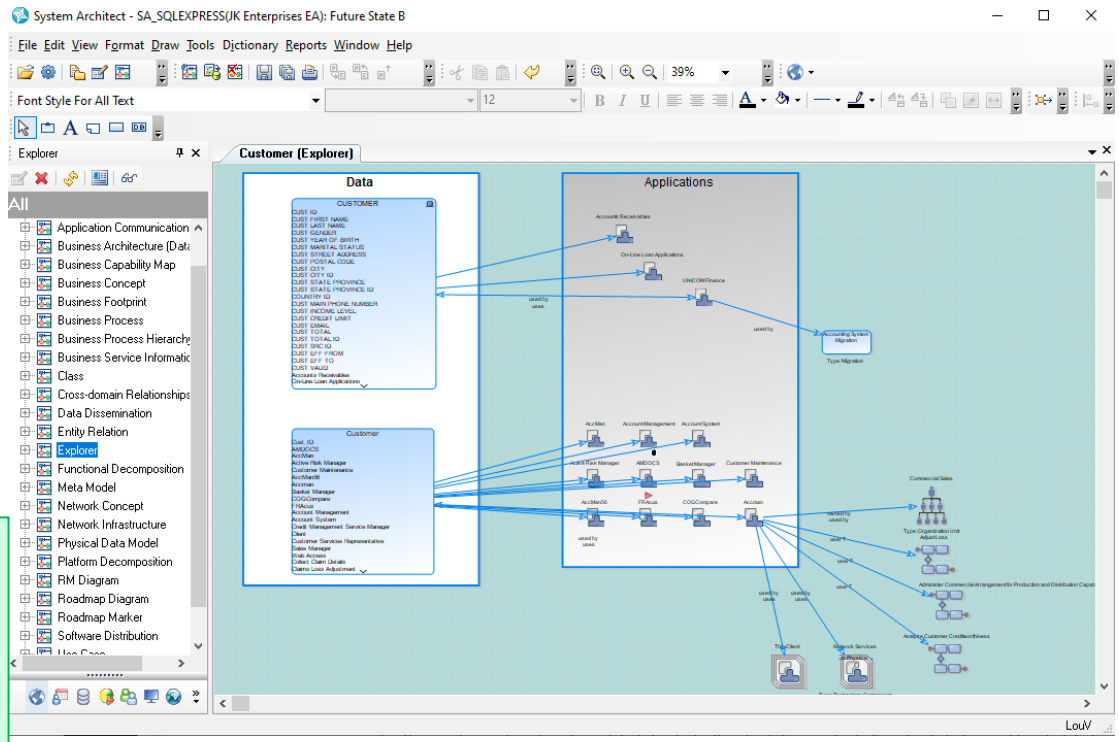


Click for video

Discover Data Relationships

‘Explore’ Data Usage

- System Architect “Explorer” diagram enables easy visualization (of SA reports) to see how data is used

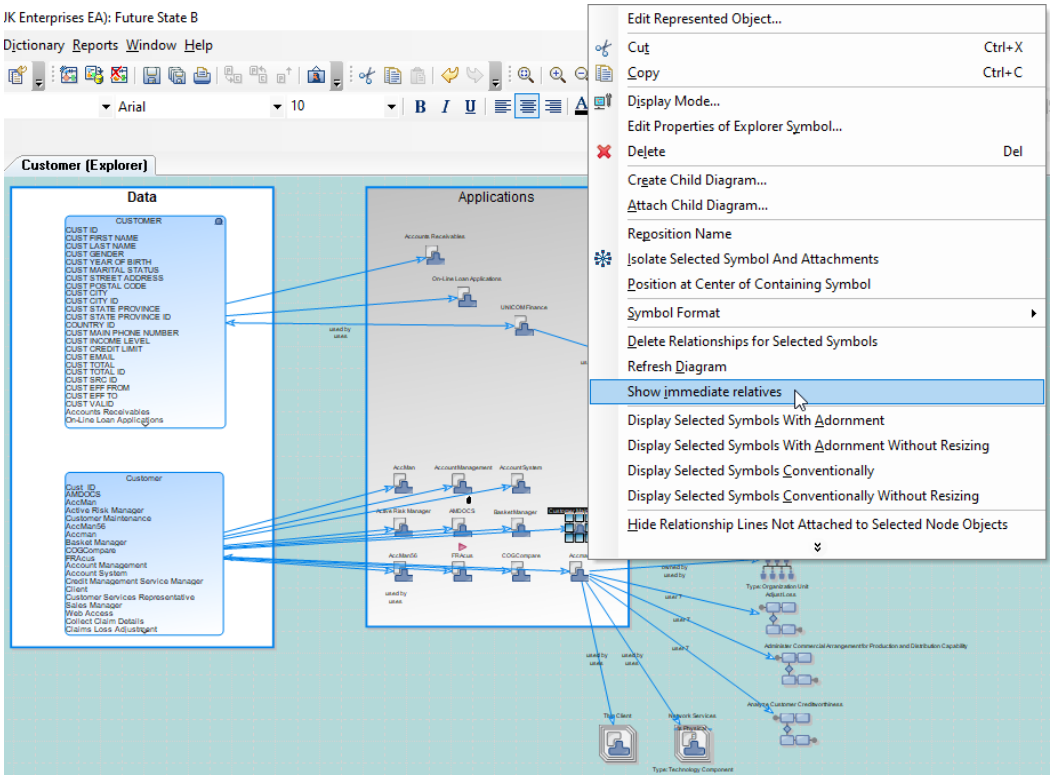


Two “Customer” entities found – one spelled “Customer” and one spelled “CUSTOMER” from different databases, used by different Applications, which themselves are used by different processes, etc

Discover Data Relationships

‘Explore’ Data Usage

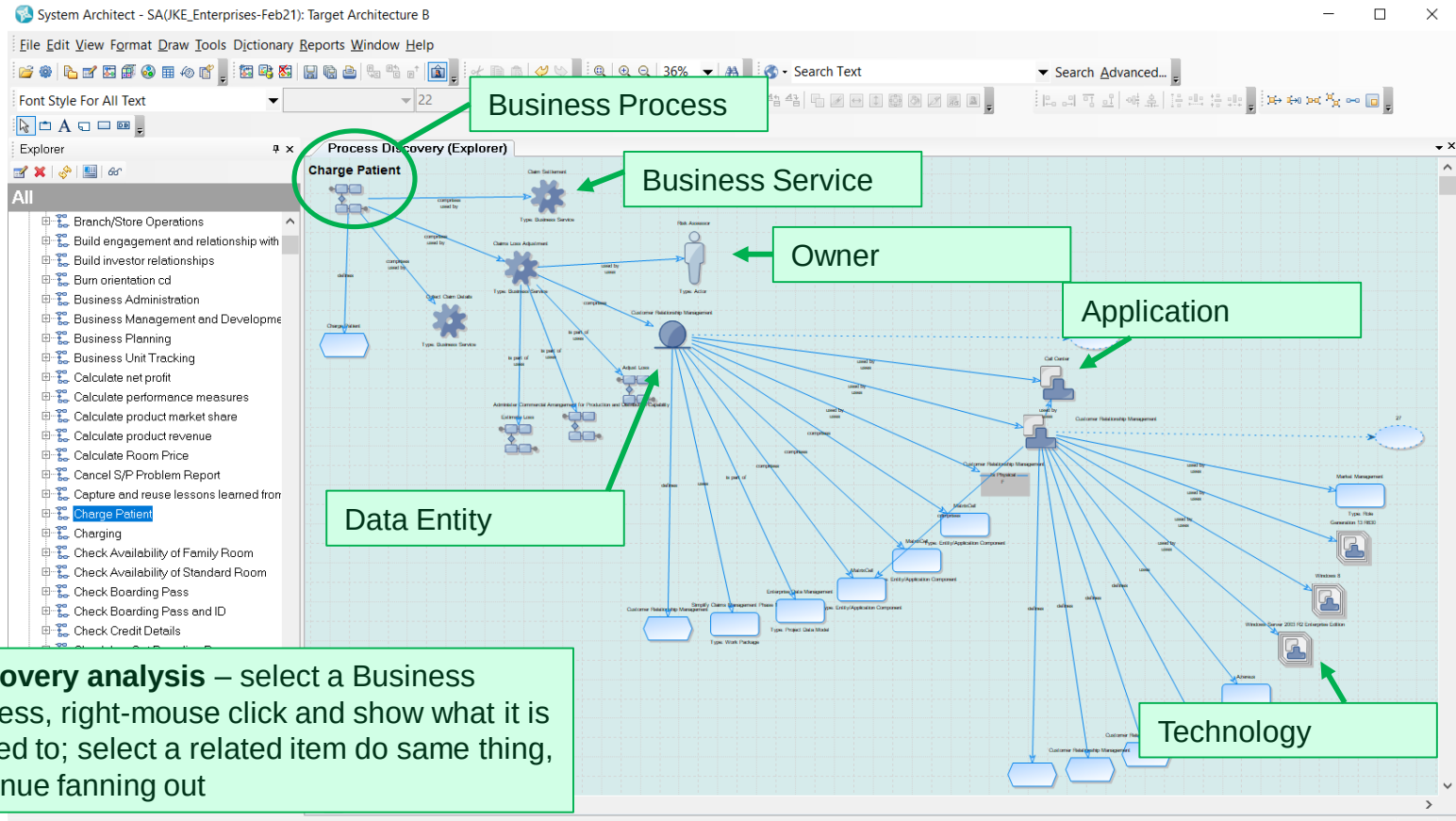
- Easy ‘fan-out’ of Related Information (‘Display Immediate Relatives’)
  - Visualize what Data is related to what:
  - Applications, and their Servers installed to, Technologies used, etc
  - Owners
  - etc



Auto-Build Diagrams to Show Processes at 50,000 Feet

System Architect Example – Explorer Network Drill Out

- Drop a single item on a diagram (example, Process, or Entity), right-mouse click and see related items, keep drilling – in seconds understand cause-effect of process

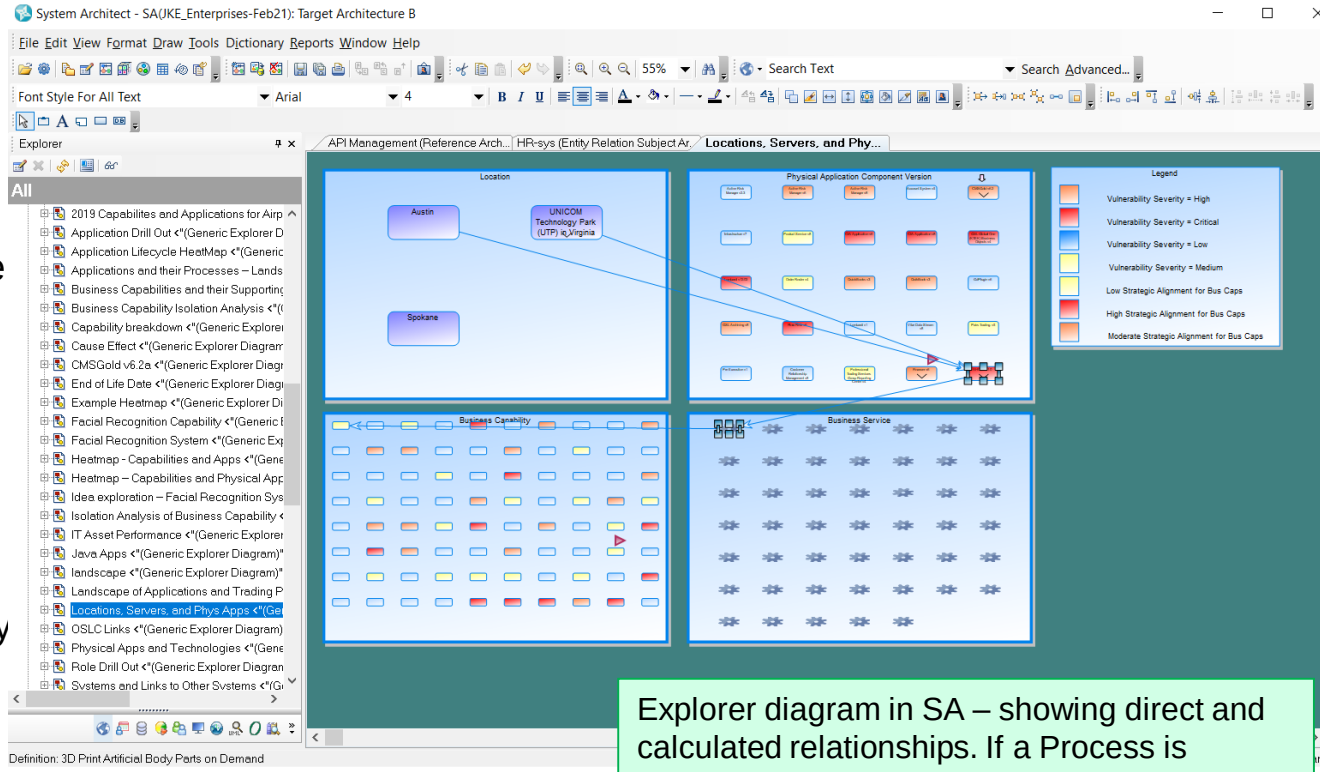


Discovery analysis – select a Business Process, right-mouse click and show what it is related to; select a related item do same thing, continue fanning out

Auto-Build Diagrams to Show Data at 50,000 Feet

System Architect Example – Explorer Network Diagram

- In System Architect:
  - Run “Explorer Object” reports to find elements that meet report criteria and draw them on diagram (ie: Data that are customer facing or have PI; Applications, Technology Components that do not meet standards, etc)
  - Run reports to draw lines of calculated relationship – example: if a data Entity is utilized by an Application that is hosted at a Location – draw a line between the Entity and the Location.

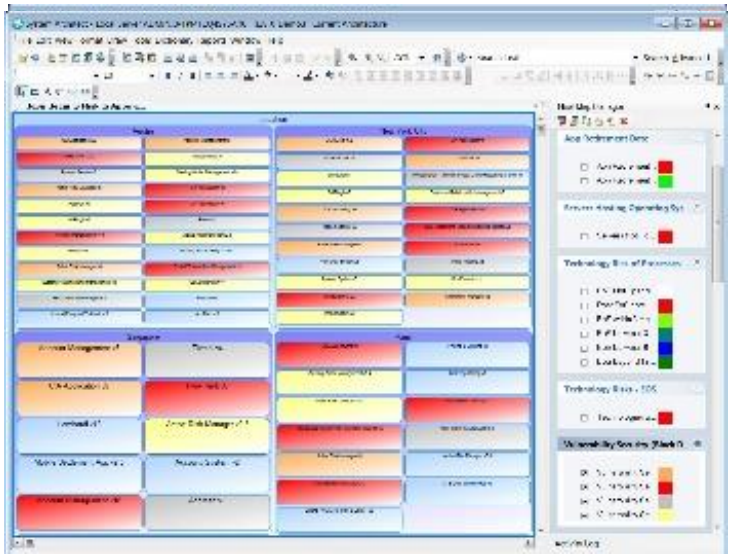


Explorer diagram in SA – showing direct and calculated relationships. If a Process is implemented by an Application instantiated by a Version of the App, draw a line.

Auto-Build Diagrams to Show Processes at 50,000 Feet

System Architect Example

- SA Explorer diagrams enable you to auto-build landscape heatmap views
- SA's reporting engine is used to build diagram and display visual analytics
- Answer questions such as:
  - What is the **Data** map for Conferencing?
  - What is the **Business Capability Map**, and the Applications or Systems that ultimately support those Capabilities?
  - What is the status of the **Applications** utilize **Data** for important **Processes**? Which are being sunset vs enhanced? Which are expensive?



Click for video 

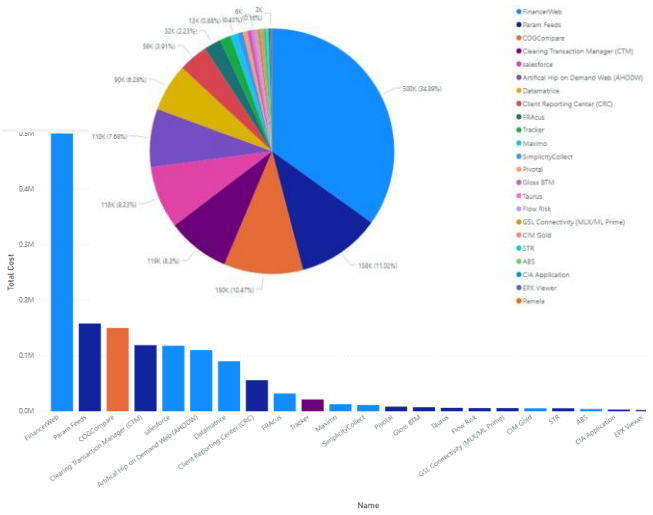
Why Is This Important?

- Ability to "ask the architecture questions" and see the output visually

Analysis – Integration to BI Tools

System Architect

- SA provides built-in feature to generate EA repository to normalized form so it can be queried by 3rd party BI tools such as Microsoft Power BI, Tableau, & IBM Cognos
- You can build reports to high fidelity, that load very quickly



Why Is This Important?

- You can "Ask the Architecture Questions" using market-leading BI tools

Differentiating Points

- SA provides built-in feature to generate EA repository to normalized form to be queried by market-leading BI tools like Tableau, Microsoft Power BI, & IBM Cognos

System Architect for Data Cataloging

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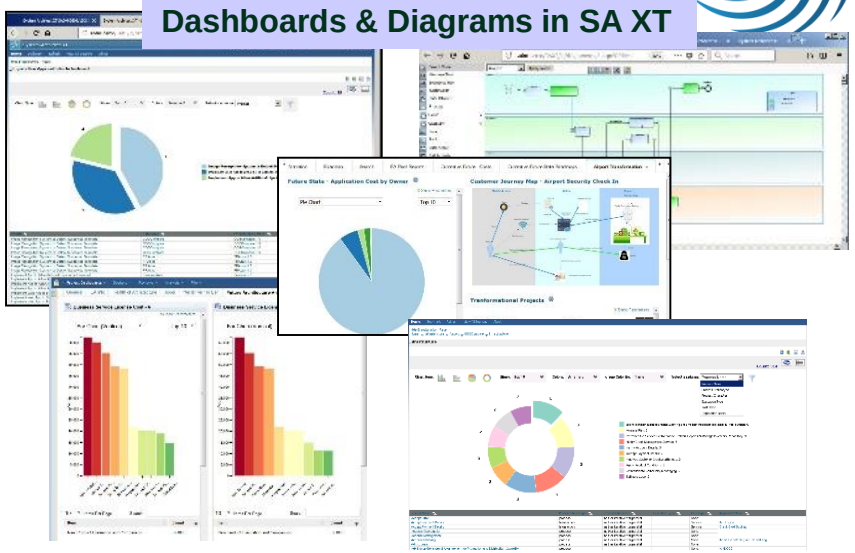
  10. **Making Catalog Easily Accessible**

SA XT = Native Web Interface

System Architect XT

- Full-featured web tool that allows modeling directly against same database/encyclopedia as rich client **at same time**
- Draw most diagram types in web browser
- Add/edit/delete definitions
- Build reports 'on-the-fly' in GUI Query Builder – "**Ask the Architecture Questions**"; see Dashboards
- Show side-by-side a report run against different encyclopedias or workspaces
- Pivot tables, many chart types
- **Personalized dashboards**
- Available in 2 types of licenses:
  - **Write/Read**
  - **Read-Only**

Dashboards & Diagrams in SA XT

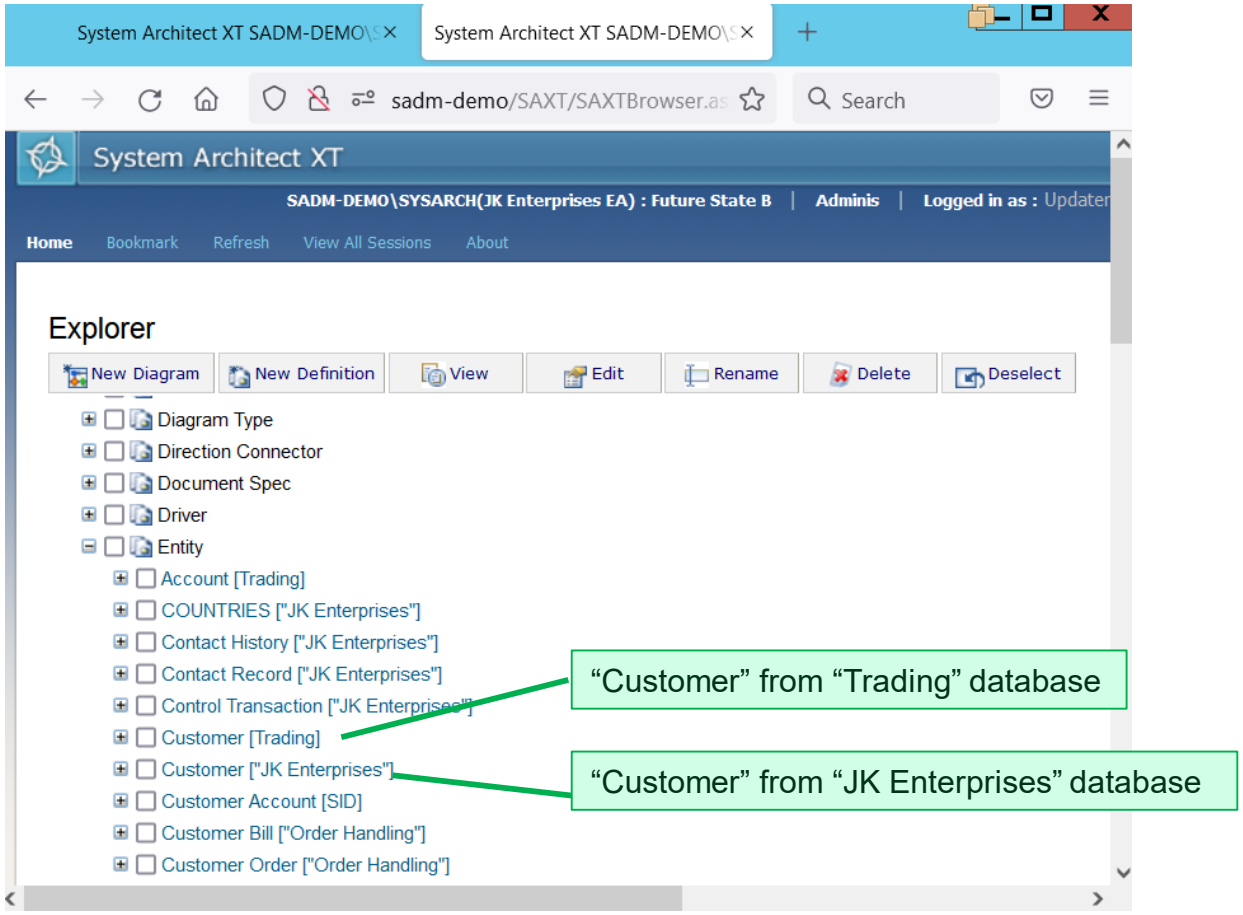


Why Is This Important?

- Easy web access to architecture – via mobile or cloud
- Ability for many to contribute
- Ability for management to see only the views they need

Data Catalog in SA XT

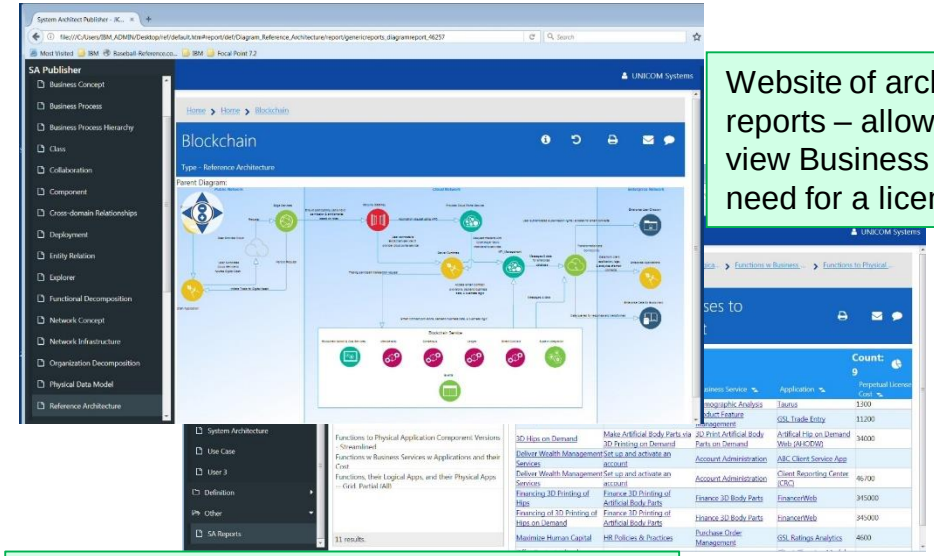
SA XT – Web Access to the Catalog



Publish Website of Architecture

SA Publisher*

- Provides native generation of HTML
- Add-on product **SA Publisher** autogenerates sophisticated website of EA based on running of reports
- Wide audience can view Data Catalog and interrelationship to EA



Website of EA generated by SA Publisher

Website of architecture built by running reports – allows unlimited amount of people to view Business Processes and EA without need for a license.

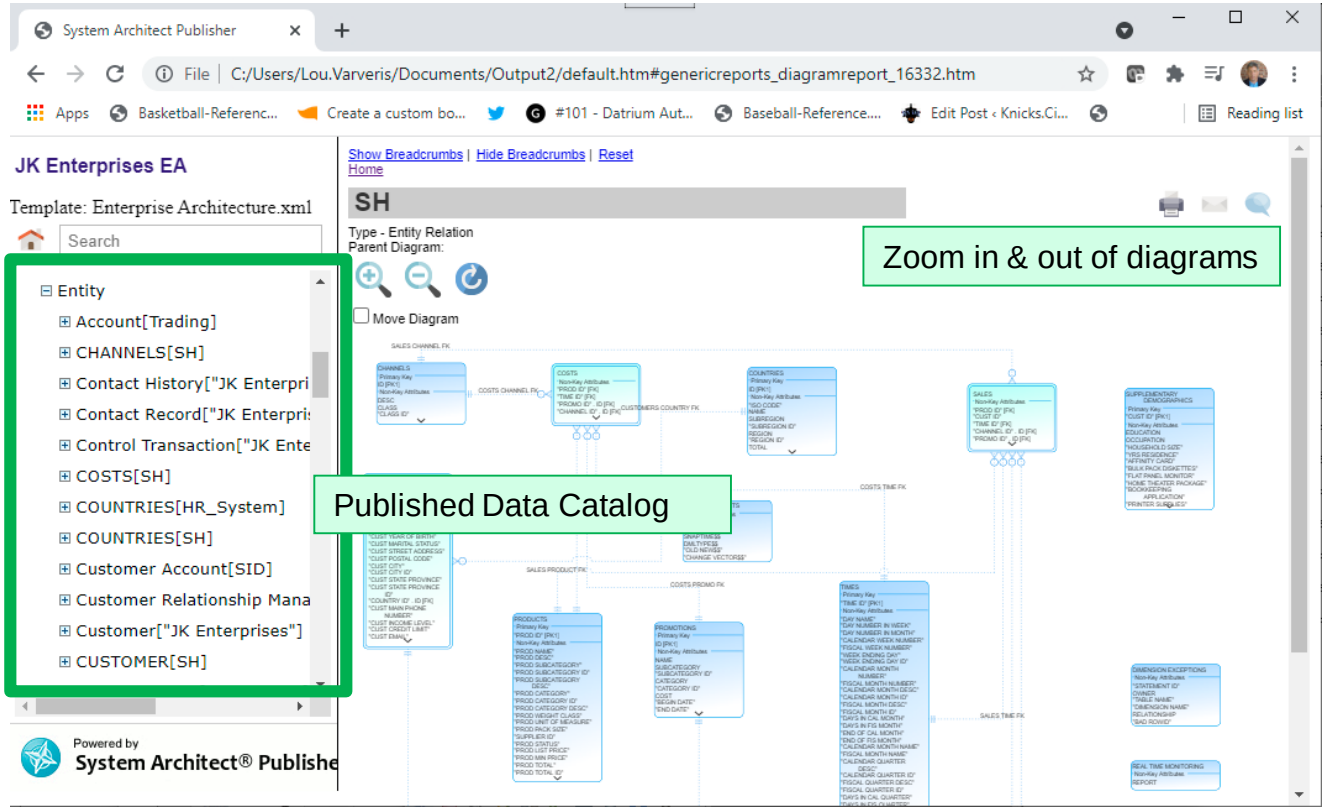
Why Is This Important?

- Communicate Data Catalog within context of EA to very wide audience without everyone needing a license

Published Data Catalog

SA Publisher*

- Data Catalog generated for all to see



Appendices

- **Appendix A – System Architect Suite**
- **Appendix B -- Reviews**
  - **Analyst Reviews**
  - **Customer Reviews**

UNICOM® SYSTEM ARCHITECT ®

- Core System Architect
  - Underlynig Repository (ships with Microsoft SQL Server Express)
  - SAEM for Encyclopedia Management; SA Catalog Manager for Access control
  - Frameworks: TOGAF, UML, sysML, Relational Data Modeling, BPMN, BMM,
  - Customizable Metamodel
  - Reporting System
- Framework add-ons
  - DoDAF add-on
  - ArchiMate add-on
  - FEAF add-on
  - NAF add-on
  - MODAF add-on
  - IAF add-on
  - SCOR add-on
- SA XT add-on
  - Write/Read License
  - Read-Only License
- SA Publisher add-on
- SA Simulator add-on
- SA ERP add-on
- Free Add-Ons on UNICOM Customer Portal
  - Visio Mapper Utility, APQC models, Frameworx Models, IBM Garage Method Reference Models, and more

Appendices

- Appendix A – System Architect Suite
- Appendix B -- Reviews
  - Analyst Reviews
  - Customer Reviews

Appendices

- Appendix A – System Architect Suite
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Analyst Reviews

Gartner Magic Quadrant

"*UNICOM is the only vendor in this Magic Quadrant other than Planview that combines EA with PPM*" – Gartner, 2018 EA Magic Quadrant

Strengths:

- *"UNICOM's System Architect is a mature,* ***highly configurable and feature-rich product with robust core capabilities for this market****. It provides good support for decision analysis capabilities when combined with the PPM capabilities of Focal Point.*
- *The* ***vendor is very responsive to the needs*** *of its System Architect and Focal Point customers, producing* ***three updated product versions each year****. It has a significant worldwide installed base, with a particularly large following in the U.S. federal EA tool market.*
- *UNICOM is a* ***strong adopter of Open Services for Lifecycle Collaboration (OSLC),*** *an open integration standard, and considers this to be a differentiator in this market. OSLC has become very popular, especially in IBM-tool-oriented integrations."*

Analyst Reviews

Gartner Magic Quadrant

"*The vendor has **strong technical architecture capabilities** that users can customize based on built-in Visual Basic for Applications (VBA).*" – Gartner, 2019 EA Magic Quadrant

Strengths:

- *"Sales Execution/Pricing: UNICOM Systems has **predictable and simple pricing models** that facilitate shorter sales cycles.*
- ***Overall Viability:** The vendor has been in this market for more than 30 years..*
- *Sales Strategy: UNICOM Systems targets the public sector and government market, which makes its sales strategy highly focused and simple."*

Analyst Reviews

FORRESTER®

EA Wave 2018

"Software UNICOM Systems, founded in 1981, has an established global presence that is particularly strong in North America."

"Its largest industry segments are government, financial services, and telecommunications."

"UNICOM Systems will meet the needs of most EA professionals and is strong in performance management."

*"UNICOM Systems is **likely to maintain its position in the market due to its strategy**."*

Appendices

- Appendix A – System Architect Suite
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  - Customer Reviews

SA = 4-Star Rating by Gartner-Verified Customers

- System Architect is averaging a high, **4-star rating** (out of 5 stars) in Gartner Peer Reviews.”
- Gartner Peer Reviews are independent customer reviews verified by Gartner
- Snippets from these customer reviews are provided on the next four slides – you may read them all here:
- https://www.gartner.com/reviews/market/enterprise-architecture-tools/vendor/unicom-systems/product/unicom-system-architect

Customer Reviews

Gartner

Gartner peerinsights™

- *"It is the **best architecture tool**, it has broad support, it has all the DoDAF 2, UPDM and BPMN 2.0 notations. It is excellent closing gaps, customizable. It has great advantages and is ideal for work. It's excellent."* https://www.gartner.com/reviews/review/view/678190
- *"System Architect remains **one of the most extensible architecture tools we have encountered** with wide support of standard frameworks and notations such as DoDAF 2, TOGAF, UPDM and BPMN 2.0. The flexibility to "bridge the gap" between internal and external architecture implementations through a customizable and extensible meta model and user defined properties is a huge bonus. The fact that Unicom has maintained OSLC integration with 3rd party products such as IBM DOORS Next Generation and the Collaborative Lifecycle Management suite and regularly involves its user group in shaping the product road map is also a big plus."* https://www.gartner.com/reviews/review/view/479600
- *"The best feature in System Architect is its **flexibility**; practically, everything is customizable."* https://www.gartner.com/reviews/review/view/973710

Customer Reviews

Gartner

- *"It's a **large scale architecting tool** that meets the needs of a rapidly changing environment. They are quick to fix / patch when government standards change."* https://www.gartner.com/reviews/review/view/973710
- *"One of the premier strengths of the tool is the **total customization possible**. In fact, one could create their own Framework, Diagrams, and underlying metamodel. An easy-to-learn scripting-like language enables users to extend standard Frameworks (e.g., DoDAF) to accommodate unique elements of their project being architected. Microsoft VBA is also provided which opens the tool wide open.."*
  https://www.gartner.com/reviews/review/view/985600
- *"One of the **strongest aspects is their customer support**. They have experts who have been with them since the original Popkin years and really know their stuff. Another strength is their follow up to all support questions. They really follow up and make sure your support question was answered. They also listen to their customer base and steer the product in the direction their base wants it to go."*
  https://www.gartner.com/reviews/review/view/985600
- *"They have **excellent training** material and do an great job of training users. Their trainers are most knowledgeable and are the best."*
  https://www.gartner.com/reviews/review/view/985600

Customer Reviews

Gartner

- *"In my estimation it is the **most powerful and flexible architecture tool available on the market today** with a long history of customer involvement and responsive support."* https://www.gartner.com/reviews/review/view/479600
- *"I was new to the EA environment, but I was **able to pick up the SA tool and work with it immediately**. I went to an instructor led training which was excellent. The tier 2 tech support group are very knowledgeable and friendly."* https://www.gartner.com/reviews/review/view/468020
- *"**I've used 5 other tools and none of them had the capabilities of System Architect**. That being said, it's a tool for architects who create methodology based architecture. The analysis features in the tool are powerful and make the architecture actionable for decision making. Customizing the meta model is straightforward and not time consuming."* https://www.gartner.com/reviews/review/view/468152
- *"The product has **helped us streamline our information models which has paid for itself many times over**. Also, we are able to adapt more quickly to changes now due to System Architect tool use."* https://www.gartner.com/reviews/review/view/468632

Customer Reviews

- "*The tool came on a rollercoaster journey with us.* ***The tool strength is its api and and extensibility.*** *I have used a pile of others and admire their methodology but none can beat SAs extensibility."* https://www.gartner.com/reviews/review/view/20968
- "*Product is robust and powerful with* ***extensive reporting capabilities****. The ability to* ***customize*** *the tool with userprops provides a tailored product for the end users.* ***Vendor communication*** *is very prompt and trouble tickets are analyzed and resolved quickly*."
  https://www.gartner.com/reviews/review/view/160529
- "*System Architect is a* ***fantastic tool for Enterprise architecture and Structured Analysis****. My only wish is that it also had support for newer versions of UML, as well as support for SysML, which is important for MBSE*." https://www.gartner.com/reviews/review/view/968489
- "***Ease of use for modelers****, and reviewers to be able to understand the diagrams.* ***SQL backend****.."*
  https://www.gartner.com/reviews/review/view/968489

Customer Reviews

FORRESTER®

EA Wave 2018

*"Client references indicate UNICOM Systems' offering has **strong EA reporting** capabilities and a **high return on investment** and demonstrates EA value well."*

"Clients also say they are actively involved in determining the future direction of the offering."

Questions

Join Us At:

- https://teamblue.unicomsi.com/products/system-architect/
- **Facebook.com/SystemArchitect**
- **Twitter.com/SystemArchitect**
- **LinkedIn User Group for System Architect**
(http://www.linkedin.com/groups?gid=2266144**)**

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