

A black and white photograph of a woman with long, dark, wavy hair, smiling broadly and looking to her left. She is holding a tablet computer with both hands. The background is a blurred office or indoor setting. Overlaid on the image are several thin, light blue lines forming a grid pattern. At the bottom center, there is a circular graphic with a vibrant, abstract, wavy pattern in shades of blue and white.

ENTERPRISE ARCHITECTURE TEAM

TODAY, OUR ENTERPRISE ARCHITECTURE TEAM HELPED SHAPE THE FUTURE OF THE CANADA POST GROUP OF COMPANIES

Innovapost's Enterprise Architecture Team makes the technology decisions that power the growth of Canada Post, Purolator, Innovapost, and SCI Group Inc.



Operating the largest retail network and the biggest transportation fleet in Canada, the Canada Post Group of Companies delivers more than 10 billion pieces of mail, parcels, and messages each year. Comprising of Canada Post, Purolator, Innovapost, and SCI Group Inc., the Group of Companies has hundreds of complex systems, online properties, and business plans in play at any moment.

The job of keeping an eye on the big technology picture falls to the Innovapost Enterprise Architecture Team. This talented group of technical, business, and enterprise architects ensures that the right IT systems and solutions are in place to meet the Group's growing technology and business needs.

"We're like city planners laying out the city grid," explains Jennifer

Partington, Director IT Strategy and Business Relationship Manager at Innovapost. "We take a multi-year, enterprise-wide view to ensure that the technologies we're putting in place today will set the Group up for success for years to come."

THINKING BIG

Considering the chief technologists of Innovapost, Enterprise Architecture team members are big-picture thinkers who aren't afraid to challenge the status quo. "Change is the norm today, and you have to be comfortable with it," notes Scott Richardson, Vice President of Enterprise Architecture, Innovapost. "There are a lot of unknowns, but we enjoy tackling the big challenges and being accountable for the future."

With some 60 team members located across Ottawa and Toronto, the group is home to data architects, technical architects, business architects, and enterprise architects who play a variety of roles. While many are solution- and strategy-oriented, others perform important technical and functional work. This mix helps the team understand key business needs, the latest technology trends, the strengths and weaknesses of current IT implementations, and the Group's top priorities.

While the titles are varied, team members share some important characteristics. "We hire people who tend to be very inquisitive by nature and who enjoy technical challenges," says Richardson. "We're a great place for people who like to know how things work and are eager to learn. Our team

“ We’re focused on empowering our employees and putting the right people in the right spots so that they succeed. ”

Scott Richardson, Vice President of Enterprise Architecture at Innovapost.

members are also usually experts in more than one area – they often have broad knowledge and expertise.”

SEEING THEIR WORK IN ACTION

Touching all organizations within the Group of Companies, the Enterprise Architecture team’s work is felt across Canada. “We work on the largest retail point of sale solution in Canada, one of the largest supply chains, and one of the most-visited online properties in the country,” notes Chris Snyder, Director, Enterprise Architecture at Innovapost. “We’re involved with the key operational platforms and mission-critical areas that touch millions of Canadians, and we also interact with the newest e-commerce companies. From a technology standpoint, there aren’t many companies that offer that kind of scope and impact.”

“We do some incredibly interesting work,” says Partington. “It’s easy to take everything that’s involved in sending a package for granted. People put things in a box in PEI and they end up in Vancouver a few days later, but behind the scenes there are machines, scans, technology, and data at work the entire time. When you work here, you’re the person that influences that entire technology journey.”

That impact is echoed by Richardson. “It’s an amazing feeling to watch something go

down the conveyor belt and move left or right based on software you wrote. We get a lot of satisfaction from seeing the systems or applications we’ve created in action – especially at a large scale. Our work delivered new Portable Data Terminals to carriers and delivery agents that are leaps and bounds ahead of the previous versions. They’ve made their jobs easier and have helped them serve customers much more quickly. That’s extremely satisfying.”

In tying IT strategies with business strategies, the team is influencing the technological future of the Group of Companies while also solving today’s challenges. “In enterprise architecture, you’re looking at things from all angles, which you don’t get to do in most IT roles.” says Mohan Rao, Director, Enterprise Architecture at Innovapost. “While other IT jobs are typically task-oriented, enterprise architecture is outcome-oriented. That really broadens our horizon, our scope of influence, and the scale of our work.”

LEVERAGING TALENT

The Enterprise Architecture Team prides itself not only on its ability to realize synergies across the Canada Post Group of Companies, but also within its own walls.

“We’re focused on empowering our employees and putting the right people in the right spots so that they succeed,” says Richardson. “We truly believe that the whole is greater than the sum of its parts, and we always work to ensure that people feel that they are contributing.”

“At Innovapost, you get to work with very smart people with innovative ideas,” adds Partington. Everyone loves to share what they’re working on and their vision for where things should go. It’s both motivating and inspiring!”

“If you like to learn, there’s lots to learn here,” Richardson concludes. “We cover so much of the technology landscape from operational systems to retail network solutions to software applications, and more. We deal with the entire breadth of these systems – including how they fit together on both the front and back end. The technology challenges are quite unique, which makes Innovapost a place to have a satisfying, rewarding, and interesting career!”

Contact us at info@innovapost.com

Head Office

365 March Road
Ottawa, Ontario K2K 3N5
T 613-270-6262
F 613-270-6525



www.innovapost.com

Innovapost offers a variety of Information System (IS) and Information Technology (IT) services to the Canada Post Group of Companies and their customers. With offices in Ottawa, Toronto and Mississauga, Innovapost operates as the Group's Shared Services Provider to help realize greater value from technology and business process investments. Innovapost and the Innovapost logo are registered trademarks of Canada Post Corporation and are used under license by Innovapost Inc. Innovapost assumes no responsibility for the accuracy of the information presented, which is subject to change without notice.

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