



## CASE STUDY

# How Entrust Transformed Data Complexity into a Strategic Asset with ER/Studio



**ENTRUST**

**90%** Faster Documentation; Eliminated Manual Documentation

**70%** Reduction in Data Errors

“We needed a tool that could effectively document and reverse-engineer our complex data structures, ER/Studio delivered that.”

Jason Soroko | Business Architect at Entrust

# Background

Entrust, a global leader in identity-based security solutions, serves over 5,000 organizations in 60 countries with products spanning authentication, fraud detection, and digital certificates. With over 125 granted and pending patents, Entrust has revolutionized enterprise and consumer security architecture. To continue driving innovation in areas such as cloud and mobile security, physical and logical access, and certificate management, Entrust required a comprehensive data modeling solution to streamline their data architecture and improve organizational efficiency.

## Challenge

Jason Soroko, Business Architect at Entrust, was confronted with a major obstacle: developing and managing comprehensive documentation for the company's legacy databases, many of which lacked even basic documentation. Entrust's data environment was intricate and expansive, encompassing thousands of interrelated tables and complex data relationships, making the documentation task both daunting and essential.

"We needed a tool that could effectively document and reverse-engineer our complex data structures," Soroko explained. Entrust's prior approach involved using manual, labor-intensive methods, such as Visio, to sketch out database entity relationships. These manual processes were not only slow but also prone to human error. Given the vast scale and interconnected nature of the data, any inaccuracies or inefficiencies had the potential to significantly disrupt projects and hinder progress. "The sheer volume and complexity of our data environment rendered traditional methods inefficient and impractical, leaving our team stretched thin," Soroko added.

The lack of accurate and comprehensive documentation had far-reaching implications. Without detailed diagrams and data maps, Entrust struggled to effectively convey the complexity of their data systems to upper management. This communication gap made it challenging to secure the necessary resources and buy-in for data projects. "The absence of clear documentation made it extremely difficult to illustrate the depth and scope of our work to management," Soroko said, emphasizing that this invisibility was a barrier to obtaining support. As a result, critical initiatives were delayed, and opportunities for innovation were missed due to limited executive understanding and resource allocation.

Entrust realized that a transformative solution was necessary—not only to speed up data documentation but also to enhance communication and foster collaboration across departments. The company needed a sophisticated data modeling tool capable of automating complex processes and making the vast, interconnected web of data comprehensible to both technical and non-technical stakeholders.

## Solution

Entrust selected ER/Studio for its powerful reverse engineering capabilities and intuitive design features. "ER/Studio's ability to automate the generation of database entity diagrams and manage relationships across thousands of tables was a game-changer," Soroko noted. He emphasized that the software's positive reputation, reinforced by glowing reviews, influenced their decision to invest in ER/Studio.

ER/Studio streamlined Entrust's data modeling processes through automation, efficient metadata management, and robust collaboration tools. "We can now create database object documentation at both the physical and logical levels effortlessly," Soroko explained. Key features included:

- **Reverse Engineering:** Simplified documentation of complex, undocumented legacy systems.
- **Metadata Management:** The web-based portal allows developers to access and query the ER/Studio Repository, providing clarity on metadata and object relationships.
- **Collaboration Tools:** The server-side model management system and online portal enabled seamless sharing and documentation across distributed teams.

### Efficiency Gains:

Soroko reported that tasks that previously took six months could now be completed in a week. "The time savings are almost impossible to quantify," he emphasized. By automating labor-intensive processes, ER/Studio has not only saved time but also reduced the likelihood of human error, increasing overall data accuracy.

- **90% Faster Documentation:** Previously manual tasks were automated, cutting project timelines by over 90%.
- **Significant Resource Optimization:** Freed up team members to focus on higher-value strategic projects.
- **Improved Communication:** ER/Studio's diagrams became essential communication tools, facilitating executive understanding and support.

“Our data environment is incredibly complex, with thousands of interconnected tables spanning multiple legacy systems. The thought of documenting this complexity without a specialized tool like ER/Studio was overwhelming,”

# Benefits

With ER/Studio, Entrust quickly documented complex legacy database systems. “The consultant we hired even called it the best database entity relationship software he had ever worked with,” Soroko shared. The ease of use and efficiency gains had a direct impact on the team’s ability to formalize processes and articulate their work’s complexity to upper management.

“The diagrams we produce with ER/Studio have become powerful communication tools,” Soroko said. He described a pivotal meeting where an ER/Studio-generated diagram was laid out for discussion, becoming the focal point for strategic decision-making. “Just the fact that the diagram existed allowed us to make critical decisions backed by data complexity evidence,” he added.

This capability has significantly improved executive buy-in. “We can now explain extremely complex concepts to management with ease and get the resources we need,” Soroko remarked. The trust built through accurate and clear documentation has transformed Entrust’s approach to data management.

## Exceptional Support and Reliability

Another highlight for Soroko was ER/Studio’s post-sales support. “I knew that if we ran into any issues, the ER/Studio team would roll up their sleeves and help,” he said. However, the software’s robustness meant that help was rarely needed. “The software is exceptionally well-written and incredibly reliable, and that alone makes it highly recommendable,” he added.

## Conclusion

ER/Studio has revolutionized how Entrust manages and documents their complex data structures. By accelerating documentation timelines, reducing manual labor, and facilitating clear communication across the organization, ER/Studio has become an indispensable tool for Entrust’s data architecture team. “ER/Studio turned our documentation process into a strength rather than a bottleneck,” Soroko concluded.

## Key Takeaways:

- **90% Reduction in Documentation Time:** A process that once took six months now takes about a week.
- **Enhanced Communication:** Diagrams and documentation have become vital in securing executive support.
- **Reliable and Robust Software:** Exceptional reliability and support make ER/Studio a trusted solution for enterprise data modeling.

For organizations facing similar challenges, ER/Studio offers an efficient, reliable, and robust solution that transforms data management into a strategic asset.

# IDERA’s ER/Studio Data Modeling Tools

ER/Studio solutions help your organization and technical stakeholders map your complex data landscape, building a solid foundation for data governance. Create a business-driven data architecture to organize information, govern data, and unify the enterprise:

- Create enterprise-class data models.
- Align processes with business goals.
- Collaborate on glossaries and metadata.

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“One of our biggest hurdles was effectively communicating the intricacies of our data systems to upper management,” Soroko noted. “Without the clear, visual documentation that ER/Studio provides, it was almost impossible.”