

Transforming Public Service Delivery



The Challenge

The government organization wanted to enhance its enterprise architecture (EA) to support strategic goals, but faced several challenges:

- Fragmented understanding of the application landscape
- Numerous unsynchronized spreadsheets documenting applications
- Absence of a central source of truth
- Lack of clarity on alignment of strategy to technology projects

The Solution

The department implemented Orbus Software's on-premises iServer, later migrating to the cloud-native OrbusInfinity to enhance EA visibility. It used the platform to:

- Create a centralized repository
- Improve visibility into the application landscape and business capabilities
- Align strategic goals with technology initiatives
- Validate and enrich its repository via intake forms, ServiceNow integration, and Power BI reports
- Enhance data security, leveraging the platform's IRAP PROTECTED level assessment

The Result

The implementation of OrbusInfinity significantly improved the department's understanding of its application landscape, lifecycle management, and alignment of IT projects with business objectives.

- Established clear ownership of applications
- Enhanced operational consistency and accuracy
- Encouraged collaboration among teams
- Saved 7-10 days per quarter by transitioning from spreadsheet-based tracking
- Retired 41 applications, significantly streamlining the technology portfolio



There is a lot of value in OrbusInfinity and in establishing it as a central repository. It will continue to provide value to an organization long after the people implementing it move on."

Lead Business Architect