

IMB Bank:

Achieving Efficiency and Technological Rationalization



Leading an Evolving Banking Landscape

IMB Bank is a prominent Australian mutual bank established in 1880, with over \$8.1 billion in assets.

It is recognized globally for its excellence, including by Forbes as one of the World's Best Banks and by Canstar for Australia's Most Satisfied Customers.

IMB Bank has witnessed the significant transformation of the banking industry over the past few decades. Financial services providers and their customers have increasingly embraced digital solutions such as internet banking, mobile apps, and online applications for loans and mortgages.

The adoption of real-time payments and the use of open banking have allowed members to have a comprehensive view of their banking data across multiple institutions.

Key information



INDUSTRY
Financial Services



REGION
APAC



USE CASE
Application Architecture Management, Application Rationalization, Business Capability Management, Risk and Resilience



PLATFORM
OrbusInfinity



Revamping Enterprise Architecture for Strategic Success

To continue leading the evolving financial services industry, in 2020 IMB Bank embarked on a mission to revamp its enterprise architecture.

The goal was to find a service-oriented product that could integrate with its existing technologies, such as Microsoft 365 and Visio. The objective was to create a ‘force multiplier’ – a tool that would enable enterprise architects to establish a robust framework and allow solution architects and subject matter experts to contribute effectively. This tool needed to:

- Aggregate various data sources, like configuration management databases and source code repositories, into a single, strategic view for informed decision-making
- Simplify the complex TOGAF framework, making it accessible and valuable to all stakeholders involved



We wanted a platform that would empower solution architects and subject matter experts to share their knowledge and insights, creating a central repository for all of our data sources.”

- Noel Knox, Manager of Enterprise Architecture

Seamless Onboarding and Immediate Insights with OrbusInfinity

IMB Bank selected OrbusInfinity to meet these needs. The onboarding process was extremely straightforward, leveraging familiar Microsoft 365 technology.

Within two weeks of establishing the account and service, the bank successfully re-ingested applications under management and recreated its application portfolio. This swift implementation provided the high-level view and insights needed almost immediately. As the data continued to develop and mature, the views offered by OrbusInfinity evolved, delivering even greater clarity and value.



“Within two weeks, OrbusInfinity was already providing the insight we were looking for.”

- Noel Knox, Manager of Enterprise Architecture

Realizing Significant Time and Cost Savings with OrbusInfinity

OrbusInfinity played a pivotal role in IMB Bank's efforts to optimize its infrastructure, leading to substantial savings in manual effort, employee time, and costs.

- **Technology upgrades:** The bank initiated several upgrades, including the removal of thin-client technology, in preparation for cloud migration. OrbusInfinity reduced the time to complete this by half, from 12 to six months. By exiting the thin-client technology, IMB Bank reduced virtual workloads by over 50% within a year.
- **Server reduction:** The bank was able to turn off over 150 servers, decreasing administrative efforts and patching costs, and freeing up resources for initiatives that provide more value to its members.
- **Platform rationalization:** The bank successfully rationalized its lending platforms, consolidating from three systems to one and removing approximately 300 applications. This consolidation also led to a 51% reduction in the virtual server farm.



OrbusInfinity allows us to remove duplication, inefficient processes and practices.”

- Noel Knox, Manager of Enterprise Architecture

Improving Sustainability and Operational Resilience

IMB Bank used OrbusInfinity's Sustainability Lens to enhance sustainability and operational resilience, significantly impacting its CPS 230 operational risk management and environmental, social, and governance efforts.

- **Data governance and privacy:** By mapping over 30,000 data entities, the bank gained detailed insights into data placement, rationalization, and consolidation opportunities. This comprehensive data governance enabled better decision-making and compliance with privacy reforms.
- **Risk management framework:** Implementing the bank's risk management framework into OrbusInfinity created an operational risk taxonomy and an enterprise risk platform. This integration allowed the bank to link information assets and processes, enhancing the depth and speed of risk management without involving multiple stakeholders.
- **Evolving regulatory environment:** OrbusInfinity helped the bank navigate constant regulatory changes by providing visibility into the impacts of both risk and compliance. This enabled the bank to make conscious decisions that balanced regulatory requirements with member service improvements.



Regulatory change is a constant pressure for banks. OrbusInfinity enables us to see both the impacts of risk and compliance but also the opportunities that they present.”

- Noel Knox, Manager of Enterprise Architecture

Enhancing Visibility and Strategic Insight

OrbusInfinity significantly enhanced the bank's decision-making processes by providing comprehensive visibility and transparency.

- **Aggregated view:** The platform enabled faster analysis and strategic decisions by aggregating data from multiple systems, allowing the enterprise architecture team to achieve a deeper and broader view of the IT landscape.
- **Digital transformation support:** OrbusInfinity supported the bank's digital transformation efforts, enabling consistent service delivery across various channels, including contact centers, online platforms, and brick-and-mortar branches.
- **Operational efficiency:** Acting as a force multiplier, OrbusInfinity allowed staff to work within the TOGAF framework effectively, even without extensive training. This facilitated targeted conversations and strategic decision-making, enhancing overall operational efficiency.



OrbusInfinity offers the visibility and decision-making transparency to enable one person to tap into the mindsets of so many different subject matter experts.”

- Noel Knox, Manager of Enterprise Architecture



Preparing for the Future of Banking

The current use of OrbusInfinity at IMB Bank is mostly focused on technology, but moving forward, this will expand to more business-centric processes, leading to wider enterprise adoption. The bank aims to continue enhancing its use of the platform for further:

- **Visibility and transparency:** OrbusInfinity will continue to enhance visibility and transparency, aiding in the removal of duplication and consolidation of the environment
- **Efficiency:** The platform will help eliminate inefficient processes or practices in other areas of the organization
- **Value creation:** The governance framework and service product approach will allow staff to focus on value-adding activities



I would definitely choose OrbusInfinity again. The decisions we made around its use as a service product, and the governance framework that allows our staff to focus on where they add value, have delivered that force multiplier approach for us. I'd definitely go back to purchase again."

- Noel Knox, Manager of Enterprise Architecture



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About Orbus Software

Orbus Software is a leading global provider of enterprise transformation solutions. We aim to empower customers with a strategic decision-making platform to successfully manage complex change. Our OrbusInfinity platform enables leaders to deliver business objectives, innovate faster, and ensure enterprise resiliency, while supporting them to make more informed, responsible, and sustainable business decisions.

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