CASE STUDY

Ecobank: Achieving Strategic Alignment with OrbusInfinity

Ecobank Transnational Incorporated stands as a leading force in African banking, with an expansive footprint across 33 African countries and international offices in Paris, London, Dubai, and Beijing.

Since its founding in 1985, Ecobank has grown into a financial powerhouse, with its nearly 15,000 employees serving over 32 million customers through 669 branches and 2,427 ATMs. With total assets valued at $29 billion and customer deposits reaching $20.8 billion as of 2022, Ecobank continues to drive financial inclusion and economic growth across the continent.

The challenge

Before implementing OrbusInfinity, Ecobank faced several challenges that hindered its enterprise architecture (EA) efficiency and application portfolio management and had wider effects across the business. The organization struggled with **inefficiencies in creating design diagrams** aligned with best practice frameworks including TOGAF and ArchiMate. Managing version control of architecture artifacts

INDUSTRY
Financial Services

REGION
EMEA

USE CASE
IT Portfolio Management

Application Rationalization

Business Capability Management

PLATFORM
OrbusInfinity

KEY RESULTS WITH ORBUSINFINITY

· Stronger stakeholder engagement

· Smarter decision-making

· Greater transparency

· Optimized application management

· Improved collaboration

OrbusSoftware

and securely storing and retrieving these resources was cumbersome. **Collaboration was limited** both within the EA team and with other departments such as Service Management, Technology Operations, and the Project Management Office, restricting visibility and impacting decision-making.

Additionally, Ecobank faced significant hurdles in application portfolio management. **Critical data on application costs and dependencies were siloed** across disparate systems and static and error-prone spreadsheets, making it difficult to gain a comprehensive view of the IT landscape. **Manual governance processes** introduced inefficiencies in tracking changes, approvals, and compliance, resulting in significant delays and inconsistencies. These challenges underscored the need for a centralized, collaborative EA platform to streamline operations, improve visibility, and enable better governance across the enterprise.

The solution

To address its EA and application management challenges, Ecobank selected OrbusInfinity in 2021 for its robust capabilities and seamless integration with existing tools. The platform's repository models and SharePoint integration were pivotal, enabling streamlined user and role management and enhanced artifact reusability. **Office 365 and SharePoint integrations significantly improved collaboration** across teams like IT service management and project management by providing easy access to key artifacts.
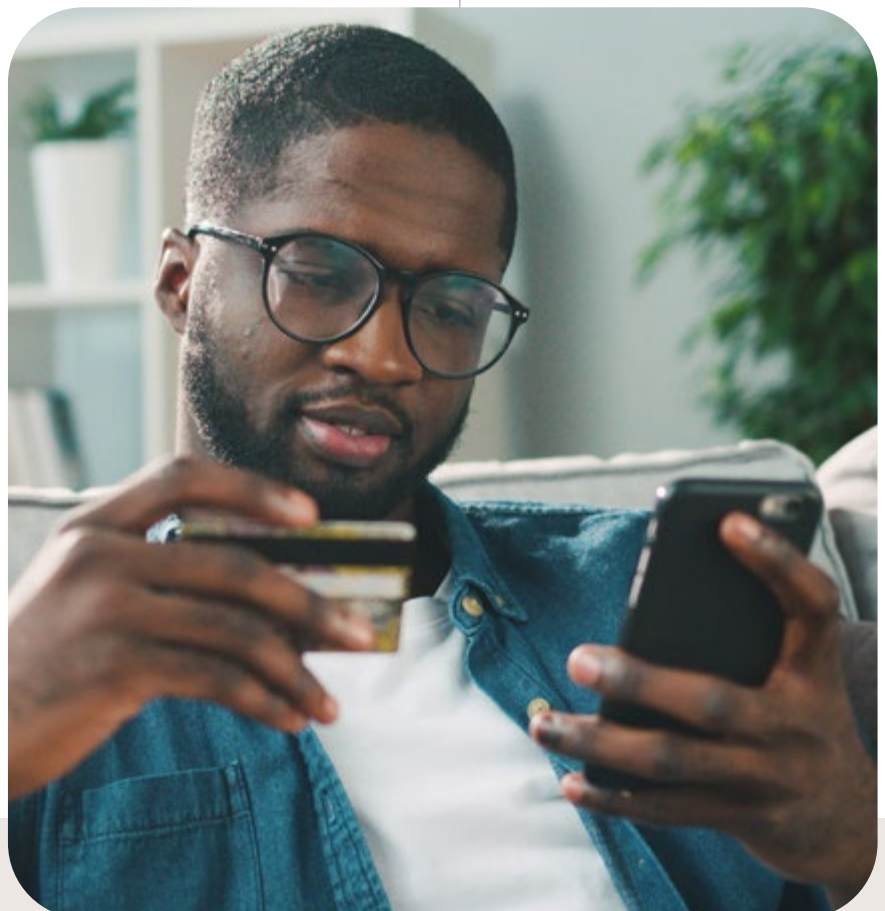
OrbusInfinity also supported Ecobank's capability management by enabling the organization to publish and develop **custom capability maps and reports** tailored to its specific requirements. This has provided clearer insights into organizational strengths, identified redundant capabilities, and fostered better cross-departmental collaboration. Additionally, Ecobank used the Banking Industry Architecture Network (BIAN) framework, initially building capability maps in Excel before leveraging OrbusInfinity for a more integrated and scalable solution.

The Orbus Software team played a proactive role in Ecobank's success through **regular communication**, **timely follow-ups** on support issues, and providing clear and effective **training resources**, ensuring a smooth implementation and maximizing the platform's value.

> "
> Heatmaps and capability maps have helped us visually highlight areas of risk and opportunity, enabling stakeholders to quickly prioritize investments."
>
> **Louis Yelifari,**
> **Senior Enterprise Architect**

The result

OrbusInfinity has delivered transformative results for Ecobank by enhancing stakeholder engagement and streamlining application management. The platform's intuitive features – such as dashboards, heatmaps, unique stencils, and interactive reports – have made it easier to **present complex architectural insights in a visually engaging way**, improving alignment with strategic goals. SharePoint integration has facilitated seamless collaboration, giving teams real-time access to critical information and reducing duplication of effort.

Key results:

- **Enhanced stakeholder engagement:** Tailored views and interactive reports simplify communication with IT, business leaders, and executives.

- **Informed decision-making:** Heatmaps and capability maps highlight risks and opportunities, helping stakeholders prioritize investments.

- **Improved transparency:** A centralized repository ensures up-to-date access to project artifacts and architectural diagrams.

- **Efficient application management:** Consolidated application data reveals redundancies, guiding decisions to retire, modernize, or replace applications.

- **Streamlined collaboration:** SharePoint integration improves workflow efficiency and reduces administrative overheads.

Looking ahead

Ecobank plans to expand its use of OrbusInfinity to drive greater value in application rationalization and business capability analysis. By building more accurate capability maps, the bank aims to further identify and eliminate duplicated solutions, ensuring streamlined operations and better alignment between IT and business goals. Additionally, Ecobank intends to explore application impact analysis to deepen its understanding of how systems interconnect and impact business processes. **OrbusInfinity will continue to support Ecobank's strategy** by aligning IT investments with core business objectives and improving overall efficiency.

> "
> OrbusInfinity will continue to provide comprehensive tools for mapping our business processes and capabilities, ensuring that our IT investments directly support business objectives."
>
> Stephen Brako Oti,
> Enterprise Architect

Find out how OrbusInfinity can benefit your business, book a demo today

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