

How can enterprise architecture management help users connect the dots to make data-driven decisions?

Providing a knowledge custodian and ‘unassisted architect’ for business users

Serving Australians since 1874, Bank of Queensland Limited (BOQ) is one of the country’s leading regional banks. Through more than 150 branches, including corporate branches and third-party intermediaries, BOQ builds long-term customer relationships based on mutual respect and understanding.

This impressive reach, combined with a series of acquisitions, has led to a vast enterprise architecture at BOQ. To address end-of-life issues, rationalize solutions, improve data quality and documentation, and align design and delivery, BOQ wanted to embrace robust enterprise architecture management. With the right solution, it could create a data-driven enterprise architecture practice that informs smart decisions.



Making smarter and faster enterprise architecture decisions with SAP LeanIX solutions

Before: Challenges and opportunities

- Empower business users to make the right IT decisions using accurate and timely data on a large enterprise architecture complicated by a history of acquisitions
- Build a robust enterprise architecture practice to help eliminate solution duplication, improve documentation, address end-of-life and support issues, and better align design and delivery

Why SAP

- SAP LeanIX solutions, enabling accurate data, embedded processes that improve data quality, intuitive group reporting, and data accessibility for diverse business users
- User-friendly interfaces, including through portals that provide overviews for functions such as risk management and let teams correct errors directly in SAP LeanIX solutions
- Ability to embed strategic KPIs in data outcomes using dashboards for monthly reporting to the board
- Road map transformation diagrams featuring accurate project data, enabling realistic timelines

After: Value-driven results

- Scalable, consistent enterprise architecture data that enhances trust in the practice, with key data from SAP LeanIX solutions contributing to board KPIs
- Better processes, including by requiring an SAP LeanIX solutions number for technology software in production releases and using fact sheets in the solutions to produce architecture diagrams

“SAP LeanIX solutions have given us a much more informed, **data-driven decision-making process**. Our journey with SAP LeanIX solutions has been superb.”

Neil MacKellar, Head of Architecture, Bank of Queensland Limited

>95%

Of SAP LeanIX users working outside the enterprise architecture team

~50%

Of SAP LeanIX users working outside the group IT team, from risk managers and business analysts to process owners