

Mutua Madrileña: Building enterprise architecture that aligns with business transformation goals

Mutua Madrileña S.A. is Spain's leading general insurance group, with a wide-ranging portfolio spanning insurance, mobility, and asset management in Europe and Latin America. Rapid strategic diversification, including new ambitious plans every two to three years, resulted in a correspondingly complex IT system that increased risk around obsolescence, security, business continuity, and resource rationalization.

To bring structure to a fragmented, dispersed, and often outdated information landscape, Mutua Madrileña needed a user-friendly way to track applications and document how they are used to address strategic challenges. Luckily, it found the right tool to help align IT and business transformation, manage risk, and maximize resources along the way.



Understanding the many aspects of the enterprise IT landscape with SAP LeanIX

Before: Challenges and opportunities

- Align IT and business transformation to help ensure old and new systems are ready to meet business demand
- Mitigate risk and obsolescence by consolidating systems and helping to ensure continuously updated and secure IT
- Rationalize resources and reduce costs by identifying redundant and unused applications

Why SAP

- High rating of SAP LeanIX solutions by global IT research and advisory firms
- Comprehensive user experience, including interactive reports and diagrams on applications
- Clear and regularly updated fact sheets and lifecycle catalogues on applications as well as built-in survey questionnaires and task alerts that can be pushed out to users

After: Value-driven results

- Portfolio heatmap that gives an immediate view of application health, providing a data-driven view of which systems are at risk of obsolescence
- Ability to link business transformation initiatives with specific applications and capabilities to help ensure IT systems and focus are aligned with business priorities
- Application grouping by business function, making it easier to merge, retire, or rationalize systems to reduce maintenance needs, server infrastructure, and licensing costs

“Before SAP LeanIX, trying to understand our application landscape felt like reading tarot cards or a crystal ball. Now we have a **structured, data-rich portfolio** that provides quantitative evidence for our recommendations. This really helps us get the attention of senior leadership and drive transformation decisions with confidence.”

Sergio Pinilla, Enterprise Architect, Mutua Madrileña S.A.

4 months

To populate the initial application portfolio using in-house resources

500

Applications plus IT components and interfaces tracked in SAP LeanIX

Mutua Madrileña S.A.
Madrid, Spain
www.mutua.es (Spanish)

Industry
Insurance

Products and services
Life, automobile, health, and accident insurance; mobility; pension and investment funds; asset management

Employees
12,000

Revenue
€7.3 billion

Featured solutions
SAP LeanIX

Want to know more?
[Watch the video interview](#) (Spanish with English subtitles)
[Watch the webcast recording](#) (Spanish)

Tracking application capabilities, usage, health, and relevance to business transformation goals

As Mutua Madrileña S.A. was expanding its offerings in Europe and Latin America, the company's IT team faced significant operational challenges. Information was often outdated, poorly maintained, and scattered across sources. Knowledge was siloed, resulting in dependency on a given employee expert. There were so many IT systems in place that the same task could be duplicated in multiple tools, while some applications weren't being used at all.

To better manage its enterprise IT architecture, Mutua Madrileña chose SAP LeanIX solutions. With guidance and support from experts at SAP, eight members of the company's enterprise architecture team were able to document information on 500 applications as well as related components and interfaces in just four months.

Now, Mutua Madrileña can track its IT landscape across departments as well as group companies. This includes the ability to survey employees on the tools they use every day. Plus, capability tracking shows where multiple tools are being used to complete the same task, allowing redundant software to be retired. The end result is more stable, efficient, and cost-effective IT that is aligned with Mutua Madrileña's business transformation goals.

"With SAP LeanIX, I can create an application fact sheet in seconds. It immediately appears on the dashboard under a specific transformation plan. Now, I can see everything about an application's health, usage, and relevance to the business **in one place.**"

Francisco Jose González Muñoz, Enterprise Architect, Mutua Madrileña S.A.

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Rating from leading IT research and advisory firms

1

Dashboard to track applications and their place in the IT landscape