

# Virgin Australia: Harnessing enterprise architecture management to drive IT transformation

Virgin Australia Airlines Pty. Ltd. is Australia's second-largest airline group. Established in 2000, the company operates an extensive domestic network as well as short-haul international services, charter services, and cargo operations.

As part of a large-scale transformation, Virgin Australia needed to address the risk from technical debt after a decade of underinvestment in technology. The goal was to optimize its technology and digital capabilities to improve efficiency and simplify application management. With no formal repository for documenting its application portfolio, the company relied on knowledge locked away in its employees' minds, using manual processes and spreadsheets for reporting. Looking for a way to make informed decisions about technology investments and meet significant transformation goals, Virgin Australia sought a modern solution to automate enterprise architecture management.



# Driving IT transformation by increasing enterprise architecture visibility and alignment using SAP LeanIX solutions

## Before: Challenges and opportunities

- Undocumented IT landscape and lack of accessible fact-based information, with siloed data in its enterprise architecture owned by individuals
- Support for business transformation and technical debt reduction
- Expansion of key technology capabilities for the future and visibility across transformation projects

## Why SAP

- A central repository to create a reliable understanding of its IT landscape and alignment with business capabilities offered by SAP LeanIX solutions
- Integrated tools to track technology obsolescence risk
- Functionality to visualize process transformation road maps and evaluate execution against process transformation models

## After: Value-driven results

- Aligned business and IT objectives, rapidly generating value from building an enterprise architecture practice using SAP LeanIX
- Enabled enterprise architects with access to global enterprise architecture data in a single repository
- Visualized its IT landscape, target state, and transformation plan, creating actionable road maps for transformation and modeling changes over time
- Established objective criteria for assessing technology obsolescence risk, automatically flagging applications that meet the criteria and informing portfolio planning and investments

“We use SAP LeanIX as the core of our **enterprise architecture management** function. Our architects use it to drive the development of technology capabilities needed for future growth and evolution.”

Emma Taylor, Head of Technology, Virgin Australia Airlines Pty. Ltd.

**40%**

Boost in application health

**68 days**

Time to value