

Global Financial Services Organization

Overview

A global financial services company offering banking, insurance, and asset management services with 85 million customers in over 40 countries and employing approximately 115,000 people. It has a broad client base ranging from individuals and families, through small, medium, and large corporations to institutions and national governments.

Value Message

“Enterprise architecture frameworks create the capability to manage shared, common, and re-useable architecture assets to improve business planning and change management.”

TOGAF has evolved into a strategic business management tool that enables the business community to expose and optimize the value of their hidden business assets.”

Garry Doherty
 TOGAF Product Manager
 The Open Group

Using TOGAF™ to Create an EA Portal that Facilitates Major Architectural Change

Challenge

The Operations department of a global financial services business needed to replace their IT systems in order to fulfil their strategic goals of:

- Reducing costs and operational risks
- Improving productivity and quality
- Standardizing, consolidating, and upgrading their IT
- Creating an operational IT environment which enables the business to achieve operational excellence and customer intimacy

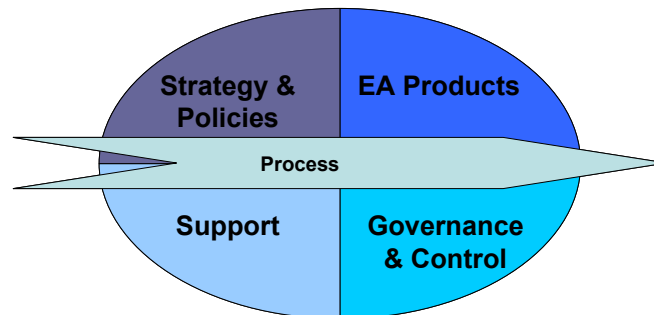
Their overall need was to integrate requirements from many sources in a coherent architectural approach. In particular, to overcome the observed difficulties with enterprise architecture artifacts – namely that they are often scattered, duplicated, not managed or owned, and only published on local intranets, making it difficult for the architecture community to find them.

Solution

In 2006, an initiative to set up enterprise architecture began with a working group installed to select a market standard to organize best practices and share these with the business. The working group chose TOGAF™ because:

- It gave good insight into the IT architecture
- It aligned IT with the business
- It integrated and harmonized the pieces

The TOGAF Architecture Development Method (ADM) was used to sort out and position the existing architecture processes alongside best practices.



Business Outcomes

In the summer of 2007, an EA portal was established to share some 200 artifacts globally, with a clear governance framework for submitting an artifact and its approval by an editorial board.

The portal was highly visible and enabled the business to store, share, and re-use their architectural assets in a uniform, standardized, and unambiguous way.

The EA portal became very successful, being visited over 16,000 times in the first five months by the business community.