

INSURER INCREASES AGILITY WITH AN OPTIMIZED ENTERPRISE ARCHITECTURE



Customer

With assets of more than R17 billion, Santam is South Africa's leading short-term insurer. The company has a nationwide, world-class contact center infrastructure, a thriving intermediary network and more than 650,000 policy holders. Santam also holds business interests in Zimbabwe, Malawi, Uganda, Tanzania and Zambia as well as strategic investments in various companies within the insurance industry, including the subsidiary Santam Namibia Ltd.

Industry

Insurance

Opportunity

The insurer turned to ARIS to develop an Enterprise Architecture (EA) using a central, robust repository to align business and IT. Now Santam has an integrated environment that's more agile and supports the business strategy. An EA/SDLC methodology was based on TOGAF® model-driven design concepts and standard ARIS model types. Re-usable building blocks were underpinned by a common metamodel. The enterprise has shifted from redundant paper specifications to rich model-generated content.

Solution Set

ARIS

Key Benefits

- Improved productivity due to a standardized approach
- Fast return on investment—it costs only 2.5 percent more a year to have a repository-based EA
- Improved collaboration and more satisfied employees

INCREASED BUSINESS AGILITY & **FASTER TIME-TO-MARKET**

HIGHER SOLUTION QUALITY, thanks to **RE-USE AND BETTER REQUIREMENTS MANAGEMENT**



LOWER OVERALL COSTS



A platform for success

When Santam didn't have an EA based on ARIS, IT changes were difficult and expensive. Employees were frustrated by using Microsoft® Word templates, fragmented tools and different methodologies. Now that's changed. "I'm so grateful that we don't have to use MS Word templates anymore" was one

business analyst's response to Santam's new EA approach that uses ARIS.

It was clear Santam needed an EA with a repository-based product to support its drive to optimize the organization. ARIS was introduced into Santam at the end of 2008. As a result, an integrated

"Your business, only better—this is how ARIS plays a key enabling role in managing a operational enterprise architecture practice by enabling the different design resources to collaborate and integrate solutions that ensures requirements management within and across projects. This saves time and improves productivity, lowers the overall costs and improves quality."

— **Etienne Venter** | Business Analysts Manager, Santam

Key components

ARIS IT Architect enables companies to harmonize and standardize business activities with their IT systems. Simple and intuitive to use, the software helps to quickly document and analyze existing IT environments.

EA/SDLC methodology was developed based on model-driven design concepts, which TOGAF refers to as:

- Deliverables (BCLC/SDLC specifications) that contain
- Artifacts (models) that describe
- Building blocks (objects)

This model-driven design methodology called an integrated Business Architecture Solution (iBAS) was based on:

- TOGAF ADM and RUP concepts
- ArchiMate® as a standard to model and depict architectural concepts
- Business Process Modeling Notation (BPMN™) 2.0 to model detailed business processes
- Unified Modeling Language (UML™) to model software design concepts
- Standard ARIS model types (artifacts)

Re-use to the rescue

Santam defined detailed project deliverables—and, in doing so, deemed it was critical that all deliverables were based on re-usable building blocks underpinned by a common metamodel. This would ensure that outputs from one phase could be re-used in the next phase, saving significant time and effort.

All deliverables were based on ARIS model types, objects and attributes, which were stored in the central repository. The repository enables Santam to create a uniform inventory of systems and technologies and also reduce the complexity of its IT environment.

Details on deliverables

Project deliverables included modeling and generating:

- The high-level business requirement specification in the inception phase
- The conceptual solution architecture design in the inception phase

- The enterprise change plan in the inception and elaboration phases
- Software design specifications

The deliverables are generated directly from the ARIS repository by team members who use a single report script called EasyReport. Detailed training material was developed to transform team members from specification writers to specification designers, an added boost to productivity.

A platform for success

Re-usable architectural building blocks have had a positive impact on the overall quality of design work within a program or project as well as between programs or projects. These building blocks are re-used across various EA domains, such as business architecture, application architecture, data architecture and technology architecture. The result is a standardized approach that improves productivity across all design resources that deliver content.

Santam's EA journey continues with many different participants: business architects, business analysts, enterprise solution architects, solution architects, system analysts, program portfolio managers and business sponsors. As the EA matures, it will further increase the company's agility since the whole design paradigm has shifted from redundant paper specifications to rich model-generated content, explained Business Analysts Manager Etienne Venter.

The benefits far outweigh the costs of having a repository-based EA, which costs only 2.5 percent more a year. The approach has proven its worth and is now used for all strategic initiatives as well as a number of those considered non-strategic.

ABOUT SOFTWARE AG

The digital transformation is changing enterprise IT landscapes from inflexible application silos to modern software platform-driven IT architectures which deliver the openness, speed and agility needed to enable the digital real-time enterprise. Software AG offers the first end-to-end Digital Business Platform, based on open standards, with integration, process management, in-memory data, adaptive application development, real-time analytics and enterprise architecture management as core building blocks. The modular platform allows users to develop the next generation of application systems to build their digital future, today. With over 45 years of customer-centric innovation, Software AG is ranked as a leader in many innovative and digital technology categories. Learn more at www.SoftwareAG.com.

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