

The Exponential Benefit of Enterprise Architecture + Process for Resilient Banking

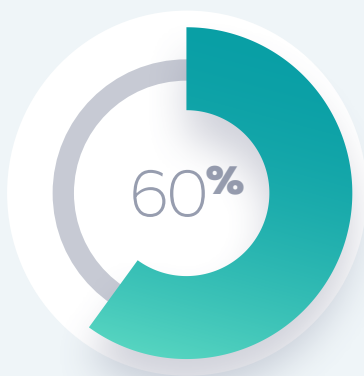
Introduction

Over the past few years, you've probably read many articles about the necessity of digital transformation. Digital transformation can mean a lot of things; migration to the cloud, deeper use of data and analytics, the adoption of emerging tech like IoT, AI, VR, or more sophisticated integrations, connectivity or security applications.

These technological catalysts, along with increasing threats and disruptions, are changing how we do our work, particularly within banking. More recently, the war in Ukraine and global supply chain challenges reinforced the importance of agility and operational resilience within financial services.

What we haven't read as much about is what is underpinning the business value of digital transformation and how it ties to operational resilience. The word "underpinning" means to strengthen or support a structure, such as reinforcing a foundation. Architecture is the art or practice of designing and building structures. So, it seems fitting that Enterprise Architecture (EA) has a critical role in setting the foundation for large scale change within organizations.

Process is how we run operations within a firm. Without process intelligence you lack the ability to accurately identify bottlenecks and improve operational efficiency. Process should be the backbone of change, but too often, organizations lack the ability to address process and business and technology resiliency in a strategic, comprehensive and integrated manner across lines of business.



Gartner states that “by 2023, **60%** of organizations will depend on EA’s role to lead the business approach to digital innovation.”

This requires a deeper knowledge of the interconnected processes within the business. As financial services become increasingly digital, global, and complex, investing in EA and process management becomes even more important for.

LET’S EXPLORE WHY.

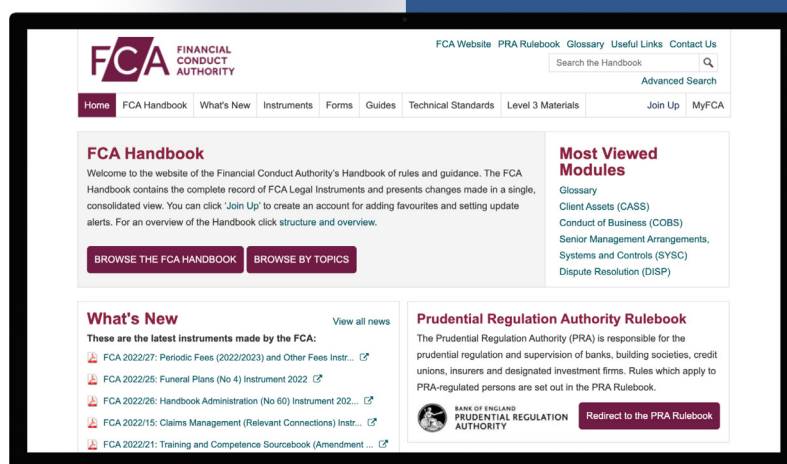
“Built to code”

In the physical world, building codes keep people safe by specifying minimum standards for the construction of buildings. The equivalent in the digital world, particularly in financial services, is the rise of regulations and compliance related to digital operational resilience.

Europe has led the charge, with the **UK FCA Operational Resiliency Policy**, and in the EU, the Digital Operational Resilience Act (DORA) and the **EU Taxonomy for Sustainable Activities**. With other countries following suit and preparing their firms in tandem, digital resilience is a relevant theme for financial services firms globally.

For some firms, cloud migration and upgrading technology to support automation, blockchain, or AI is the technical equivalent of retrofitting a historic home.

Enterprise architecture platforms ease the challenge by supporting the inventory and decommissioning of legacy tech, the assessment of business capabilities and continuity, and a more holistic view of risk. EA plus process management is a smarter way to stay compliant. By defining process rules for your compliance requirements, you can then proactively watch for violations, improving efficiencies and reducing regulatory compliance risk.



UK FCA Operational Resiliency Policy

A strong, but agile foundation



82%

50%

An **Oxford Research** study found that **82%** of banks say their customers prefer digital to physical interactions, but just **50%** of bank respondents have completely or significantly digitized the customer experience. Change is hard- and can be impossible- without the right foundation.

Yorkshire Building Society, a UK-based mutual building society, embraced EA not only to help follow the FCA operational resiliency policy, but to map customer touchpoints and business impact “from server to service,” ensuring a better customer experience. By engaging with stakeholders across their org, they captured “just enough” process to act quickly in their improvements to service.

Teams has proven itself as the de facto gold standard for collaboration during the pandemic. Using familiar Microsoft tools such as Teams and SharePoint made it easier to communicate and collaborate, as business users can access and contribute to their process and architecture decisions remotely.

Understanding how and what could go wrong helps in the creation of the right response and solution. The art is in finding the balance of strategy and analysis, with action. EA platforms paired with process understanding can improve transparency and visibility across business units, and better serve compliance needs.

Data driven insights

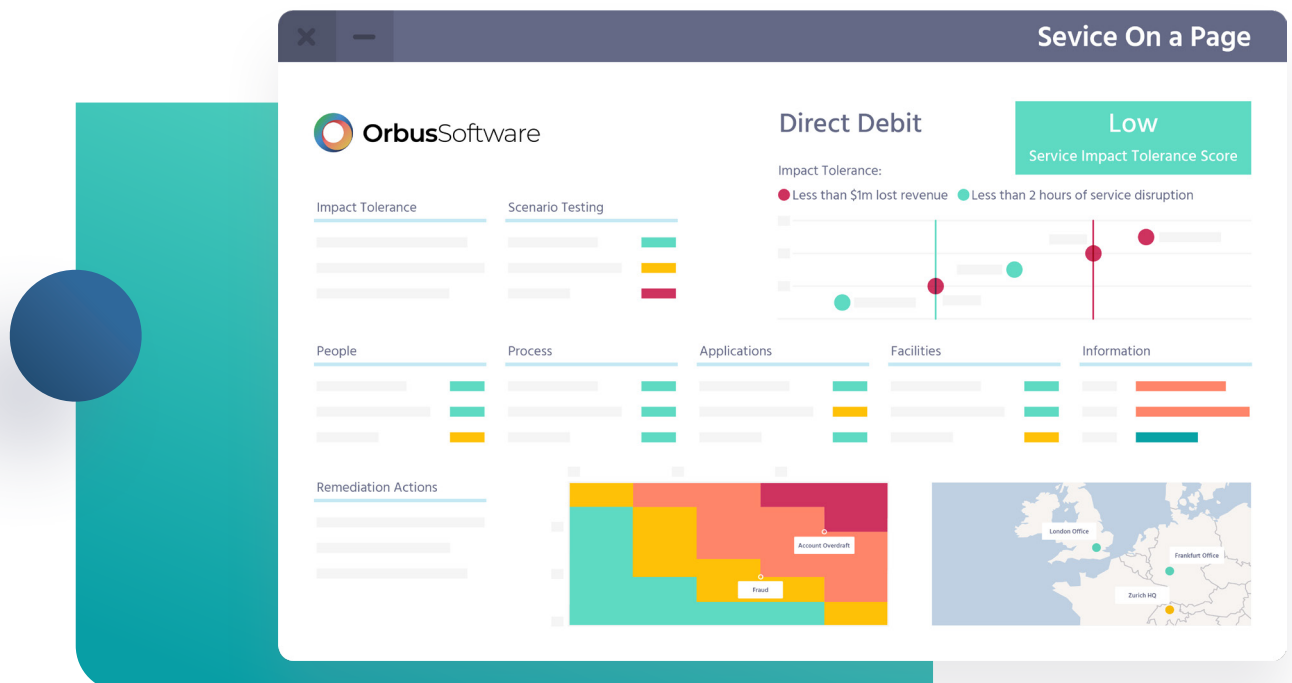
Banco Montepio, a Portuguese mutual savings organization, embraced digital transformation initiatives to minimize the effects of the pandemic.

This involved accelerating their strategy of innovation and automation with the increased use of AI and cognitive process automation.

The bank introduced an automated real-time interaction assistant that helped resolve customer questions for the first time without using a human agent. They also created a host of new digital systems for customer interaction and enabled small business owners to open accounts online.

However, these new services meant that Banco Montepio was increasingly reliant on technology to serve its existing customers and prospects. Ensuring the IT team had complete control and visibility into all aspects of the IT infrastructure was critical.

EA gave them this and more: it provided information for many different parts of the business, including the infrastructure teams, the applications teams looking to move applications to the cloud, the compliance team responsible for GDPR (General Data Protection Regulation) and those responsible for the wider business processes across the business.



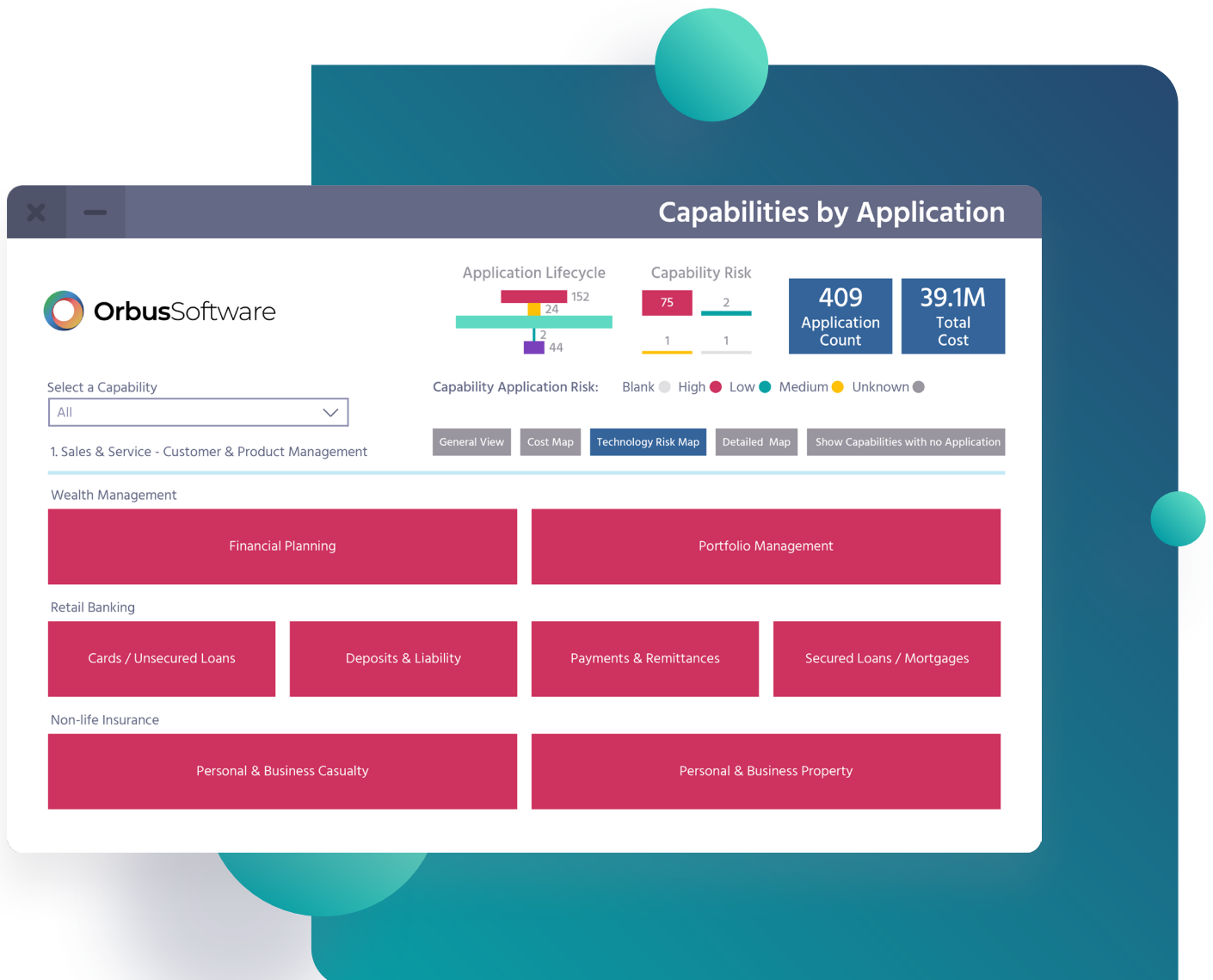
Agile businesses rely on open access to information and a baseline understanding of process to fuel future improvements. By adapting standard dashboards to their specific needs, the bank's EA team provided senior management with current, comprehensive visibility into the business, enabling faster decision making and broader buy-in.

Build exponential value

Financial stability is a driver for every firm. EA provides the organizational and process awareness to follow regulations, a strong technical foundation to scale, and the insights to support innovation and new opportunities.

Exponential growth from EA comes from the ability to enact change and continuously transform.

Without a platform to capture process, technology, cross-departmental collaboration and shared insights, -as well business-as-usual! - this can be an uphill battle. Combining EA with collaborative business process management sets up a common language throughout a company, so more informed decisions become the norm. Agility is easier when you can see how changes in any one area affect others.





Invest in operational resilience

Choosing Orbus is a proactive step towards operational resilience. iServer365 offers a unified, enterprise-wide view of your design (architecture) and operations (process) accelerating change management, and the ability to make smarter, faster decisions.

Only iServer365 supplies world class EA, BPM (Business Process Management), SPM (Strategic Portfolio Management) and GRC (Governance, Risk and Compliance) capabilities in one tool. iServer365 was built to help IT and business teams collaboratively build architectures that support adaptability, as well as compliance and data security. It offers data visualizations that enable confident decision making and reduces the overhead of change through business process and capability mapping.

Contact us to build a more resilient future for your bank.

Sources:

- <https://www.gartner.com/smarterwithgartner/enterprise-architecture-enables-digital-innovation>
- <https://www.forbes.com/sites/ronshevlin/2021/04/05/digital-transformation-in-banking-banks-have-a-long-long-way-to-go>



Build a more resilient future with iServer365

Book a Demo and find out how to build
a more resilient future for your bank.

[Book a Demo](#)

About Orbus Software

Orbus Software is a leading provider of cloud solutions for digital transformation. Our mission is to enable organizations to build operational resiliency. Our customers are predominantly global blue-chip enterprises and government organizations, and we focus on delivering technology innovation that accelerates our customers' success. To learn more, follow Orbus Software on Twitter and LinkedIn.



+44 (0) 20 3824 2907
enquiries@orbussoftware.com

Floor 4, 60 Buckingham Palace Road, SW1W 0RR

© Copyright 2022 Orbus Software. All rights reserved.

No part of this publication may be reproduced, resold, stored in a retrieval system, or distributed in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior permission of the copyright owner. Such requests for permission or any other comments relating to the material contained in this document may be submitted to: **marketing@orbussoftware.com**