



وزارة النقل والخدمات اللوجستية
Ministry of Transport and Logistic Services



CASE STUDY

Saudi Arabia's Ministry of Transport and Logistic Services: Unlocking Enterprise Architecture Excellence

The Ministry of Transport and Logistic Services in Saudi Arabia is driving an ambitious vision: to be a leading institution that drives the transport and logistics sector, solidifying the Kingdom's position as a global logistics hub and a model for integrated transportation.

A pivotal force in this journey is the National Overall Reference Architecture (NORA) framework – established by the Saudi Digital Government Authority – that requires all government entities to embrace robust enterprise architecture standards. Since launching its first digital strategy in 2019, the Ministry has championed enterprise architecture across critical domains – spanning data, technology, business, and applications – laying the foundation for a smarter, more connected future.

INDUSTRY

Government

REGION

MENA

USE CASE

Digital Transformation Alignment

NORA Framework Alignment

Enterprise Architecture Portfolio Management

Business Process Management

PLATFORM

Orbus iServer



iServer is our tool of choice for managing and visualizing our enterprise architecture.”

Abd El Majeed Khader,
Chief Enterprise Architect

Delivering digital excellence and meeting NORA compliance

NORA compliance is essential for ensuring streamlined operations across government entities, as the framework provides a clear roadmap for aligning business processes, technology, and data. The framework operates on a grading system of enterprise architecture maturity, with levels ranging from Level 1 (Initial) to Level 5 (Optimized), with certification earned from Level 3 (Operation). Each level represents a significant step forward in an organization's ability to align architecture with strategic goals.

For the Ministry, achieving higher NORA certification levels was vital. Not only does compliance streamline efforts across government entities by providing a standardized framework for managing enterprise architecture, but it also influences critical outcomes such as budget allocation, public rankings, awards, and strategic advantages.

The Ministry recognized that reaching advanced levels would firmly establish enterprise architecture as a core part of its governance culture and position it as a leader in digital transformation. To achieve this, it needed a robust enterprise architecture tool to manage over 700 business processes effectively, ensure integration across business architecture, and provide the transparency and insights required for informed decision-making.

The Ministry recognized that reaching advanced levels would firmly establish enterprise architecture as a core part of its governance culture and position it as a leader in digital transformation.

An enterprise architecture tool would not only help the Ministry achieve NORA compliance but also unlock additional benefits, such as enhanced operational efficiency, improved alignment between strategy and execution, and the ability to adapt quickly to changes. To meet these challenges and capitalize on these opportunities, the Ministry sought a cost-effective, user-friendly solution that could deliver results at scale while positioning it as a front-runner in the Kingdom's drive toward digital excellence.

Empowering transformation with iServer

The Ministry adopted Orbus iServer to activate the NORA framework and meet its enterprise architecture needs. iServer's capabilities, including integration with tools like Power BI, enabled the Ministry to build comprehensive dashboards and publish business processes for enhanced transparency. It also facilitated informed decision-making for senior management and provided insights aligning business strategy with technology initiatives.

A key enabler of this success was Brendil, Orbus Software's distributor in Saudi Arabia and a primary partner in the region, which provided the team with tailored TOGAF training.

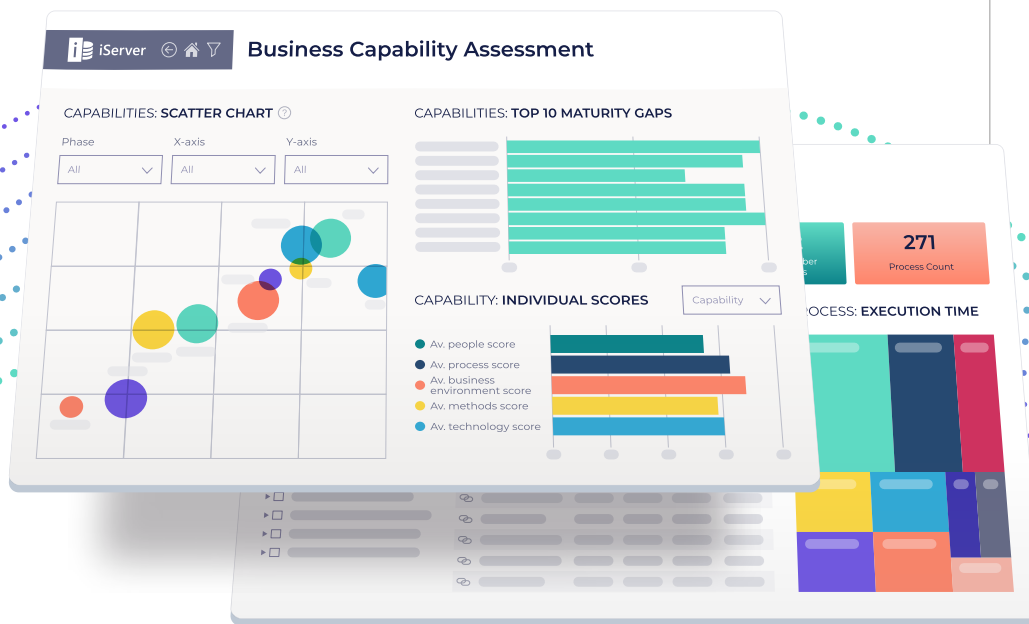


iServer enabled us to properly activate the national enterprise architecture framework, helping us to make informed decisions and achieve NORA certification in November 2022."

Nourah Alsaeedi,
Enterprise Architecture Manager



With Brendil's local expertise and Orbus Software's ongoing support, the Ministry successfully integrated business processes, strengthened its enterprise architecture practices, and navigated strategic shifts, such as the redefinition of core business responsibilities, positioning it for continued digital transformation leadership in Saudi Arabia.



ABOUT ORBUS SOFTWARE

Orbus Software is a leading global provider of enterprise transformation solutions. We aim to empower customers with a strategic decision-making platform to successfully manage complex change.

www.orbussoftware.com

Achieving milestones and advancing NORA maturity

iServer supported the Ministry in achieving significant milestones:

- Obtaining Level 3 NORA certification in November 2022
- Working towards elevating its NORA maturity (to Level 4 and 5)
- Reaching the integration phase in the Digital Transformation Index
- Achieving advanced levels in the Emerging Technology Adoption Readiness Index in 2023 and 2024
- Improving decision-making and visibility across all levels of the organization
- Effective management and integration of over 700 business processes with business architecture
- Accelerated alignment of business strategies with technology initiatives, despite undergoing significant structural changes

The Ministry continues to use the platform to enhance its repository accuracy by integrating it with its configuration management database (CMDB) and leveraging Power BI for deeper analyses. These ongoing efforts reinforce their commitment to digital transformation and operational excellence.

Find out how OrbusInfinity can benefit your business. Book a demo today!