



CASE STUDY

Newcastle Greater Mutual Group: Unifying IT Environments and EA Practices for Post-Merger Success

Newcastle Greater Mutual Group (NGM Group) is **Australia's largest customer-owned bank** by net assets, formed in March 2023 through the merger of Greater Bank and Newcastle Permanent.

Headquartered in the Hunter region of New South Wales, NGM Group serves over half a million Australians, managing more than **\$20 billion in assets** and with a workforce of 1,600+.

The merger of these two companies allowed the new entity to refocus efforts on the communities it serves, making banking easier and more accessible. By pooling resources, it was able to accelerate investments in mobile banking, digital lending, and automated customer service.

INDUSTRY

Financial Services

REGION

APAC

USE CASE

Mergers & Acquisitions

PLATFORM

OrbusInfinity



KEY RESULTS WITH ORBUSINFINITY

- Consolidated 15 enterprise systems and decommissioned over 70 applications, with 160 more flagged for retirement
- Reduced architecture review and governance cycle times significantly
- Improved visibility and transparency across business and IT landscapes
- Enhanced collaboration and alignment between teams post-merger
- Delivered measurable cost savings and operational efficiencies on infrastructure projects

The Challenge

The merger of Greater Bank and Newcastle Permanent required integrating two distinct IT environments and consolidating separate enterprise architecture (EA) practices. Previously managed through spreadsheets, the process was further complicated by differences in methods and varying levels of EA maturity between the organizations, as well as challenges such as system alignment, data integration, and application overlaps.

These obstacles posed risks to NGM Group's strategic priorities of enhancing customer experience, driving operational efficiency, and ensuring robust security.

Central to overcoming these challenges was NGM Group's Technology Architecture teams. As trusted advisors, they played a vital role in delivering business outcomes by providing architectural expertise, conducting IT assessments, engaging stakeholders, and ensuring governance. However, to succeed during and after the merger, they required a centralized source of truth, intuitive solution modeling, and scalable, secure architecture management.

The Solution

To address these challenges, NGM Group sought a platform to manage its EA. After a thorough evaluation of the EA tool market, NGM Group selected OrbusInfinity for its SaaS-based delivery, scalability, user-friendly interface, and deep integration with Microsoft 365 and Visio.

OrbusInfinity proved instrumental in the merger. Its highly customizable nature allowed the teams to tailor the environment to the specific needs and structures of each entity. It facilitated cross-entity collaboration, enabling teams to share a unified platform for aligning activities and gaining a comprehensive view of the technology landscape. Over time, this enabled NGM Group to consolidate applications and technology stacks, while supporting the creation of a single business capability model for the new group.

The platform replaced spreadsheets with a cloud-based, structured environment, enabling the teams to:

- Accelerate architecture reviews
- Quickly engage business leaders, technical leaders, and subject-matter experts
- Improve data quality



OrbusInfinity brought all architecture-related information into one place, making data accessible in real-time and enabling faster, more informed decision-making. The platform's reporting and visualization capabilities allowed leadership to quickly assess options, evaluate risks, and implement changes with confidence."

Martin Fuljahn, Principal Architect,
Newcastle Greater Mutual Group



With these capabilities, the Architecture teams were able to deliver greater value – driving standardization, transparency, and more informed, data-driven decisions that align with NGM Group’s strategic goals.

The Result

NGM Group’s strategic use of OrbusInfinity has delivered significant organizational value to NGM Group:

- Annual assessments of over 600 applications and technologies
- Consolidation of 15 enterprise systems
- Decommissioned over 70 applications, with 160 more retirements planned

These efforts led to measurable cost savings, reduced operational complexity, and enhanced governance.

Beyond the numbers, the Technology Architecture teams’ use of OrbusInfinity fostered a culture of collaboration and accountability, giving them a shared language and process. This has improved visibility, transparency, and stakeholder trust, while supporting rapid, data-driven decision-making.

The Architecture teams’ enhanced capability has been recognized internally, supporting talent retention and professional growth. OrbusInfinity’s impact has been transformative, positioning EA as a strategic enabler for NGM Group’s ongoing innovation and growth.

Looking Ahead

NGM Group’s architecture teams are now focused on expanding their use of OrbusInfinity into areas such as business capability modeling, process management, multi-year roadmapping, and cloud readiness. The teams also plan to leverage AI capabilities for enhanced insights and solution development.

As NGM Group continues its journey toward greater agility and customer-centricity, the Architecture teams will remain at the forefront, combining their expertise with OrbusInfinity’s native capabilities to drive innovation and deliver value to the organization and its customers.



Prior to the merger, OrbusInfinity provided a common language, process, and toolset for teams from both organizations. This facilitated collaboration, standardized practices, and enabled teams to work cohesively and communicate effectively, and that continued after the merger.”

**Martin Fuljahn, Principal Architect,
Newcastle Greater Mutual Group**



For organizations facing similar challenges – such as mergers and acquisitions, application rationalization, or large-scale transformation – NGM Group’s advice is to:

- 1 Define goals and a clear governance framework
- 2 Build an EA practice that covers technology, processes, and people
- 3 Foster a culture of collaboration and strong stakeholder engagement

With OrbusInfinity as the foundation – supported by robust processes and an engaged workforce – NGM Group demonstrates how the right combination of technology, strategy, and collaboration can drive seamless integration and sustained organizational success.



The feedback we receive from our internal customers has been overwhelmingly positive, with recognition for the Architecture teams’ transformative impact on communication, governance, and business outcomes.”

Martin Fuljahn, Principal Architect,
Newcastle Greater Mutual Group

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

Find out how OrbusInfinity can benefit your business, book a demo today

