CASE STUDY

Generali Italia: Transforming IT Architecture for Regulatory Excellence

Generali Italia is the largest insurance company in Italy, with a network of 40,000 distributors and serving approximately 11 million customers.

The company's mission is to be a "Lifetime Partner" to its customers, offering personalized and innovative solutions to protect and improve lives at every stage.

Generali's Architecture team – divided into Enterprise Architecture and Projects & Innovation – is at the heart of the organization's transformation efforts. It plays a pivotal role in aligning technology with business strategy through enterprise architecture (EA), adoption of new technologies, and frameworks for innovation and operational efficiency.

INDUSTRY
Insurance

REGION
Europe

USE CASE
Technical Debt Management

Application and Technology Lifecycle Management

PLATFORM
OrbusInfinity

KEY RESULTS WITH ORBUSINFINITY

- Gained visibility into entire application portfolio, mapping **110+ business apps** and **120 projects**

- Optimized technology spend, identifying **20% of apps for decommissioning**

- Supported **compliance with DORA** and internal policies

- Achieved **full transparency** into app and data assets, essential for resolving technical debt

- Using AI agents to uncover **architectural insights**

OrbusSoftware

The Challenge

With such broad and mission-critical responsibilities, the Architecture team faced mounting challenges:

- **Technical debt:** Legacy systems had created inefficiencies and were hindering innovation.

- **Technology obsolescence:** Outdated applications posed risks to business continuity and operational scalability.

- **Regulatory compliance:** The Digital Operational Resilience Act (DORA) introduced stringent requirements for IT governance, asset inventory management, and structured processes for incident, problem, and change management.

To overcome these challenges, the Architecture team needed a platform that would provide a portfolio-wide view of IT assets to streamline decision-making, prioritize projects effectively, and manage the evolving compliance requirements for IT asset data.

The Solution

Generali replaced its previous EA tool with OrbusInfinity to take advantage of its advanced enterprise transformation capabilities and benefits:

- **Ease of adoption:** Intuitive interface, seamless integration with external systems, and strong alignment with the Microsoft ecosystem accelerate time to value.

- **Enhanced DORA compliance:** The ability to extend its asset inventory model by adding 30 new attributes per application and creating a more structured way to collect information and manage vulnerability, compliance, and risk analysis for cloud apps and security standards.

- **A holistic view of organizational information:** A structured, cloud-based environment that replaced fragmented processes, providing end-to-end transparency into data for application lifecycle management, technical debt resolution, and governance.

OrbusInfinity's capabilities also allowed Generali to:

- **Automate data collection and reporting** through integrations with Power BI, CMDB, and vulnerability management tools, which ultimately improved efficiency for the Architecture team.

- **Develop KPIs** for tracking technological obsolescence, application decommissioning, and lifecycle management.

- **Deliver actionable insights to stakeholders**, enabling faster, more informed decision-making.

> "
> We recommend OrbusInfinity for its ease of adoption, strong Microsoft integration, and ability to deliver measurable value across the organization."
>
> **Andrea Schiona, IT Architect, Generali Italia**

> "
> While OrbusInfinity is primarily used by the Architecture team, the data it contains and the reports generated through Power BI have become invaluable across the entire organization – empowering IT governance, IT leadership, and solution architects alike."
>
> **Andrea Schiona, IT Architect, Generali Italia**

Orb...

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741 Technologies
522 Applications
482 Projects
399 Business Capabilities
393 Processes
220 Roles

Views
Matrix Views
Traceability Views
Documents

AI-powered insights with Copilot integration

Generali is exploring the full capabilities of OrbusInfinity by integrating it with Microsoft Copilot to create an AI agent that retrieves architectural insights through natural language queries via chat. An innovative use of OrbusInfinity's seamless integration with the Microsoft ecosystem, this development is expected to enhance user experience, streamline access to data, and accelerate decision-making across the organization.

The Result

Generali's strategic use of OrbusInfinity has delivered measurable results:

- **Optimized technology spend:** Provided a portfolio-wide view of over 110 business applications, associated more than 120 projects with technological components, and identified 20% of applications for decommissioning.

- **Strengthened resilience and regulatory compliance:** Simplified adherence to DORA requirements by enriching asset inventory data and providing structured data collection for SaaS apps managed directly by business units.

- **Enhanced governance:** Transitioned from individual knowledge-based management to data-driven architecture governance.

- **Improved collaboration:** Defined architectural KPIs and shared insights across the organization, fostering greater transparency and alignment.

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Visibility, collaboration, and governance have definitely improved with the sharing of architectural KPIs defined in OrbusInfinity. We have shifted from architecture management based on the knowledge of the individuals involved in the process to data-driven management."

Andrea Schiona, IT Architect, Generali Italia

Looking Ahead

Building on its success, Generali plans to expand its use of OrbusInfinity:

- **Vertical expansion:** Introducing new roadmaps, such as the technology roadmap, to manage technologies to be adopted or discontinued.

- **Horizontal expansion:** Extending the application catalog to stretch beyond the applications managed by IT to include all applications across the organization, resulting in more informed and effective decision-making.

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OrbusInfinity has enabled us to identify technological obsolescence that had previously gone unnoticed, helping us prioritize projects and address critical weaknesses in our IT landscape. It is central to our asset and IT management strategy, providing a global view of our systems and empowering us to govern our architecture with certainty and precision."

Andrea Schiona, IT Architect, Generali Italia

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.

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

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