

SUCCESS STORY

Pacific Coast Companies Inc. (PCCI): Enabling Business Value Through Technology Transformation



FEWER DUPLICATE
APPLICATIONS ACROSS
BUSINESS UNITS

20

HOURS SAVED
PER MONTH



FASTER IMPACT ANALYSIS
DURING INCIDENT
OUTAGES



STRONGER TECHNOLOGY
DECISIONS GROUNDED IN
BUSINESS VALUE

Pacific Coast Companies, Inc. (PCCI) is the shared services division supporting Pacific Coast Building Products (PCBP), a family of seven private companies operating along the Pacific Coast. PCCI provides accounting, internal audit, environmental consulting, and risk management services, as well as HR and payroll, information technology, marketing and advertising, legal services, finance, tax, and treasury management.

Founded in 1953, Pacific Coast Building Products operates across construction-related industries, including mining, manufacturing, construction services, retail and wholesale, trucking, and jet charter services.

PCCI's enterprise architecture function needed to support application rationalization, CIO reporting, and business impact analysis across a complex organization with limited internal resources.

The Challenge

With seven companies and multiple business units, PCCI needed a better way to manage application rationalization. Technology decisions were made in silos, resulting in a fragmented view that was hard to act on.

- **Manual reporting:** Without automation, CIO reviews meant architects manually gathered application data every month, a slow and repetitive process.
- **Application redundancies:** Business units made technology decisions independently, creating duplicate applications that were difficult to track and reduce.



PACIFIC COAST
building products, inc.
and its family of companies

INDUSTRY

Construction and building products

REGION

North America

USE CASE:

Application rationalization

Strategic portfolio management

Application and technology lifecycle management

Business capability mapping

Project impact analysis

PLATFORM

OrbusInfinity

- **Disparate application data:** Different units ran different applications with no central repository, so the data lived in disparate spreadsheets and systems.
- **Limited visibility:** The team had an application inventory, but it showed little about cost, ownership, or which business units depended on which tools, limiting its usefulness.
- **One team, seven companies:** With one team responsible for enterprise architecture across the entire organization, PCCI needed something practical and scalable, not another manual process.

PCCI needed a connected view of its portfolio that supported rationalization, risk visibility, project planning, and business transformation, not just a static list of applications.

The Solution

- PCCI selected OrbusInfinity® to build a more connected view of its application and technology portfolio. The platform had been in use at PCCI since 2021, and several capabilities stood out during that decision.
- **Native Microsoft integration:** OrbusInfinity's tight integration with Microsoft tools, especially SharePoint, meant the team could work in tools they were already familiar with.
- **SharePoint-based data entry:** SharePoint forms gave staff an easy way to log technical debt items, using an interface they were already familiar with. That made technical debt visible across the organization instead of buried in individual teams.
- **Power Automate integration:** Connecting Power Automate (and more recently, Flow) let PCCI pull in daily updates from the project management solution, keeping portfolio data current without manual re-entry.
- **Customizable objects and relationships:** PCCI added custom objects, attributes, and relationships to match how the organization works, including business owner and subject matter expert (SME) fields on application and technology objects

Once technology enablers and cloud services entered the picture, the platform did more than list applications. It showed how the organization's applications, technologies, and business capabilities connect, transforming inventory into a decision-making tool.



We realized this would be a phased journey. We realized that we could not 'boil the ocean'."

Dave Stone, Enterprise Infrastructure and Application Architect, PCCI



Native integration with the Microsoft suite of applications, especially SharePoint, lets our teams enter data like technical debt items through a familiar interface."

Dave Stone

Enabling Value-Based Decisions

Adding business capability mapping helped PCCI move past a narrow question. Instead of only asking which applications were affected by an outage or change, the team could ask a more useful question. How does this affect the business?

That shift showed up during a real incident. PCCI had logged its cloud services and technology locations in the inventory. When a cloud provider suffered an outage on the East Coast, the team used that data to quickly identify affected applications and notify the business before users needed to contact the help desk.

This example points to a broader shift in how PCCI operates.

- **Faster impact analysis:** The team can identify which systems are affected when something goes wrong.
- **Better communication:** Business stakeholders hear about the impact directly from PCCI.
- **Stronger project planning:** Decisions account for real dependencies and impacts
- **Clearer prioritization:** Restoration efforts during incidents are guided by business impact, not just technical severity.
- **Value-based decisions:** Choices reflect business value, not just technical timing.

The Result

Moving from a manual application list to a connected portfolio view delivered measurable results.

- **Saved 20 hours a month:** Reduced manual reporting for CIO reviews by 20 hours per FTE per month.
- **Simplified reporting:** Replaced manual dashboard preparation with direct dashboard access, so producing a monthly report became as easy as pulling up a dashboard.
- **Removed duplicate applications:** Cut redundancies across business units.
- **Lowered risk:** Tracked vendor lifecycle to reduce exposure.
- **Reduced rework:** Gave teams better information at the outset, reducing project rework.
- **Improved satisfaction:** Increased stakeholder satisfaction through greater visibility into cost, ownership, and impact.



We proactively identified and notified the business of impacted applications before users needed to contact the help desk.”

Dave Stone



OrbusInfinity has enabled us to transform data into actionable information to inform strategic decisions.”

Dave Stone

- **Accelerated incident response:** Identified who to contact during cyber incidents, using business owner and SME fields tied to each application and technology.
- **Clarified business impact:** Supported faster understanding of business impact during incidents and outages, not just technical impact.

Looking Ahead

PCCI continues to mature its IT organization, moving from a tactically focused IT service model toward a more strategic one. The team continues to strengthen data accuracy as changes occur across the organization, and the SharePoint integration makes those updates easier by letting staff work in tools they already use. OrbusInfinity gives PCCI a foundation for bringing an architectural framework into more processes over time, and the organization plans to keep expanding its use of connected architecture data to support strategic decisions.

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 

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can benefit your business,
book a demo today**