OrbusSoftware

SUCCESS STORY

How Control Risks is using OrbusInfinity to manage technology costs and reduce technical debt

Control Risks is a global security and risk consultancy. It helps organizations across a wide range of industries to manage risks and respond to crises through its specialist advisory and intelligence services.

As the company brought its regional businesses together under a global operating model, it needed a more consistent way to help teams understand technology costs and identify technical debt.

The challenges

Duplicated work, and mounting technical debt

Control Risks provides security, risk consultancy and crisis response services around the world. Its business units had developed their own regional ways of working by using a range of different tools, technologies and processes.

As the company began to bring its regional businesses together under a global service-line model, this fragmentation became harder to manage. It meant teams had no shared understanding of business priorities, and were therefore more likely to duplicate work, interpret business goals differently, and make important technology decisions that later needed to be reversed or changed. This made it much harder to control costs.

Another major problem was that the architecture team lacked a consistent set of technical blueprints and standards to work from. This meant that decisions made early in a project's life often led to significant technical debt later, which made solutions much more expensive to maintain and scale.

Control Risks

INDUSTRY
Risk Consulting

REGION
Global

USE CASE:
Application Rationalization

Technical Debt Management

Enterprise Architecture

PLATFORM
OrbusInfinity

Flexibility to fit a complex business

Control Risks started out using LeanIX, but found its per-application pricing too restrictive for a business with many regional teams and a large number of technologies. What it really needed was a platform that could grow with the business, without adding additional costs for each application. To find the right fit, the team evaluated a few different platforms, looking at how well they could support the company's modeling, integrations, reporting, training, and onboarding needs.

OrbusInfinity stood out for its flexible modeling, its core enterprise architecture model, along with its integration with Microsoft's tools, including SharePoint and Teams. The OData and REST APIs also gave Control Risks scope to automate data collection and connect its own systems.

"It gave us the freedom to design our architectural landscape around the platform features and not be an inhibitor, but actually an enabler," said Faiz Mistry, Head of Architecture at Control Risks.

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The solution

Building a shared view of technology and cost

Control Risks currently uses OrbusInfinity to document its technology, including the components it uses and how they fit together. This helps its engineering and project teams understand the impact of any proposed changes, as well as understand the potential costs of maintaining the different systems. The team has also introduced an architecture principles framework to provide a consistent basis for technology decisions and help prevent technical debt.



Additionally, the team has built a total cost of ownership (TCO) model covering licensing, hosting, development, training and maintenance. This helps the team assess the full cost of its technology. This model also captures the potential business and technology impacts of any technical debt, and assigns it a risk rating. This helps Control Risks understand the resources needed to address each issue, and gives decision-makers a clearer picture of the costs involved. As Mistry explains, "Now we have a common language for technical debt."

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>
> **Faiz Mistry**

The results

Identifying savings through application rationalization

Control Risks has used OrbusInfinity to assess the cost of existing technology and identify opportunities to reduce spending.

In one rationalization exercise, the team identified a potential three-year savings figure of $680,000. “That’s quite a lot,” said Mistry. This exercise used a total cost of ownership (TCO) model to assess technical debt, along with the costs associated with addressing it. This helped the team compare options and inform their investment decisions.

Another exercise involved 4D, the company’s client-facing digital platform with numerous components. Hosting and maintaining these components had become expensive, so the team mapped them in OrbusInfinity and used the TCO model to estimate their costs and identify opportunities to rationalize the platform.

The TCO framework also gives architects a consistent way to calculate and understand costs across different solutions. Instead of each team spending time building separate spreadsheets for each assessment, they can now work from the same model to compare options and support business decisions.

Mistry said it took around three weeks to structure the existing costing data. “The standardization of the TCO and the tech debt was done with Orbus help. That really, really standardized things for us. Otherwise, people create their own versions and there’s no common language here,” he explained.

Making architecture information easier to use

OrbusInfinity gives Control Risks a central reference point for information about its technology, including individual components, the standards they follow, and how they relate to one another. Giving team members direct access to dashboards and reports in this way means they can quickly find what they’re looking for themselves, rather than having to rely on architects to search for and answer every query manually.

Control Risks is also looking at how it can use the platform to support governance. This includes keeping track of technology standards, software lifecycle information and approval processes, and involving teams across security, data protection and legal. Right now, the implementation is still at an early stage, with the initial rollout focused on engineering.

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What's next?

Looking ahead, Control Risks has plans to build on the work it has already done with OrbusInfinity, and extend its use into business architecture, process modeling and process optimization. AI governance is also on the roadmap, alongside plans to connect the architecture repository more closely with other systems such as ServiceNow.

Together, these developments will help Control Risks understand how its business and technology departments fit together, and shine a spotlight on where things could be improved.

ABOUT ORBUS SOFTWARE

Orbus Software is the global provider of OrbusInfinity, the business transformation platform that enables enterprises to decide with clarity and act with confidence in the age of AI.

www.orbussoftware.com

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

BOOK A DEMO

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