

CASE STUDY

How Blackmores gained clarity, security, and efficiency with LeanIX

Transforming Blackmores' IT landscape with LeanIX



Customer

Blackmores is a leading Australian health and wellness company specialising in natural health products. With a complex IT infrastructure and a commitment to enhancing operational efficiency, Blackmores faced significant challenges in managing their data and systems effectively. Before implementing LeanIX, Blackmores relied on scattered documentation and outdated spreadsheets, which made it difficult to maintain a clear view of their IT landscape.

The Challenge

Before implementing LeanIX, Blackmores relied on scattered documentation, outdated spreadsheets, and internal knowledge. Critical questions often required tribal knowledge or meetings to resolve, leading to inefficiencies and a lack of visibility over their IT landscape.

This posed several challenges:

- Inefficient processes due to reliance on tribal knowledge.
- Lack of visibility hindered effective decision-making.

The Solution

SAP LeanIX was the ideal solution for Blackmores, providing a centralised platform that transformed their data management and operational efficiency:

- **Real-Time Insights:** The platform offers real-time visibility into the IT landscape, allowing Blackmores to monitor systems and information flows effectively.
- **Proactive Risk Management:** Blackmores can classify sensitive information across their systems and track data flows, enabling them to identify potential security risks.
- **Enhanced Collaboration:** LeanIX fosters collaboration by providing shared insights, reducing reliance on meetings to gather critical information.
- **Single Source of Truth:** LeanIX established a unified repository for all IT data, eliminating scattered documentation and ensuring that all teams accessed the same information.

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“Without LeanIX, answering critical questions, we often relied on tribal knowledge or calling a meeting.

We've classified sensitive information across all systems, now we can see exactly how it all moves. We can ask critical questions and actually get answers.”

Matt Marks
Blackmores

Implementation

The implementation of LeanIX was a smooth and collaborative process, greatly facilitated by the support from Kapish. Blackmores experienced a smooth integration of the platform, enhancing their operational efficiency and data management capabilities.

- **Support and Communication:** Kapish offered exceptional support throughout the implementation, ensuring Blackmores had timely assistance and access to necessary resources.
- **Customisation and Integration:** LeanIX was tailored to meet Blackmores' specific requirements, allowing for seamless integration into their existing systems.



"Kapish and LeanIX have been fantastic, always available to answer questions, provide product updates and support us whenever we need it."

Matt Marks
Blackmores

Outcome

The outcome of implementing LeanIX has been transformative for Blackmores. They achieved significant improvements in data visibility, security, and operational efficiency. The platform has empowered teams with the insights needed to manage their IT landscape efficiently. Key results include:

- **Enhanced Data Visibility:** Enhanced Data Visibility: Blackmores can now track data flows and gain real-time insights into their IT systems.
- **Improved Security and Compliance:** With the ability to classify and monitor sensitive data, Blackmores strengthened their security measures and compliance with regulatory requirements.
- **Operational Efficiency:** The integration of LeanIX streamlined processes, significantly reducing the time and effort required to manage IT assets.



"Every organisation has chaos when it comes to managing systems, software, licensing and security. LeanIX helps cut through all of that."

Matt Marks
Blackmores

Objective

Transform Blackmores' IT landscape to enhance data visibility, security and operational efficiency while streamlining collaboration across teams.

Challenge

- Reliance on scattered documentation and tribal knowledge.
- Difficulty in tracking data flows and ensuring compliance.

Problem

- Inefficient processes leading to slow decision-making.
- Lack of real-time insights into the IT landscape.
- Challenges in managing sensitive data.
- Lack of real-time insights into the IT landscape.
- Streamlined data management processes, leading to significant time savings.

Solution

- Implementation of Lean IX with full support from Kapish for a centralised data management platform.

Results

- Achieved real-time visibility into IT systems.
- Improved security and compliance through better data classification.
- Enhanced collaboration and reduced reliance on meetings for information sharing.

Benefits

- **Centralised Access to Data:** A unified source of truth for all IT information.
- **Proactive Risk Management:** Ability to track and manage sensitive data flows.
- **Increased Operational Efficiency:** Reduced manual efforts and improved workflows.
- **Ongoing Support:** Strong partnership with Kapish for continuous improvement.



“[LeanIX] removed friction from assets; what use to take meetings, and manual scoring can now be done in under 10 minutes.”

Matt Marks

Blackmores

Conclusion

The implementation of LeanIX, supported by Kapish, has significantly improved Blackmores’ ability to manage their IT landscape effectively. The enhanced visibility and security measures have enabled the organisation to meet its operational needs and prepare for future challenges. Blackmores is eager to continue leveraging Kapish’s solutions for ongoing improvements.