

CASE STUDY

Cairns Regional Council Boosts IT Efficiency with SAP LeanIX



Customer

Discover how Cairns City Council partnered with Kapish (the Australasian SAP LeanIX Partner of the Year) and SAP LeanIX to seamlessly implement a modern IT enterprise architecture solution, enhancing efficiency and achieving cohesive teamwork through a well coordinated onboarding process.

Cairns Regional Council was established under the Local Government Act 2009. The elected council is the law-making body and consists of the Mayor and 9 other Councillors who each represent a division. Cairns Regional Council provides community services and facilities, and it is also responsible for making and enforcing local laws. Traditionally, councils have provided services such as roads, water supply, and sewerage, but more and more they are becoming involved in the social, economic, and cultural development of their communities, and in improving local living environment.

Product/Service

SAP LeanIX is an enterprise architecture management platform designed to help organisations visualise, optimise, and transform their IT landscapes. By providing a transparent overview of IT assets and their interconnections, SAP LeanIX enables businesses to make informed decisions about their digital transformation journey. With powerful capabilities for mapping out processes, applications, and technologies, SAP LeanIX helps organisations align their IT infrastructure with strategic business goals, ensuring efficiency, agility, and enhanced value delivery.

Cairns Regional Council was looking for an effective way to manage and streamline their IT landscape. They chose SAP LeanIX as the solution for their enterprise architecture needs. To ensure successful implementation, Kapish provided dedicated support to guide Cairns Regional Council through a seamless onboarding journey. This case study demonstrates how the collaboration between Kapish and SAP LeanIX significantly enhanced Cairns Regional Council's operational efficacy.

Objective

To effectively implement SAP LeanIX for Cairns Regional Council to streamline their IT landscape and improve enterprise architecture management, while ensuring a smooth onboarding experience through close collaboration between Kapish and SAP LeanIX. Ultimately enhancing operational efficiency and aligning IT capabilities with strategic goals.



"One of the things that impressed me was how cohesively Kapish and LeanIX worked together."

Cairns Regional Council

Solution

To address these challenges, Cairns Regional Council implemented LeanIX with the help of Kapish's dedicated support team. The onboarding process was a true collaboration between Kapish's onboarding lead, Josh (from Kapish), and LeanIX's Customer Success Manager (CSM). This partnership provided Cairns Regional Council with an efficient, well-supported onboarding experience.



"Kapish and the CSM from LeanIX were individually outstanding, but it was the cohesion and collaboration between the two that stood out."

Cairns Regional Council

Challenge

- Cairns Regional Council faced challenges in managing their complex IT landscape and needed a streamlined solution that could provide clarity and structure to their enterprise architecture.
- They sought a partner who could not only deliver the technology but also ensure the onboarding process was smooth, personalised, and well-integrated into their existing systems.

Results

The onboarding journey with Kapish and SAP LeanIX delivered significant value to Cairns Regional Council. The cohesive collaboration between the teams meant that Cairns City Council was able to quickly integrate LeanIX into their operations, laying a strong foundation for future efficiency improvements.

Benefits

- **Centralised Visibility:** One platform to track all application data.
- **Empowered Users:** Self-service tools and intuitive design.
- **Improved Planning:** Better strategic alignment through data-driven decisions.
- **Growing Community:** Confidence built through support and shared user insights.

Conclusion

The partnership between Kapish and Cairns Regional Council during the onboarding process was a successful and enriching experience. The collaboration between Kapish's representative and SAP LeanIX's stood out as a prime example of effective teamwork, delivering a well-coordinated onboarding experience that met Cairns Regional Council's needs.

Kapish will continue working closely with Cairns Regional Council to support each stage of their SAP LeanIX journey, ensuring they achieve their IT management goals and derive maximum benefit from the solution. The journey so far has set a solid foundation for future collaboration and innovation.