

CASE STUDY

Driving Digital Transformation in Higher Education with LeanIX

How a leading university revolutionised its enterprise architecture approach through accessibility, transparency, and collaboration.



Customer

A prominent higher education institution in Australia, known for its commitment to innovation, learning excellence and digital advancement, set out to modernise its digital ecosystem.

With thousands of students and staff, the university relies on a robust IT infrastructure to meet the growing demands of academic and administrative services. As a progressive institution, it aimed to transform and democratise its approach to enterprise architecture.

The Challenge

The university's existing enterprise architecture model was heavily centralised and limited to a small group within the IT department. This exclusivity led to inefficiencies, a lack of visibility and minimal engagement from non-technical stakeholders.

- **Siloed Access:** EA tools were only accessible to a few experts, limiting organisational awareness.
- **Complex Tools:** Existing platforms were unintuitive and overly complex for non-technical stakeholders.

- **Limited Engagement:** Business units were disengaged from IT strategy due to a lack of transparency and usability.

The Solution

SAP LeanIX was identified as the ideal platform to deliver a decentralised, user-friendly enterprise architecture capability.

- **Accessibility:** Lean IX's licensing model allows wide access, transforming enterprise architecture from an exclusive IT tool into an organisation-wide resource.
- **Simplicity:** The intuitive interface removed barriers to entry, enabling users to engage without extensive training.
- **Visualisation:** EA data is now presented in a clear, visual format that is easy to interpret.
- **Engagement:** LeanIX allowed business stakeholders to interact directly with EA data, making it a true organisational asset.

Implementation

The implementation of LeanIX was smooth and required minimal change management efforts. The institution quickly realised value from the platform.

- **Quick Onboarding:** The ease of use allowed teams to adopt the platform without complex training or support structures.
- **Cultural Shift:** The rollout fostered a more collaborative and transparent approach to enterprise architecture.

Outcome

LeanIX enabled the university to make significant progress toward its digital transformation goals by decentralising enterprise architecture and promoting university-wide engagement.

Key results include:

- **Cross-Department Engagement:** Enterprise architecture evolved from a technical discipline into a business-driven initiative.
 - **Transparency:** A single, centralised view of the digital ecosystem was established.
 - **Agility:** Teams made faster, more informed decisions based on accessible enterprise architecture insights.
- Digital Maturity:** Enterprise architecture practices were aligned with strategic digital goals of the institution.

Objective

- Empower broader access to enterprise architecture to reduce inefficiencies and improve collaboration.
- Support the institution's digital transformation by simplifying enterprise architecture tools and increasing engagement across departments.

Challenge

- Enterprise Architecture was siloed and complex. Tools were only accessible to limited users.
- Business units were disengaged due to lack of visibility and accessibility.
- The existing toolset was not intuitive for non-technical users.

Problem

- Traditional enterprise architecture tools required extensive onboarding and were not designed for wide organisational use.

Solution

- Implement LeanIX to establish a decentralised, visual, and accessible enterprise architecture platform for the entire institution.

Results

- Enabled organisation-wide visibility into the IT landscape, driving alignment and transformation.
- Reduced effort and time spent on data collection and decision-making.

Benefits

- **Simple Adoption:** Fast time-to-value with minimal need for change management.
- **Cultural Transformation:** Shifted enterprise architecture from a siloed IT function to a transparent, collaborative process.
- **Improved Collaboration:** Expanded access to enterprise architecture data beyond IT, improving cross-departmental communication and planning.

Conclusion

With LeanIX, the university successfully redefined its enterprise architecture approach, breaking down silos, engaging stakeholders, and aligning IT initiatives with institutional priorities. What was once an isolated, IT-only process is now a collaborative, organisation-wide capability that supports strategic planning and digital transformation. LeanIX didn't just improve enterprise architecture, it empowered the institution to confidently evolve its digital future.