

CASE STUDY



Shaping a Future-Proof Technology Landscape at Fletchers

**How SAP LeanIX Empowered
Fletchers to Transform Enterprise
Architecture and Drive Strategic
Decisions**

Customer

Fletchers is a dynamic, multi-business organisation facing the complexities of managing a diverse IT portfolio across various business units. With a small but focused architecture team, Fletchers aims to streamline their technology landscape, enabling better decision-making and alignment with strategic goals while fostering collaboration across their wide organisation.

The Challenge

Fletchers struggled with fragmented and outdated enterprise architecture data scattered across multiple spreadsheets and isolated tools, resulting in poor data quality and limited visibility.

- **Data Silos:** Manual spreadsheets maintained by business units with little to no integration or discoverability.
- **Outdated Models:** Diagrams and models that no longer reflected reality and were accessible only to architects.
- **Limited CMDB Coverage:** Insufficient data on technical resources and relationships, hindering incident support and risk assessment

The Solution

Fletchers selected SAP LeanIX as their Enterprise Knowledge Platform to consolidate fragmented data, enable self-service analytics and support federated data ownership, empowering teams to make faster, better-informed decisions.

- **Centralised Repository:** A single source of truth for enterprise architecture accessible by multiple stakeholders.
- **Self-Service Insights:** Empowering users across business units to query and analyse data independently.
- **Data Federation:** Enabling shared ownership of data across the organisation for continuous updates.
- **Visualisation Tools:** Intuitive diagrams and dashboards that communicate complex architecture in an understandable way.

Implementation

Fletchers adopted a phased, user-centric approach focusing on quick wins, data quality and stakeholder engagement, resulting in accelerated adoption and impactful business outcomes within the first year.

- **Phased Rollout:** Loaded capability models and initial application landscape gradually starting with 200 then expanding to 300+ applications.
- **User Adoption:** Grew to approximately 120 active users mainly from technology teams, supported by ongoing training and evangelism.

Outcome

After 13 months, Fletchers established a trusted, comprehensive view of their risk application landscape, significantly improving transparency, decision support, and risk management.

- **Improved Transparency:** Clear visualisations of technical debt, application reuse, and security risks.
- **Enhanced Decision-Making:** Dashboards enabled business and technology leaders to align investments with strategic goals.
- **Data Governance:** Federated ownership improved data accuracy and sustainability.
- **Stakeholder Engagement:** Increased collaboration across business units and IT teams.

Continuous Improvement: Expanding Enterprise Architecture Value

Building on early success, Fletchers is now focusing on extending SAP LeanIX to address additional strategic priorities such as cost management, application integration, and data governance.

- **Cost Management:** Documenting and analysing IT system expenses to optimise investments.
- **Application Integration:** Mapping dependencies and data flows for better integration and impact analysis.
- **Data Management:** Improving documentation of sensitive data and confidentiality contexts.
- **Strategy Execution:** Linking initiatives to business objectives for better alignment and outcomes

Conclusion

Fletchers journey with SAP LeanIX demonstrates the power of centralised enterprise architecture platform to unify disparate data, foster collaboration and provide actionable insights. Early adoption has delivered measurable improvements in data quality, transparency and strategic alignment setting the stage for ongoing transformation and value creation.