

## Case Study



### ABB sets up an Enterprise Architecture Practice

---

#### Abstract

With a view to providing guidance and direction in architectural matters, ABB's Group IS decided to setup an Enterprise Architecture function and program. ABB worked with Infosys to define the Enterprise Architecture function, create a Federated ABB Enterprise Architecture Framework based on TOGAF and put in place a governance framework, processes and standards to ensure better alignment and integration between Business and IT.

## The client

ABB is a global leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact.

ABB operates in more than 100 countries and has offices in 87 of those countries to give its global and local customers the support they need to develop and conduct their business successfully.

## Background

ABB Group IS made a decision to set up an Enterprise Architecture (EA) function and program. The demand arose from ABB divisions seeking more guidance and direction in architectural matters from ABB Group IS.

A Group Enterprise Architect was nominated and tasked to setup the Enterprise Architecture function for ABB Group. This included the definition of an EA framework, an EA Operating Model and a governance framework aligned to ABB IS Governance.

ABB's Enterprise Architecture function is intended to:

- Provide an organizing logic for ABB's business processes, business objects and IS applications architecture.
- Provide a long-term vision of ABB's processes, data, information systems and technology so that individual projects can add to future capabilities, not just fulfill immediate needs.
- Define an Enterprise Architecture to enable ABB to create, adapt, enforce, and develop its technology architecture

The challenge was to construct an architectural approach to support and enable business and IS decision making in a federated environment composed of autonomous business units.

## Infosys' Role

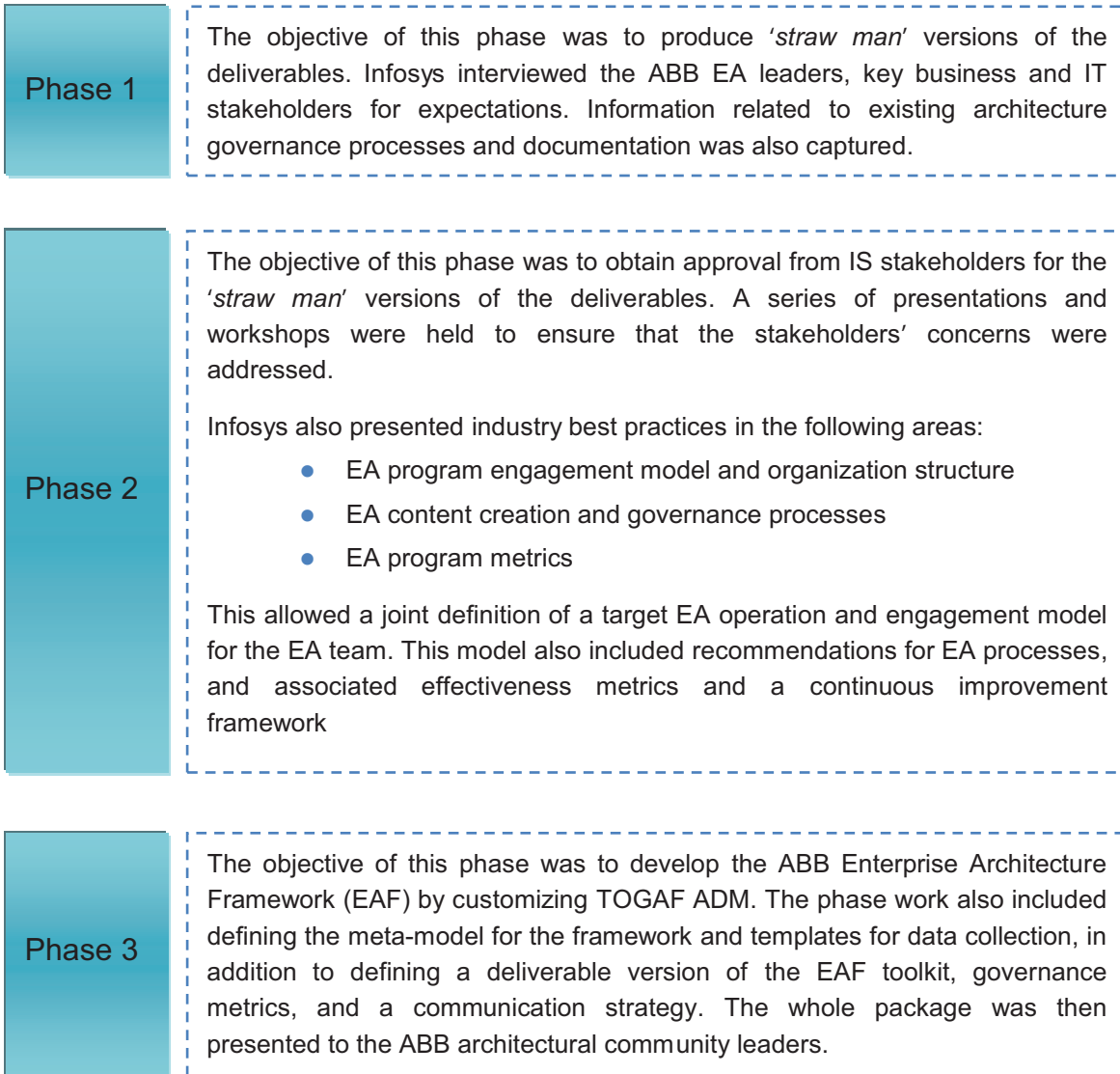
Infosys was engaged to:

- Develop an Architecture Handbook describing the ABB EA framework based on TOGAF
- Develop a framework for metrics to measure the activity, effectiveness and value of the federated architecture practice and governance processes for architecture.
- Propose and define an operating model for the Enterprise Architecture practice
- Provide expert knowledge to help set up new architecture processes, the organization structures to support them, and a governance framework

The engagement was conducted by a globally distributed team from Infosys (with members located at client site and offshore), with team members from the client's architecture organization.

## Infosys' Solution

Infosys proposed a three phased engagement for delivering the project. This approach naturally allowed for the definition of interim review checkpoints and milestones.



## Results and benefits to the EA team

Key deliverables of the project included:

- Federated ABB Enterprise Architecture Framework (EAF) mission and vision to build group morale and participation
- A Governance Framework integrated into ABB's IS Governance processes
- EA process and service catalogue
- An operating model, including organization structure, with the required roles and responsibilities to support the defined governance processes
- A communication plan to disseminate information and engage all stakeholders
- Improved alignment of EA activities with group-wide initiatives
- A metrics and measurement framework to track EA effectiveness

## Benefits for ABB

- Complete design for an Enterprise Architecture function
- Alignment with enterprise standards enabling a reduction in the Total Cost of Ownership
- Better alignment and integration of Business and IT through the definition of an architecture governance framework
- Establishment of a process for integration of ABB's diverse architectural portfolios

“Infosys supported ABB very closely in this intense 7 week project to define our Enterprise Architecture function. The combination of Infosys's expert knowledge in TOGAF processes, their broad base of expertise in supporting topics such as IS governance, and their readiness to go the extra mile helped ensure ABB's success in this critical project.”

Joel Goodling, Group Enterprise Architect – ABB

Read more about [Infosys' Enterprise Architecture Services](#).



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

#### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosys.com](http://www.infosys.com).