



## Powering Excellence in Asset Management

**To expand their efforts to keep their customers, workforce and communities safe, a leading Energy and Utilities company aspired to develop an integrated, enterprise-wide toolset for planning, scheduling and dispatching work across millions of assets.**

From aging applications to heightened environmental risk, everyone from top executives to field crews were experiencing solution fatigue combined with intense urgency. To navigate legacy challenges and stay ahead of disruption, the Asset Management team used business architecture to identify ways to modernize their service delivery assets, improve productivity and unlock competitive advantage.

Using business architecture concepts, the team created a digital readiness model to align their asset strategy with corporate objectives, reveal inefficiencies and identify the capabilities required to close the gap between dispatch and delivery. Guided by a shared framework and common language, the team developed an actionable plan and investment roadmap to digitize asset management, increase field productivity and demonstrate ROI.

As momentum and impact increased, the use of business architecture grew in scale and continues to advance risk management and corporate performance by enabling the company to:

- Embed asset management throughout the organization
- Implement comprehensive change to enhance safety
- Increase agility and reduce operational expenses

*“When it comes to asset management, knowing where to begin is one of many challenges. To improve asset performance, business architecture is critical in guiding the business to determine the right focus, the right platforms and the right level of readiness to be successful.”*

Principal Business Architect