



Arrow Energy Plots Rapid Growth Plans with iServer365



Executive Summary

With plans to grow ten-fold in the coming years, Arrow Energy's IT team recognizes that they need to expand the technology and process support they currently provide to support the firm's expansion ambitions.

They already use iServer365 to provide Business Process Management and have big plans to extend its use. Arrow aim to cover a much broader range of processes and create an Enterprise Architecture remit to support the business during the significant growth phase.



Company Overview

Arrow Energy is an incorporated joint venture between Shell and PetroChina that operates gas and power assets. They aim to be the most competitive and respected developer of unconventional gas value chains in Australia.

Arrow Energy explores and develops gas fields, produces and sells coal seam gas and generates electricity.



Big Plans Require Big Transformation

Arrow Energy has big growth plans. Over the next ten years, operations will expand ten-fold from 70 wells to over 700. This business expansion will involve more people, more scheduling and more orders leading to an information explosion that will have to be managed.

Arrow Energy has initiated a significant IT transformation project to get ready for the enormous growth in the amount of IT and process support that the business will require during the expansion. They have identified that a critical part of their success will be modeling to size the supporting infrastructure correctly.





iServer365 will Support Enterprise Architecture Capabilities

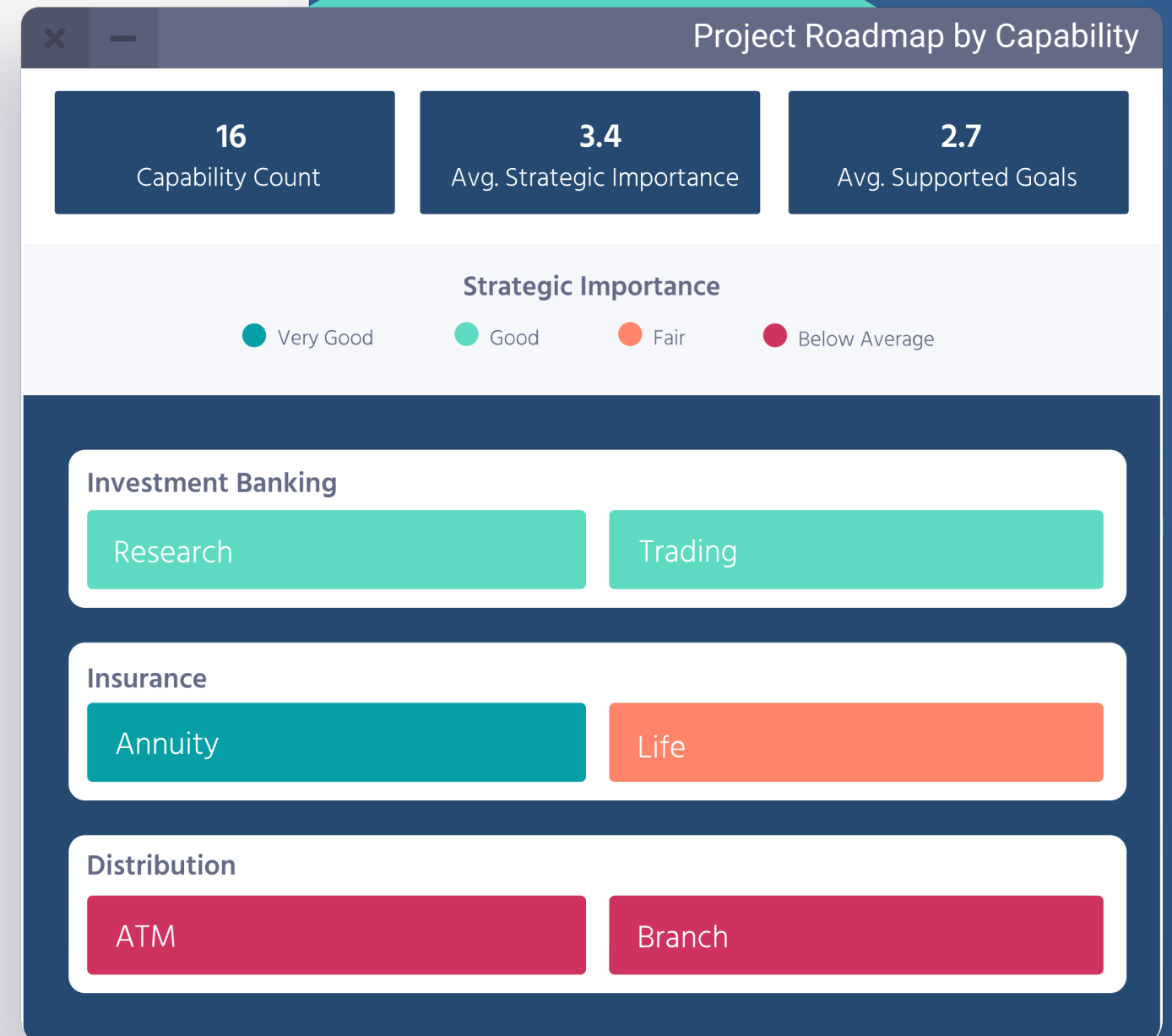
Today, the transformation team, consisting of operations and maintenance, are the primary users of iServer365. They are using it for Business Process Management. In the future, all the architects will use it and will move their current drawings and artifacts into iServer365. This will enable Arrow Energy to centrally manage all the documentation and other artifacts instead of being on individual laptops or sorted inside architects' heads. As a result of creating a single source of truth, greater collaboration between team members and wider business stakeholders will be made possible.

Enterprise Architecture will Provide a Significant Contribution

Arrow Energy is currently setting up the Enterprise Architecture practice and is ensuring that they are getting the foundations right to enable the creation and execution of a solid strategy. They are defining their domains and processes and addressing how they are going to execute changes during the future growth phases.

The goal is to set up the EA metamodel and associated procedures to contain the information required for everyone who needs it. This will result in all architects and business stakeholders working from the same plans and having the same visibility into the infrastructure and capabilities. There will be no time wasted trying to manage different versions of documentation and no confusion over what is happening.

In addition to creating a single source of truth for all the enterprise architecture information, Arrow Energy has recognized that they need to develop standardized procedures to enable them to grow quickly. They are using iServer365 today to facilitate business process mapping and will extend its use to include enterprise architecture soon.





iServer365

Move from iServer to iServer365 Capabilities

To facilitate collaboration with the wider business stakeholders, Arrow Energy migrated from iServer to iServer365. This allows them to take advantage of a cloud-based architecture, enabling users to access information quickly and easily. In addition, they are using the features in iServer365 to distribute information to other stakeholders within the business so that they can all access the same process documents.

iServer365 and Business Simplification

Growing by a factor of ten over the coming years will naturally increase the complexity of operations due to the increased number of people, processes and locations involved. To try and limit the increased complexity, Arrow Energy is planning an application rationalization project using iServer365. They aim to reduce duplication of applications across their IT estate, simplify the application support needed, provide them with more clarity & visibility into what they have and reduce the amount of technical debt they have across the organization.

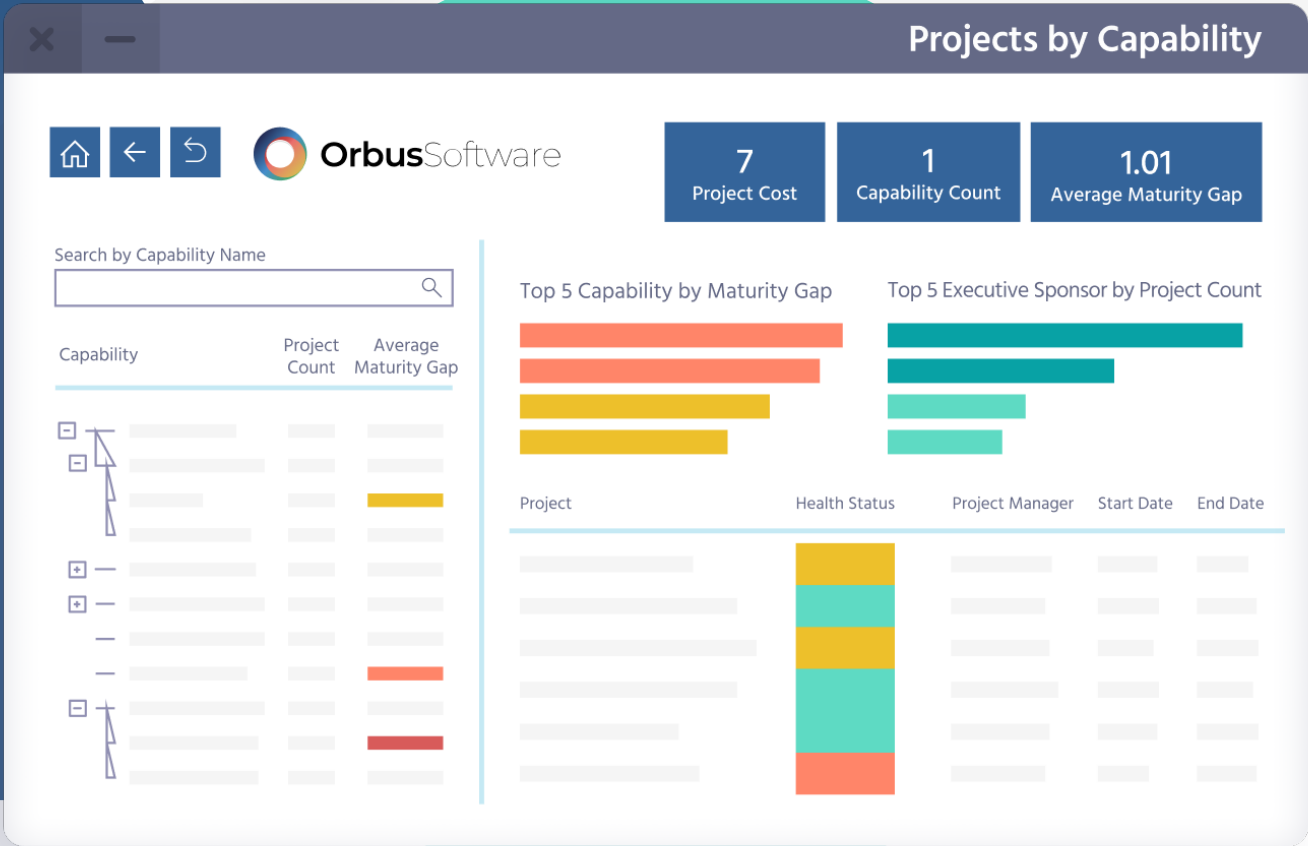
Arrow Energy will use iServer365 to identify where they can reuse existing applications to support new business capabilities. In addition, once they have completed the initial phase of using iServer365 for enterprise architecture, they will take advantage of the functionality available to manage compliance and cybersecurity across their applications.



Future Plans for iServer365

Arrow Energy is currently using iServer365 for Business Process Management to allow different departments to gain visibility into the processes they are involved with via SharePoint. They will continue to roll this functionality out across the business in the coming year.

In addition, they are working on getting all the artifacts inputted into iServer365 to widen its use to other enterprise architecture use cases. Once this work is complete, Arrow Energy is looking to migrate applications to the cloud. Integrating iServer365 with ServiceNow will allow them to assess the value and risk associated with migrating each application and will help them quickly decide whether running each application in the cloud is beneficial to the business.



Overall, the use of iServer365 will provide Arrow Energy with a single source of truth of their enterprise architecture and process information. Using this information, they can make informed decisions to drive their transformation project and support the rapid business expansion they are planning over the next ten years.



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