




Palfinger:

How a global leader in mechanical engineering seizes digitalization with iServer365



A Pioneer in Lifting Solutions

Palfinger is an international technology and mechanical engineering company and the world's leading producer and provider of innovative crane and lifting solutions. Founded ninety years ago, the Austrian based company has grown to over 12,600 staff, more than 30 manufacturing sites, and a worldwide sales and service network of around 5,000 service points.



Teams at Palfinger are committed to providing innovative, complete solutions that deliver increased efficiency and better operability, while leveraging the potential of digitalization along the entire production and value chain.

To catch up to modern business trends and support ambitious goals for growth, IT-decision makers within the company have turned to enterprise architecture management to seize the chances of digitalization to help them perform better and faster.

The organizations regular involvement with mergers and acquisitions required that the tool they adopt also be able to provide holistic views of their vast landscapes and improve alignment and cybersecurity.

Familiarity Finishes First

During the search for the ideal enterprise architecture tool, IT-decision makers at Palfinger felt a successful project implementation would require a tool that would not daunt or discourage their users.

Existing stakeholder familiarity with Microsoft products such as SharePoint, Teams, and Visio and iServer365's integrations and compatibility with Microsoft products is what ultimately lead them to engage with Orbus Software over other competitors.

iServer365's basic functionality and capabilities for creating an application portfolio, modelling the technology landscape in the repository, and effectively managing the portfolio were additional key factors in the decision to invest in iServer365 following the procurement phase.



It's great to have a consultant on our side that can provide best practices and insight for how other companies in our sector are achieving similar initiatives.

Markus Rotter

Enterprise Architect at Palfinger



A Phased Approach

To optimize user adoption, Palfinger implemented a strategically phased approach by launching iServer365 in two iterations.

Iteration One

In the first iteration, the main objective was to simply maximize user buy-in from the get-go by demonstrating the tool's capabilities and immediate value. By first introducing stakeholders to the consistent views of business processes, capabilities, and continuity management within the tool in the application portfolio and Power BI dashboard, they were successfully able to generate significant interest. The first iteration then involved importing their existing application portfolio from Excel, drawing from nearly a half dozen sources.

Iteration Two

The second iteration was more technical in nature, focusing on layering the application portfolio and building a service catalog to achieve a more accessible and holistic view. Vertical architects were then brought on board to work within specific divisions of the architecture and ensure that project managers could request guidance from their architecture community, and that all members of the architecture community were familiar with the platform.

Palfinger has also utilized SharePoint to exchange architectural guidelines, policies, and artifacts, which has enabled quick access to information from multiple sources.



iServer365 provides us with a holistic approach for how we can continue leveraging enterprise architecture to its full potential.

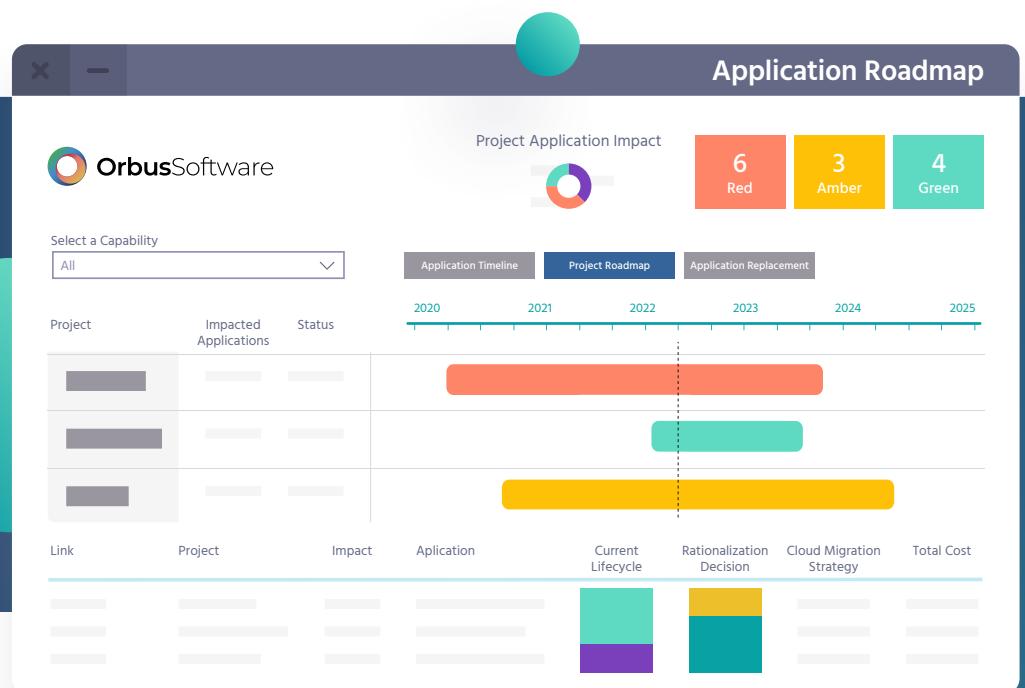
Markus Rotter

Enterprise Architect at Palfinger

Keeping The Momentum

In the coming few years Palfinger aims to expand iServer365's usage across different divisions and regions, and further integrate with other systems. The tool will help provide a holistic approach for how they can continuously leverage enterprise architecture, digitalize new business models, and successfully manage capability-based planning.

As they continue to expand the team, the ongoing objective will be that more users will be able to provide architectural guidance, as well as foster a strong community of architects who all support and leverage the project. Looking further ahead, IT decision makers at Palfinger will also engage iServer365 for their own technology road-mapping.



I'm really keen to see the future. This is an exciting and challenging initiative in our company and it's fantastic having such a great product supporting us.

Markus Rotter

Enterprise Architect at Palfinger



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