



## CASE STUDY

# Transforming State IT Infrastructure for a Connected Future

The strategy and governance division of a US state-level department of information technology (DIT) plays a critical role in advancing IT modernization and efficiency across state agencies.

With teams dedicated to enterprise strategy, portfolio management, and enterprise project management, the division fosters collaboration, drives innovation, and supports the delivery of essential public services.

Since 2017, the DIT has partnered with Orbus Software to support its enterprise architecture (EA) goals. Starting with the on-premises Orbus iServer and later migrating to the cloud-native OrbusInfinity, the department has continuously evolved its IT strategy to drive modernization, break down silos, and enhance decision-making.

### INDUSTRY

Government

### REGION

North America

### USE CASE

Solution, Data, Technology & Security Architecture

Business Strategy Modelling

Strategic Roadmap

Development

Cost Management

### PLATFORM

OrbusInfinity



OrbusInfinity is feature-rich and continuously getting better.”

State Solutions Director

## Breaking down barriers to modernization

In 2017, the DIT was tasked with establishing an EA for the state, while managing a custom-developed application portfolio management (APM) repository. The existing solution lacked the ability to build relationships between IT portfolio data and the state's planning, project management, and architecture processes. The department needed a solution that could provide a more unified and integrated approach to IT portfolio management.

As the need for streamlined, data-driven decision-making grew, the DIT chose Orbus iServer for its ability to centralize data, support application rationalization, and improve reporting capabilities, offering a more robust foundation than the existing solution.

## A connected, cloud-first approach

In 2023, the DIT migrated to OrbusInfinity, a cloud-native platform offering enhanced functionality, scalability, and seamless integration. The SaaS-based platform introduced enhanced integration capabilities, including APIs that facilitated automated data updates, as well as features like out-of-the-box dashboards and seamless Power Automate and SharePoint integration.

The migration offered several key advantages:

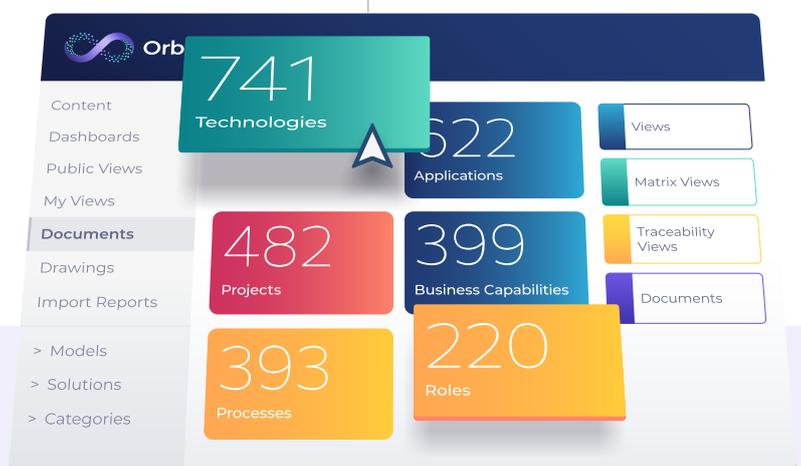
- **Enhanced functionality:** OrbusInfinity provided broader capabilities beyond the application domain, enabling a deeper focus on Business, Data, and Technology elements.
- **Scalability and flexibility:** The platform's cloud-native design allowed for seamless scaling to accommodate the department's growing data and integration needs.
- **Continuity of service:** Despite the complexity of the migration, the transition to OrbusInfinity was completed without disruption to ongoing business services.

Post-migration, in August 2024, the department embarked on its largest enhancement effort to date. This included the collection of new data points and the incorporation of the department's strategic plans into the platform. The team has also begun exploring OrbusInfinity's integration with ServiceNow CMDB to further strengthen its ability to connect enterprise data, align strategic initiatives, and drive informed decision-making across the state's IT ecosystem.



The journey with this product has been enhanced through our interactions with exceptional groups of people focused on our success."

State Solutions Director



## Faster decisions, better insights, and stronger collaboration

Since implementing Orbus iServer and later transitioning to OrbusInfinity, the organization has achieved significant improvements across its IT portfolio management processes. Key results include:

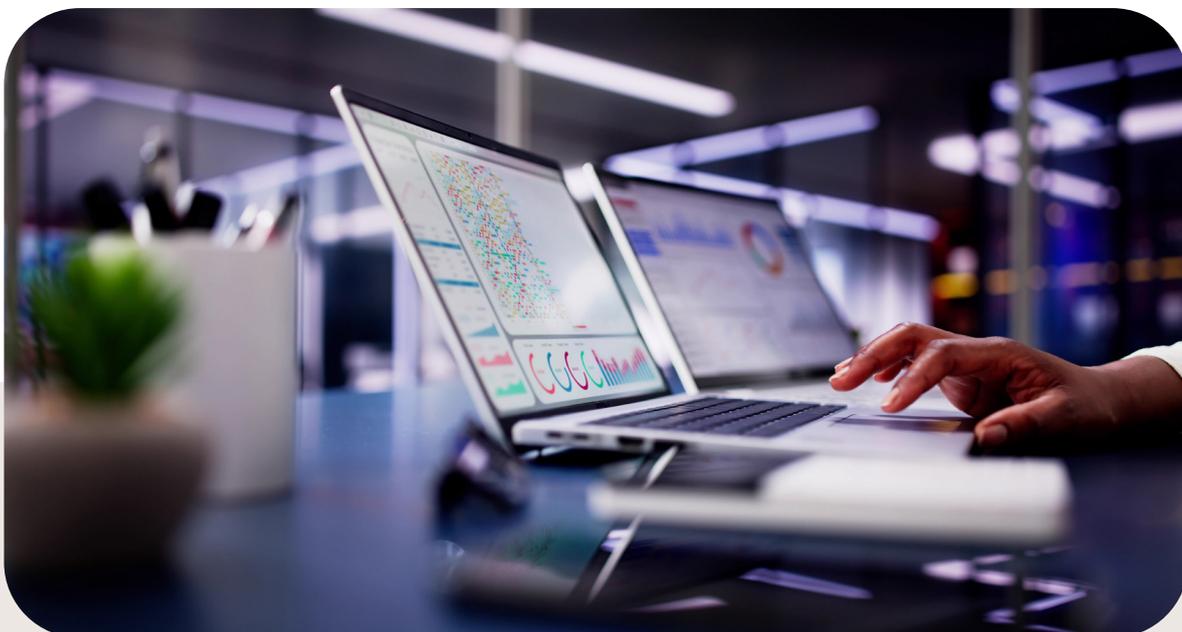
- **Increased efficiency:** Automated workflows and integrations with tools like SharePoint and Power Automate reduced manual data entry and processing times by nearly 60%, allowing teams to focus on higher-value tasks.
- **Enhanced reporting and transparency:** Centralized data and interactive Power BI dashboards replaced static reports, improving accessibility for agency leaders and enabling better decision-making.
- **Stronger collaboration:** The platform's capabilities have empowered agencies to streamline data collection, connect application data with broader IT initiatives, and share insights across departments.
- **Higher quality data:** Structured data fields and ongoing quality assurance processes have led to more accurate and reliable records, supporting long-term analysis and strategic planning.
- **Improved user experience:** The intuitive interface and Microsoft Azure integration simplified the onboarding process for new users, while reducing barriers for C-level executives to access shared dashboards.
- **Reliable performance:** The SaaS-based platform has delivered consistent uptime, representing a significant improvement over previous infrastructure.

These achievements have positioned the organization to continue driving value from its application portfolio, with a foundation that supports both current needs and future growth.



We estimated that by streamlining data collection and entry processes, recording time decreased by nearly 60%, from 5 minutes to just 2 per record.”

State Solutions Director



## Expanding impact and driving continuous innovation

The journey with OrbusInfinity has positioned the organization to continually enhance its IT portfolio management capabilities and expand its impact across state agencies. Looking ahead, several key initiatives are planned to maximize the platform's value and further align it with organizational objectives:

- **Expanding service adoption:** While the agencies using OrbusInfinity remain consistent, there is a focused effort to license new users and encourage broader service adoption, ensuring more teams can leverage the platform's capabilities.
- **Enhanced integration capabilities:** Anticipation is high for improved integration with the OrbusInfinity Flow Marketplace, a library of pre-built integrations that can be configured and deployed from within OrbusInfinity, which is expected to deliver even greater functionality compared to current integrations. Additionally, plans are in place to integrate OrbusInfinity with ServiceNow CMDB, enabling seamless data synchronization and streamlined operations.
- **Leveraging Solutions Hub features:** Future enhancements to Orbus Software's Solutions Hub are set to significantly boost APM, strategic planning, and other structured data initiatives. The organization also aims to enhance data completeness in existing reports, driving more robust and actionable insights.
- **Empowering strategic planning:** The organization envisions OrbusInfinity playing an increasingly strategic role by supporting advanced use cases, enabling better alignment between IT initiatives and overall business goals.

With a clear roadmap and a strong foundation, the organization is poised to build on its achievements with OrbusInfinity, driving innovation and excellence in IT portfolio management across the state.

### ABOUT ORBUS SOFTWARE

Orbus Software is a leading global provider of enterprise transformation solutions. We aim to empower customers with a strategic decision-making platform to successfully manage complex change.

[www.orbussoftware.com](http://www.orbussoftware.com) 

**Find out how OrbusInfinity can benefit your business, book a demo today**