CASE STUDY

The Mauritius Commercial Bank: From Architectural Foundations to Enterprise-Wide Value

The Mauritius Commercial Bank (MCB) is the longest-standing and largest bank in Mauritius, with a rich history dating back to 1838.

Today, MCB Group operates across **10 countries**, serving a diverse client base in **Africa, the Indian Ocean islands, and beyond.** With over 4,000 employees, the bank offers a wide range of financial solutions – from retail and corporate banking to investment services – and continues to play a pivotal role in supporting economic growth and digital transformation in the region. As of 2024, **MCB Group's total assets exceeded MUR 1 trillion**, reflecting its position as a leading financial institution in the region.

INDUSTRY
Financial Services

REGION
MEA

USE CASE
Application Architecture

Business Architecture

Business Capability Management

Enterprise Architecture

Solution Architecture

Technology Architecture

PLATFORM
OrbusInfinity

OrbusSoftware

The challenge

MCB set out to transform its enterprise architecture (EA) practice but quickly encountered several roadblocks that made progress slow and fragmented.

- **Business-technology alignment was partially mapped:** It struggled to connect business capabilities with supporting technology components, making it difficult to paint a clear picture of the enterprise landscape.

- **Limited enterprise-level visibility:** Architects used different tools and approaches, which led to duplication of effort and a lack of unified direction.

- **Low EA maturity:** EA activity was largely ad hoc and closer to solution architecture.

- **Information overload:** The team was overwhelmed by conflicting information and approaches in the EA space, making it hard to define clear priorities and roadmaps.

In short, MCB needed:

- A unified platform to bring architecture artifacts, business capabilities, and technology components together.

- A collaborative environment to break down silos and enable structured contribution.

- Clear roadmaps and visualization to support decision-making and digital transformation efforts.

With these challenges in mind, MCB implemented OrbusInfinity to turn complexity into clarity and lay the groundwork for lasting enterprise-wide change.

> "
>
> Once you pause the noise and get your roadmap clear, turn it into a clear implementation plan, and explain to people why you're doing it – that's when you start to see things happen. That's what OrbusInfinity gave us."
>
> **Reza Chady,**
> **Architecture Chapter Lead**

The solution

Having deployed OrbusInfinity, MCB introduced structure, visibility, and collaboration into its EA practice. Particular value came from the platform's Workspaces capability, transforming the way the architecture team operated. Each architect could now:

- Safely build and experiment in their own environment.

- Test ideas without disrupting the main repository.

- Merge approved changes into the enterprise-wide model, creating a seamless, collaborative approach.

Beyond the technology: Expert guidance

MCB's progress was further supported by:

- Regular calls and strategic advice from their **dedicated Orbus Customer Success Manager**.

- Practical, hands-on assistance from the **Professional Services team**, helping them translate ambition into action.

- Participation in **Accelerator Courses** focused on application rationalization and portfolio management, giving the team the confidence and structure they needed to succeed.

The result

MCB's adoption of OrbusInfinity, combined with dedicated support and the use of Workspaces, delivered rapid and tangible results:

✅ **Seamless collaboration:** Individual architects now work in their own environments before merging changes into the main model. This approach has enhanced shared ownership of the enterprise landscape.

✅ **A strong foundation for enterprise-wide transformation:** MCB has established key building blocks for long-term success, including:

- A robust business capability model

- Mapping of over 100 key applications across 8 business domains, all linked to business capabilities for clearer visibility and governance

"
Workspaces transformed our way of working, allowing our architects to contribute independently and collectively achieve more in a month than we had in the previous two years."

**Reza Chady,
Architecture Chapter Lead**

KEY RESULTS WITH ORBUSINFINITY:

- Improved collaboration across architecture teams

- Stronger foundation for business engagement

- Clearer visibility of enterprise applications and capabilities

- Smarter, data-driven decision-making

- Streamlined processes and governance structures

- Stakeholder maps and tailored visualizations to help communicate architecture insights in business-friendly terms

- Early groundwork for using OrbusInfinity in cloud strategy planning, focusing on infrastructure visualization and deployment models

✓ **Smarter, more efficient ways of working:** By integrating previously manual tools like Visio and SharePoint, MCB has streamlined processes and established clear implementation governance, roadmaps, and structured project workflows.

✓ **Trusted, ongoing support:** The Customer Success team at Orbus has been a constant partner, providing regular calls, hands-on advice, and a safe space to test, learn, and evolve. This close relationship has been pivotal in helping MCB's team overcome challenges and drive sustained progress.

Together, these results mark MCB's evolution toward a connected, strategic, and business-aligned enterprise architecture function – one that is now ready to support broader business engagement and transformation initiatives.

The future

MCB is committed to expanding OrbusInfinity across the business as a platform for enterprise-wide insights and decision-making.

Key focus areas include:

- **Enhanced stakeholder engagement:** Leveraging Workspaces and stakeholder maps to communicate architectural insights in business-friendly terms and drive broader engagement.

- **Deeper integration:** Incorporating infrastructure layer modeling and deployment views to support the bank's evolving cloud strategy.

- **Application rationalization:** Undertaking strategic projects to identify redundancies, streamline systems, and improve cost efficiency.

- **Expansion of EA maturity:** Positioning OrbusInfinity as a strategic platform that supports both architects and business leaders with clear, actionable insights.

"

OrbusInfinity started as a tool for our architects to lay the foundations. Now, we're taking it to the wider business – to showcase what we've built, share those insights, and demonstrate its value across the organization."

Reza Chady,
Architecture Chapter Lead

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 ↗

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