

## IBM Rational System Architect fuels growth at AGL Energy.

---

### Overview

---

#### ■ Challenge

*AGL Energy needed to reduce time and effort to complete analysis required for technology investment decisions and to mitigate the risks associated with loss of IP when transitioning to an outsourced IT support model.*

#### ■ Solution

*AGL continued their investment in IBM Rational System Architect to define and capture business processes across the enterprise to ensure that business processes and supporting IT systems aligned with the company's strategy.*

#### ■ Key Benefits

*AGL identified systems for acquisition and decommissioning, aligned technology investment decisions with business strategy, and effectively managed the transition to outsource IT services.*



In line with AGL's integrated strategy, business analysts had to ensure that processes and IT systems could support the company's business goals. To help AGL pursue its IT outsourcing strategy, analysts needed to document processes and identify systems that supported these processes.

With numerous sites across Australia, communication and collaboration are vital to AGL's success. A broad internal user base and external third-party IT vendors required up-to-date information to assess system interactions.

Enterprise architects needed to quickly and efficiently update the architecture and disseminate the results to users through the company Intranet. The company chose IBM® Rational® System Architect® software to help them meet the challenge.

"It's imperative that we know exactly which systems support which processes. We also need to deliver process and system information to many appropriate colleagues across the intranet," said Wayne Pales, Head of Strategy & Architecture, AGL.

## **IBM Rational System Architect fuels growth at AGL Energy.**

AGL has set a series of growth targets. To meet these objectives, the IT leadership team decided to further utilize its investment in the Rational System Architect solution. AGL's integrated strategy was captured in System Architect software within a top-level business model. This was then fully linked to sub-models, including an enterprise process model, system integration models, target process maps and infrastructure environment models.

"System Architect is incredibly extensible; it fully supports our needs. We started out modeling AGL's business applications and how they interface with each other, and then we progressed to modeling the infrastructure and databases that support these applications. Now our focus is on capturing business processes and capability models to extend our coverage of the business architecture and how it relates to the other architecture layers," said Mark Williams, Enterprise Architect, AGL.

With their enterprise architecture in Rational System Architect software, AGL has further reduced costs by decommissioning redundant and obsolete systems, while better identifying and acquiring replacement ones. Additional cost savings have arisen by only outsourcing required application services to third-party vendors. Significantly, with the System Architect solution, AGL can now maintain the core intellectual property (IP) around its technology investments within an out-sourced environment.

"The challenge in any company is to do more with less," said Wayne Pales. "System Architect continues to enable us to achieve our goals at a relatively low cost compared with historic approaches. Within System Architect, we captured IP associated with business applications prior to outsourcing their support," said Mark Williams. "That information, captured after a concerted effort, is easy to maintain and share with appropriate partners. The EA information we have now is current, easily accessible and low maintenance. Maintaining the information is just part of our business-as-usual change management process."

Other benefits for AGL include improved decision-making: Via the Rational System Architect repository, key stakeholders can more accurately assess how changes proposed for one project will impact another or business operations generally. The team is able to justify its decisions with fact-based data.

"The meta-data model previously used to maintain our enterprise architecture information did not contain all elements relevant to an outsourced IT environment. Redefining the meta model in System Architect has ensured that relevant information can be easily captured and used. We've got a solid foundation for all of our decisions now," said Mark Williams.

By publishing EA information, IT have also reduced response times to customer queries as customers are now able to find their answers on the company Intranet. System Architect repository information is accessed through the company's intranet by a wide range of people, both within AGL and at outsourced technology partners, to support a diverse set of needs. Business analysts who need to understand how systems interact when working on requirements for change rely on the accurate and up-to-date information the System Architect software provides. IT Service Desk staff who are investigating incidents or looking for the right people to contact in relation to business applications impacted by planned server outages rely on Rational System Architect.

"Without System Architect, it would be extremely difficult for us to establish and maintain the level of accessible, accurate information we need to meet our objectives. Our business analysts regularly comment on how much time they save because this information is so easily accessible," said Wayne Pales. "With System Architect, our users get the information they need, when they need it."

AGL are currently evaluating IBM Rational System Architect Process Integrator software to integrate their Microsoft Visio® models into their System Architect repository.

#### **For more information**

To learn more about IBM Rational System Architect software, contact your IBM representative or IBM Business Partner, or visit:

[ibm.com/software/rational](http://ibm.com/software/rational)

*"The challenge in any company is to do more with less. System Architect continues to enable us to achieve our goals at relatively low cost..."*

— Wayne Pales, head of strategy  
& architecture, AGL



© Copyright IBM Corporation 2009

IBM Corporation  
Software Group  
Route 100  
Somers, NY 10589  
U.S.A.

Produced in the United States of America  
June 2009  
All Rights Reserved

IBM, the IBM logo, ibm.com, Rational, and System Architect are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at [ibm.com/legal/copytrade.shtml](http://ibm.com/legal/copytrade.shtml)

Other company, product, or service names may be trademarks or service marks of others.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

The information contained in this document is provided for informational purposes only and provided "as is" without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. Without limiting the foregoing, all statements regarding IBM future direction or intent are subject to change or withdrawal without notice and represent goals and objectives only. Nothing contained in this documentation is intended to, nor shall have the effect of, creating any warranties or representations from IBM (or its suppliers or licensors), or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

This document illustrates how one organization uses IBM products. Many factors may have contributed to the results and benefits described; IBM does not guarantee comparable results elsewhere.