OrbusINFINITY

OrbusInfinity: Solution Overview

January 2026

OrbusSoftware

Orbus Software at a Glance

We are a leading global B2B cloud software company enabling successful Enterprise Transformation

650+
Customers

20
Years of Market Leadership

200+
Employees in 5 offices worldwide

97%+
Customer Retention

4
Regions - 24 hr Support for Americas, Europe, MENA, & APAC

4.7/5
Customer Satisfaction Rating on Gartner

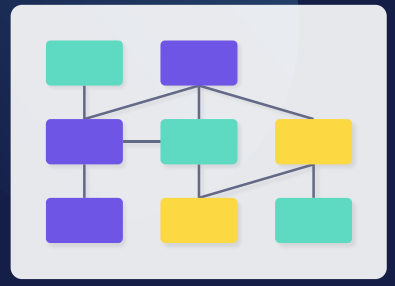
Orbus Software: Transform. Smarter

Challenges Today	Desired Outcomes with Orbus
Transformations fail to deliver expected outcomes	Continuous, complex transformation, successfully managed
Siloed and inconsistent data obscures the full picture	Centralised Digital Blueprint driven by live enterprise data
Guesswork and delay in decision making	Smarter, faster decisions powered by intelligent automation
Spiralling technology costs and complexity	Controlled investment and cost savings across the IT portfolio
Mounting technical debt with unclear roadmap	Managed removal of redundant technologies and data
Complex, inefficient and misaligned business processes	Improved processes and underlying IT aligned with strategy
Lack of visibility into enterprise risk and vulnerabilities	Proactive risk mitigation and increased operational resiliency

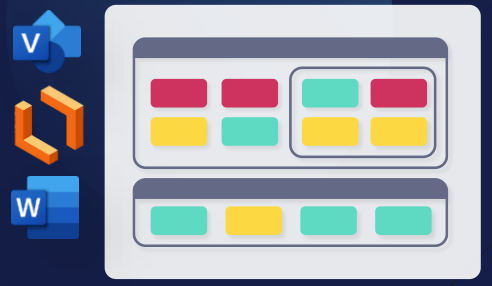
OrbusINFINITY Enterprise Transformation Platform

Engage stakeholders across the business

Impact Assessments

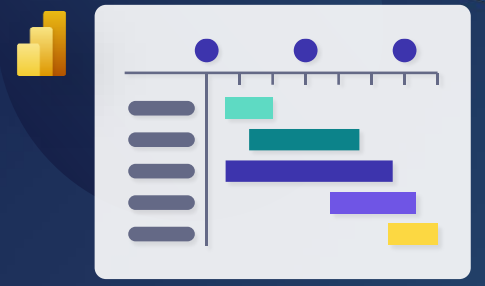


Models, Documents



Portfolio Insights

Roadmaps



Enriched Data

Orbus INFINITY

Powerful integrations through native iPaaS

OrbusInfinity Flow: Designer

A custom, low-code, intuitive native iPaaS integration platform **linking your most important business applications and tools.**

150+ Connections Available

OrbusInfinity Flow: Marketplace

Premium pre-built integrations to the most popular products **developed by Orbus and ready to deploy**

APPTIO an IBM Company · Microsoft Azure · Jira · servicenow · aws · flexera · Azure DevOps

Sector Leading Diagramming and Modelling Options

Develop Clarity within Complexity

OrbusInfinity Draw
Native Online Diagramming

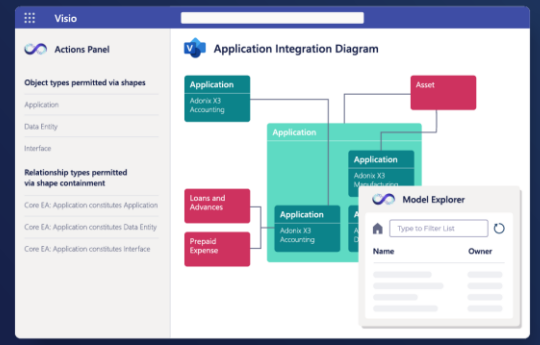
Simplify complex concepts and systems with intuitive diagrams that provide clarity and insight.

- ✓ Rapid diagramming anywhere, on any device
  Simple, streamlined user experience
- ✓ Native diagramming within OrbusInfinity
- ✓ Full integration with repository data
- ✓ AI and auto-generation capabilities
- ✓ Rapidly expanding feature library
- ✓ Customer driven development roadmap

Microsoft Visio
Enhanced Visio Diagramming

- ✓ Seamless role-based access management
- ✓ Familiar modelling tooling
- ✓ Powerful out-of-the-box, dynamic visualization templates
- ✓ Supporting real-time collaboration
- ✓ Automated repository linking
- ✓ Structured, search & query enabled
- ✓ Data-driven model library

A cloud-based, centralized repository for all architectural content, accessible globally.



A Gartner Recognized Leader

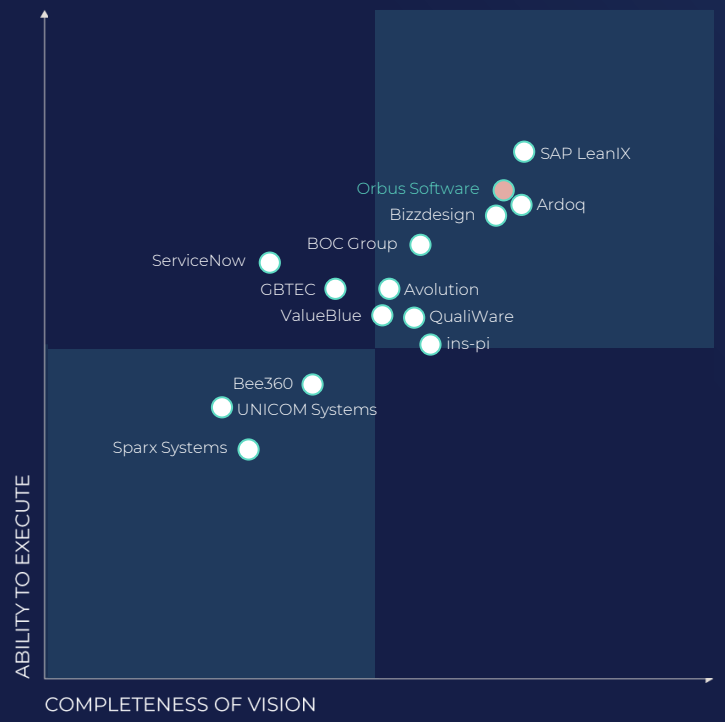
Top ranked for our ‘Completeness of Vision’ and Ability to Execute in 2025

- Market-leading Business Architecture
- Value streams, capability maps, skills-gap analysis, OKR tracking and more
- Microsoft 365 native
- Deep integrations across the Microsoft ecosystem with built-in diagramming
- Cloud-native platform
- Modern, scalable, connected; easy to manage and deploy enterprise wide
- Flexible enterprise grade AI
- Native iPaaS automation, seamless third-party AI integrations, built-in AI governance agents

Gartner Peer Insights	Forrester	Capterra	G2	Gartner Peer Insights Customers' Choice 2024
CUSTOMER REVIEWS EA Tool Vendors	WAVE EAMS	CUSTOMER REVIEWS EA Tool Vendors	CUSTOMER REVIEWS EA Tool Vendors	
First	Leader	Leader	Leader	

One of only 2 vendors to be named a leader by Gartner and Forrester

Gartner



"OrbusInfinity now offers some of the most comprehensive business architecture capabilities in the market. Orbus has expanded its support for AI, allowing customers to leverage increased automation and intelligent decision making."

2025 Gartner Magic Quadrant: Enterprise Architecture Tools

Forrester®

*A halo indicates above-average customer feedback. A double halo indicates that the vendor is a customer favourite.

"EA professionals seeking a solution that uses leading-edge AI and helps their organization with its sustainability goals should consider Orbus Software."

2024 Forrester Wave™ Enterprise Architecture Management Suites

OrbusSoftware

1st Class Customer Reviews

- Orbus Recognized as Leading EA tool in Gartner's Peer Insights for **8 years running**

97%

Retention Rate

30.1

Net Promoter Score (NPS)

"So much more than just an EA modeling environment..."

Architecture and Strategy Director, IT Services Industry

"An excellent EA tool, integrating seamlessly into our Microsoft environment"

EA Services Manager, Manufacturing Industry

"Great, practical, real world EA tool with native ServiceNow, Visio, PowerBI integrations"

Director of Enterprise Architecture, Media Industry

OrbusSoftware

What are our customers saying? – Government & Public Services

Each year, Gartner conducts research amongst our clients to assess their satisfaction and the compatibility of our software with their business process. **Here's what our Governmental & Public Service clients have to say:**

> **Excellent Enterprise Architecture Tool Backed By Orbus's Genuine Focus On The Customer.** Hugely valuable in providing a definitive view of the estate.
>
> Source: Gartner "Voice of the Customer"
> Government Client,
> Firm Size: Gov't/PS/ED <5,000 Employees

> **Best Dedicated Platform For Enterprise Architecture Knowledge Management.** Graphical quality of artefacts is excellent. Support from Orbus is excellent. Training and documentation is excellent.
>
> Source: Gartner "Voice of the Customer"
> Government Client,
> Firm Size: Gov't/PS/ED 5,000 - 50,000 Employees

> **Great EA Tool Supported By EA Experts In A User-Friendly Platform.** It was a great experience, the Orbus team are collaborative and fantastic to work. A lot easier to use with out of the box dashboards available for quick wins and better data visibility.
>
> Source: Gartner "Voice of the Customer"
> Government Client,
> Firm Size: Gov't/PS/ED <5,000 Employees

> **A Must Have IT EA Modelling Tool, Without The Steep Learning Curve.** Our annual Application and Technology audits, which normally take months for a Department are instead as simple as an export.
>
> Source: Gartner "Voice of the Customer"
> Government Client,
> Firm Size: Gov't/PS/ED 5,000 - 50,000 Employees

> **Great Tool For Helping Understand EA Complexity In Your Organisation.** We like the speed to implement basic functionality, the ability to change meta model to support complex scenarios and the very responsive support.
>
> Source: Gartner "Voice of the Customer"
> Government Client,
> Firm Size: Gov't/PS/ED 5,000 - 50,000 Employees

> **Orbus Has Added Great Value To Our EA Capability.** The most comprehensive EA solution I have come across. There is a steady development of new functionality, and the solution itself provides great value.
>
> Source: Gartner "Voice of the Customer"
> Government Client,
> Firm Size: Gov't/PS/ED 5,000 - 50,000 Employees

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Orbus Recognized as Leading EA tool in Gartner's Peer Insights for 8 years running

Gartner Peer Insights Customers' Choice 2024

A Trusted Partner of Governments and Public Service Providers around the world.

Orbus has been a **leading provider to governmental clients for over 14 years**. With proven client success and retention.

Compliance and Security

Document and manage compliance requirements, ensure IT systems and processes adhere to legal, privacy, and security standards. Map compliance controls, identify potential risks, and implement appropriate security measures. By maintaining compliance and robust security practices, Orbus software helps public sector departments protect citizen data and build trust with the public.

Interoperability and Data Sharing

Collaborate and share data across different agencies and systems, enable seamless information exchange between departments, improve coordination, and enhance service delivery to citizens. Orbus assists in mapping the dependencies, interfaces, and data flows between various systems and applications.

Strategic Alignment

Helping clients to address diverse objectives, policies, and programs. Orbus assists clients to align department's IT infrastructure and systems with its strategic goals. Mapping current and target states, identify gaps, redundancies, and areas for improvement. Ensures technology investments and initiatives are aligned with the department mission and objectives, enabling efficient resource allocation and maximizing the value delivered to citizens.

Service Delivery Improvement

By visualizing the end-to-end service delivery chain, Orbus helps clients to identify opportunities for automation, digital transformation, and process optimization, ultimately enhancing citizen satisfaction and engagement.

625+ blue-chip enterprise and government clients globally

> **Excellent Enterprise Architecture Tool Backed By Orbus's Genuine Focus On The Customer.**
> Hugely valuable in providing a definitive view of the estate.
>
> **Source: Gartner "Voice of the Customer" - Government Client, Firm Size: Gov't/PS/ED <5,000 Employees**

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Pedigree Market Reputation: 2024/2025

Gartner

MQ EA Tools

Leader

2025

FORRESTER®

WAVE EAMS

Leader

2024

Gartner Peer Insights **Customers' Choice** 2024™

Gartner Peer Insights

CUSTOMER REVIEWS

EA Tool Vendors

1st Position

Capterra

CUSTOMER REVIEWS

EA Tool Vendors

1st Position

G2

CUSTOMER REVIEWS

EA Tool Vendors

2nd Position

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Proven Financial Benefits and ROI

Key Findings:

- Sector leading return on investment: ~400% ROI over 3 years
- $2.07M USD in value seen over 3 years (Present Value)
- OrbusInfinity pays for itself in under 1 year (10 Months)
- Cumulative value grows exponentially in years 2/3 (“hockey stick”)
- Customers can sunset 20% of applications over 3 years

ROI
394%

BENEFITS PV
$2.60M

NPV
$2.07M

PAYBACK
10 months

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Why Orbus?

Supports Complex Requirements and Multiple Use Cases

- Highly flexible platform facilitates complex demands from customers
- Support for any framework or notation
- Templated solutions for some / Tailored for others

Platform Versatility

Rapid Adoption and Increased Stakeholder Engagement

- Familiar & easy to use interfaces
- Platform capabilities extended by MS 365 Apps (e.g. Teams, SharePoint)
- Leverages existing technology investment
- Reuse Microsoft data and content

Microsoft Interoperability

Pre-packaged Toolkits Speed Time to Value

- Extensive library of productized toolkits and content
- Self-service activation of integrations, reports and dashboards
- Leveraging Orbus' time and experience in the market

Pre-packaged Solutions

Services Expertise Accelerates Successful Outcomes

- Professional services pedigree from 000's of customer deployments
- Project experience across all industries and multiple regions
- Tailored services 'accelerator' packages for range of use cases

Expert Knowledge

OrbusSoftware

Now Available on the **Microsoft Azure Marketplace**

OrbusINFINITY

Customer Support

Expert help, whenever you need it

Best-in-Class Support, Wherever You Are

Empowering your transformation with expert guidance every step of the way, in every location

Your
Support Package

Standard Support

- ✓ Dedicated CSM
- ✓ Business hours email & chat support
- ✓ Self-learning training
- ✓ Roadmap & Innovation portal
- ✓ **Standard** Incident Response Times*

*Critical: 2hr | High: 24hr | Normal: 7 days

or

Premium Support

- ✓ Everything included in the Standard support package.
- ✓ **Premium** Incident Response Times
  - ✓ Empower lean and developing teams
  - ✓ Mitigate risk in complex industries
  - ✓ Support for global, fast-paced enterprises
  - ✓ Minimize disruption, maximize time to value

*Critical: 2hr | High: 12hr | Normal: 24hr

> “The support is great. Responsive, helpful, friendly account manager, timely resolution of incident tickets... with expert advice and guidance.”

Technical Analyst
Government | 5,000+ Employees

Gartner Peer Insights™

OrbusSoftware

Included as Standard Paid Option

Around The Sun Support That Powers Progress

Rapid, reliable assistance to keep your team productive when it matters most

98%
Customer Satisfaction

24/7
Follow the Sun Support

8 Years
Gartner Peer Insights
Customer Choice Award Winner

Strategic Partnership

Dedicated Customer Success Manager

Drive outcomes with a dedicated expert who aligns your team and OrbusInfinity with your business objectives.

Accelerated Enablement

On-Demand Orbus Academy Training

Empower your teams with instant access to market-leading training, actionable insights, and proven best practices, enabling rapid adoption and maximum return on investment.

Uninterrupted Operations

24/7 Global Support

Protect business continuity with round-the-clock support. Prioritized, SLA-driven response times ensure your initiatives stay on track, wherever and whenever you need help.

Collective Intelligence

Customer Community

Unlock new value by connecting with a global network of enterprise architecture specialists. Share insights, solve challenges, and drive innovation.

User Licenses

Flexible licenses for every need

Empowering Every User and Every Role

Flexible license types to maximize collaboration, control, and value across your organization

Unlimited Viewers

Viewers can access, explore, and feedback on data with secure, read-only permissions.

- ✓ View

Contributors

Contributors are everyday platform users with core features to perform daily tasks.

- ✓ View
- ✓ Create
- ✓ Edit
- ✓ Share

Authors

Authors have full access to create, manage, and administrate content and settings.

- ✓ View
- ✓ Create
- ✓ Edit
- ✓ Share
- ✓ Manage
- ✓ Draw

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OrbusInfinity User License Permissions

Feature	Description	Author*	Contributor	Viewer
AI Labs	Early access to beta AI features (such as AI Charts) from OrbusInfinity's AI Labs. Requires opt-in.	✓	✓	✓
Browse SharePoint	Browse repository content directly through SharePoint.	✓	✓	✓
Export to Microsoft Excel	Export repository data in Excel format for offline use or reporting.	✓	✓	✓
Export to Microsoft Word	Generate Microsoft Word documents populated with structured repository content.	✓	✓	✓
Create Content Feedback	Provide feedback by commenting directly on repository content.	✓	✓	✓
Create Repository Content	Create, edit, and view objects and relationships.	✓	✓	View
Create Repository Views	Create, share, and view Views and Visualizations.	Create and Share	Create Personal	View
Create Dashboards	Create, share, and view Dashboards.	Create and Share	Create Personal	View
Create Diagrams using Visio	Create, edit, and view diagrams using OrbusInfinity's Microsoft Visio integration.	✓	View	View
Create Diagrams using OrbusInfinity Draw	Create, edit, and view diagrams natively within OrbusInfinity.	✓	View	View
Import Data from Excel	Import structured data into OrbusInfinity from Excel.	✓	X	X
REST API	Use the REST API to integrate OrbusInfinity with third-party applications.	✓	X	X
Deploy Integrations	Use OrbusInfinity Flow and Solutions Hub to deploy and run integrations (**) and automations.	✓	X	X
Build Integrations	Use OrbusInfinity Flow Designer (*) to build Workflows and Automations.	✓	X	X
Manage Metamodel, Diagram Templates, Users, and Roles	Customize the metamodel to align with organizational needs, manage users & roles, configure diagram templates.	✓	X	X

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** Authors can be assigned full administrative permissions, or limited to a lower access level.*
*** OrbusInfinity Flow Designer and Premium integrations are not included within a user license but can be used if purchased.*

OrbusINFINITY

Solutions Landscape

Your selected solutions and use cases

Solutions For Every EA Challenge

We support more use cases than any other EA platform. Grow confidently with OrbusInfinity.

Enterprise Architecture

Align business strategy with technology to gain clarity and accelerate data-driven decisions.

- Getting Started with Enterprise Architecture
- Application Architecture
- Data Architecture
- Solution Architecture
- Technology Architecture
- Security Architecture
- Sustainability Management
- Integrated Risk Management

IT Portfolio Management

Map and visualize IT assets, costs, and alignment with business goals to drive informed decisions.

- Getting Started with IT Portfolio Management
- Application Rationalization
- Application & Technology Lifecycle Management
- Technology Standards & Portfolio Management
- Technology Risk Management
- Cloud Architecture Management
- Technical Debt Management

Business Process Management

Model and optimize business processes with powerful tools for analysis.

- Getting Started with Business Process Foundations
- Standard Process Modelling
- Business Process Analysis

Business Architecture

Formally Capsifi

Visualize business architecture and create a digital blueprint of your operating model.

- Getting Started with Strategic Planning
- Business Architecture
- Customer Experience
- Strategy Execution
- Portfolio Planning

Your Selected Solution Unselected Solution

OrbusINFINITY

Solution: Enterprise Architecture Foundations

Empower your EA teams to design, optimize, and effectively communicate architecture roadmaps, create impactful artifacts, manage complex dependencies, and leverage data-driven insights so the business can make confident decisions that accelerate business transformation.

Getting Started with Enterprise Architecture	Solution Architecture	Application Architecture	Data Architecture	Business Architecture	Technology Architecture	Sustainability Management

✓ Centralized source of truth for enterprise data

Eliminate soloed, ungoverned, duplicated, and outdated data by consolidating information into a single, trusted repository for enterprise-wide visibility and governance.

✓ Common language for enterprise architecture

Overcome misalignment caused by inconsistent terminology by establishing universally understood architectural concepts and a shared business vocabulary.

✓ Fast delivery of EA insights and artifacts

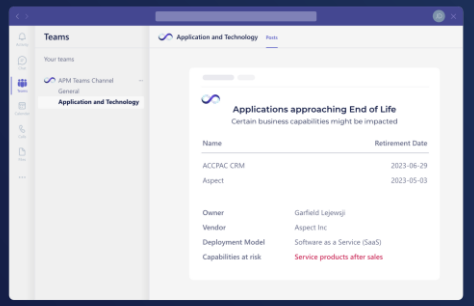
Address delays in demonstrating value by enabling faster creation of actionable insights and EA artifacts to support business goals.

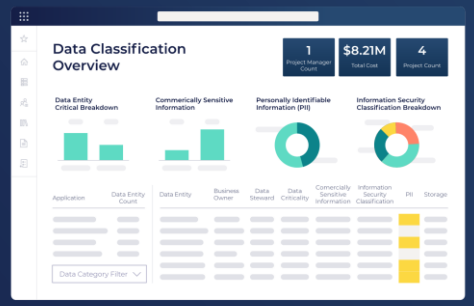
✓ Visibility and clarity across business and IT

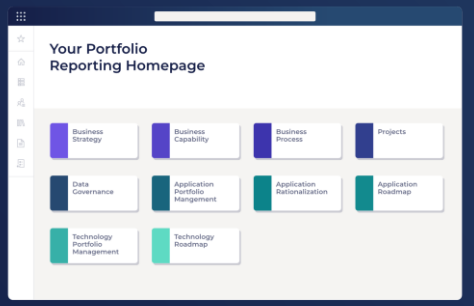
Resolve the lack of transparency in complex landscapes by providing traceability and a holistic view of relationships across business and IT.

✓ Faster decisions with clear impact analysis

Eliminate decision-making delays by delivering clear impact assessments of changes, empowering leaders to act quickly and confidently.







Reports and visualizations

Repository Governance	Application Landscape Visualization: By Capability & By Category	
Business Capability Map	Risk Management	Sustainability Management

- Intake Forms
- Data Management
- Diagramming Templates
- Task Planners

Solution: IT Portfolio Management

Make more informed decisions about your technology investments with a comprehensive, centralized view of IT assets, their associated costs, efficiencies, and opportunities in line with your business goals.

Getting Started With ITPM	Application Rationalization	Application and Technology Road Mapping	Technology Standards & Portfolio Management	Technology Risk Management

✓ Controlled investment and cost savings across the IT portfolio

Eliminate redundant, siloed, and uncontrolled IT spending by consolidating cost data into a centralized, trusted repository. Enable enterprise-wide visibility into IT expenditures to identify opportunities for cost optimization and ensure every investment is strategically aligned and governed.

✓ Align your IT portfolio with strategic goals and capabilities

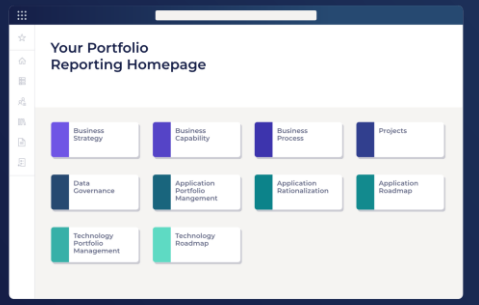
Break down silos between IT and business strategy by centralizing portfolio data in a unified, dynamic repository. Establish a single source of truth for mapping IT assets to business goals, ensuring enterprise-wide alignment around how technology assets support strategic outcomes.

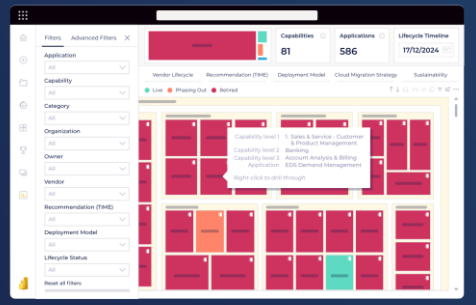
✓ Manage removal of poorly fitting or redundant technologies

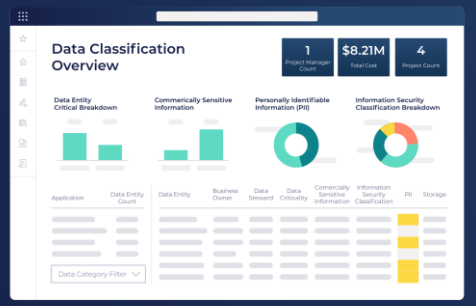
Replace fragmented, outdated, or duplicated IT systems with a governed approach to technology rationalization. Leverage a centralized repository to assess the current technology landscape, identify redundancies, and enforce standards for decommissioning unnecessary or legacy assets.

✓ Make smarter, faster decisions to optimize your IT portfolio

Retire guesswork and remove fragmented decision-making with a governed, data-driven approach to managing the IT estate. Use OrbusInfinity to consolidate and analyze portfolio data, ensuring enterprise-wide visibility that empowers stakeholders to make rapid, clearly informed decisions that benefit the business, not individuals.







Reports and visualizations

Application Portfolio Insights	Cloud Portfolio Insights
Application Portfolio Core Report Pack	Technology Portfolio Core Report Pack
Application Rationalization Report Pack	Technology Roadmap Report Pack
Application Roadmap Report Pack	Data Portfolio Core Report Pack

- Application Assessment Templates & Indicators
- Diagramming Templates
- ✓ Inventory Management Tools
- ✓ Business Engagement Tools

Solution: Business Architecture, Formally Capsifi

Empower your business architecture teams to design, optimize, and effectively communicate architecture roadmaps, create impactful artifacts, manage complex dependencies, and leverage data-drive insights so the business can make confident decisions that accelerate business transformation.

Capability-Led Prioritization	Business Model Innovation	Business Transformation	Investment Planning	Strategic Planning	Business & IT Alignment	Customer Experience Design	Mergers, Acquisitions & Divestitures

✓ Drive alignment with enterprise capability management

Achieve clarity and consistency by mapping and managing business capabilities, value streams, and processes. Configurable dashboards and assessments to deliver actionable insights, ensuring alignment between the business vision and the organization's transformation program.

✓ Center innovation on the customer experience

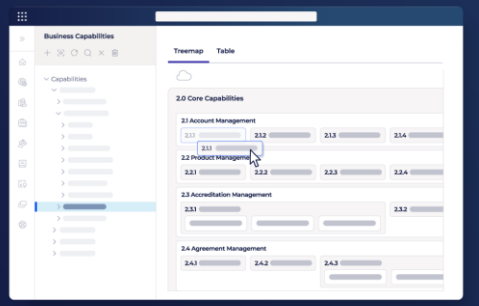
Leverage customer journey maps, personas, and captured ideas from stakeholders to better understand customer expectations. Align value delivery structures with customer needs to build long-lasting customer satisfaction.

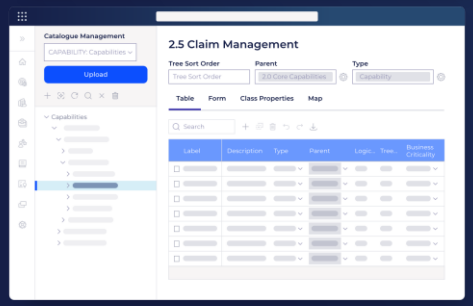
✓ Make smarter, more agile strategic decisions

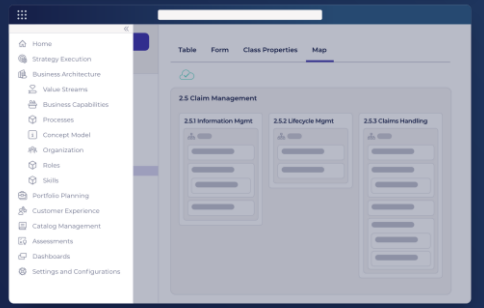
Execute strategy with precision using OKRs, and strategic maps. Heatmaps, insights, and traceability provide real-time visibility into progress, ensuring agility and accountability in achieving your business objectives.

✓ Optimize your business resources for maximum transformation impact

Ensure a clear line of sight between strategy and execution through capability-led planning, portfolio management and initiative scenarios. Roadmaps and project alignment empower the organization to allocate resources to maximize returns and to prioritize initiatives that drive growth.







Reports and visualizations

Business Capability Map with Overlays	Service Blueprint
Value Stream Visualization	Strategy on a Page
Operating Model Map Explorer	Ideation Board
Customer Journey Maps	Roadmaps

- Data Import Templates
- ✓ Open API Framework
- ✓ Catalogue Management Tools
- ✓ Configurable Dashboard Tools

Solution: Strategic Planning

Align your IT objectives with business goals using strategic planning tools that establish a clear architectural vision, empowering teams to define, prioritize, and execute the changes needed for successful transformation.

- Getting Started with Strategic Planning
- Business Capability Management
- Business Strategy Modelling
- IT Portfolio Management

✓ **Improved strategy execution with smarter, faster decision-making**

Make timely, data-driven strategic decisions by leveraging real-time insights and actionable intelligence to accelerate execution and achieve business objectives.

✓ **Increased alignment of IT projects and investments to business objectives**

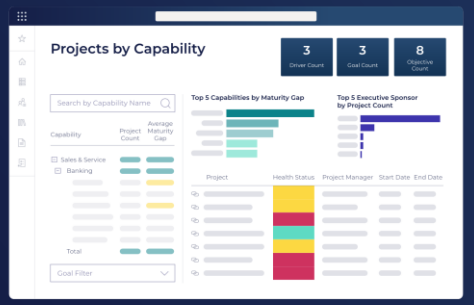
Eliminate misaligned initiatives by prioritizing IT portfolios that directly support strategic business goals, ensuring you have the right resources in the right place at the right time.

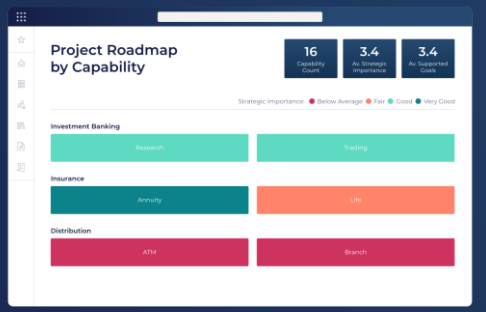
✓ **Enhanced capability to mitigate risks and boost resilience**

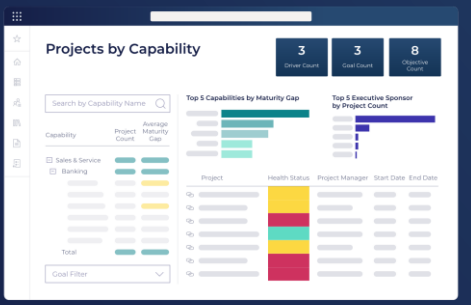
Proactively identify and address potential risks by visualizing dependencies and vulnerabilities. Build resilience and maintain operational continuity.

✓ **Defined and aligned strategic goals to business capabilities**

Bridge the gap between strategy and execution by mapping organizational goals to business capabilities, ensuring clarity and alignment amongst teams.







Reports and visualizations

- Strategy Management
- Business Capability Realization
- Transformation Roadmap
- Business Strategy and Execution Alignment

✓ Repository Management Dashboards

✓ Data Management Tools

✓ Reporting Packs

✓ Intake Forms, Surveys, and Notifications

Solution: Business Process Management

Elevate the effectiveness of your decision-making by aligning processes with business strategy. Boost business efficiency, cultivate innovation, and accelerate growth through standardized processes, agile responses to opportunities, and better risk management, all the while elevating the customer experience.

Getting Started with Business Process

Standardized Process Modelling

Business Process Analysis

✓ Standardized mapping of the current process landscape

Transform inconsistent and outdated processes documentation by consolidating process models into OrbusInfinity's centralized repository. Gain visibility over the process landscape and create a single source of truth for stakeholders to access accurate, up-to-date information.

✓ Accelerated process design through collaboration and governance

Break down silos between process teams and business by centralizing your processes design and

✓ Fast delivery of EA insights and artifacts

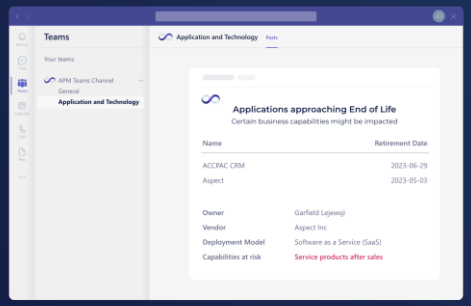
Address delays in demonstrating value by enabling faster creation of actionable insights and EA artifacts to support business goals.

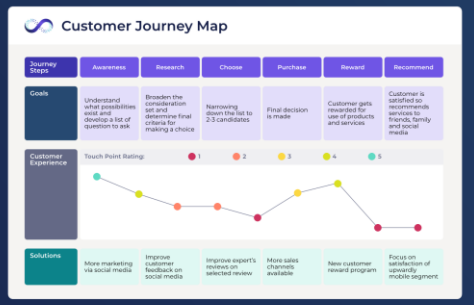
✓ Visibility and clarity across business and IT

Resolve the lack of transparency in complex landscapes by providing traceability and a holistic view of relationships across business and IT.

✓ Faster decisions with clear impact analysis

Eliminate decision-making delays by delivering clear impact assessments of changes, empowering leaders to act quickly and confidently.





Reports and visualizations

Repository Governance

Business Process Management Report Pack

Customer Journey Map Visualization

Business Process Analysis Report Pack

Intake Forms

Process Assessments

Diagramming Templates

Investment Overviews

OrbusINFINITY

Back

Speed Time to Value with OrbusInfinity Onboarding

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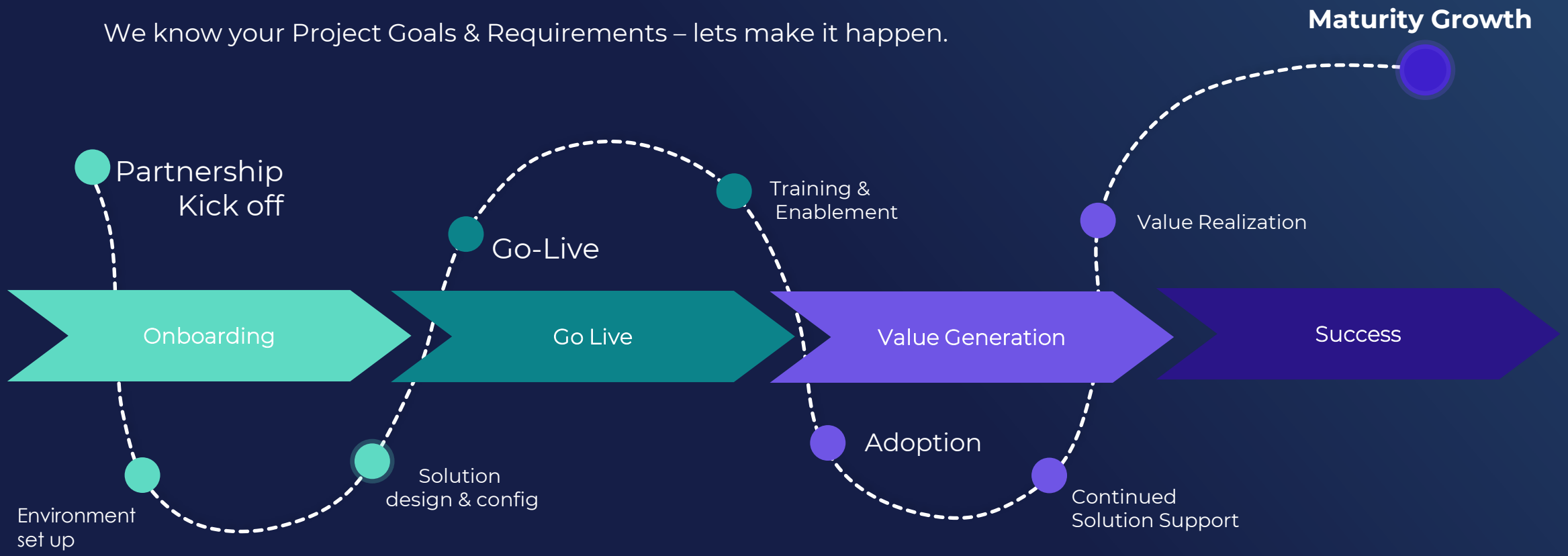
Your Success Journey at a glance

We know your Project Goals & Requirements – lets make it happen.



We are here to support you every step of the way.

OrbusSoftware

Customer Onboarding

Successful onboarding is the foundation for getting measurable value and outcomes quickly. And we do it pretty well.

Our implementations are based on our proven blueprint & project methodology - this can be as fast as four weeks. But you always set the pace and are in control at all times.

Onboarding is based on a one-team approach - no hand-offs, no dealing with different departments, everything is focused on you and your success.

Your dedicated Onboarding Manager will be working with you throughout your onboarding journey, together with our expert team, who will all play a key part getting you to value quickly.

Onboarding & Project Manager

Dedicated Consultant

Support Engineer

Account Executive

Customer Success Manager

1000s

of customers successfully onboarded

30 Days

for out-of-the-box implementations

OrbusSoftware

STANDARD
ONBOARDING

- A committed implementation team to get you to value quickly. This includes a **dedicated Onboarding Manager** to support you with project management activities like kick-off meeting, Orbus resource coordination and project closure & success review.
- **Technical set-up and deployment** support by our Support Engineers
- On-demand **online training course** for all authors.
- **Solution design** workshop with an Orbus Consultant and your core decision making team, **followed by base configuration** which includes:
  - Repository structure and role permissions for the models and libraries required
  - A preliminary architecture portal navigation
  - Support for initial data imports i.e. your application catalog from Excel
- **Hypercare** to support your team during the **first four weeks** post Go-Live.

OrbusSoftware

Hypercare

- **Ensure a seamless transition from Project to Everyday, centered around Your Success**

The big day has come, the OrbusInfinity platform is configured, data loaded, users are trained, and you are Live! This is also the start of a critical phase, winning users over, ensuring they confidently use OrbusInfinity whilst being challenged to deliver first value to stakeholders fast.

Orbus supports this phase with our approach to Hyper Care, which is more than simply another SLA target on support tickets. Over the course of the first month post Go-Live we are on standby where your dedicated consultant will assist with expert advise on any user questions and will help accelerate technical queries. We suggest booking weekly Q&A meetings with your team, to foster adoption and a collaborative learning experience for your team.

Personalized attention:

Foster a collaborative partnership where we work together, creating a shared commitment to successful user adoption and growth of your team.

Quick access to expertise:

Provide your team with the tools and insights needed to make informed decisions, empowering them to navigate challenges more effectively.

Faster issue resolution:

Rapidly address and resolve any issues, ensuring uninterrupted service and a seamless experience for your team.

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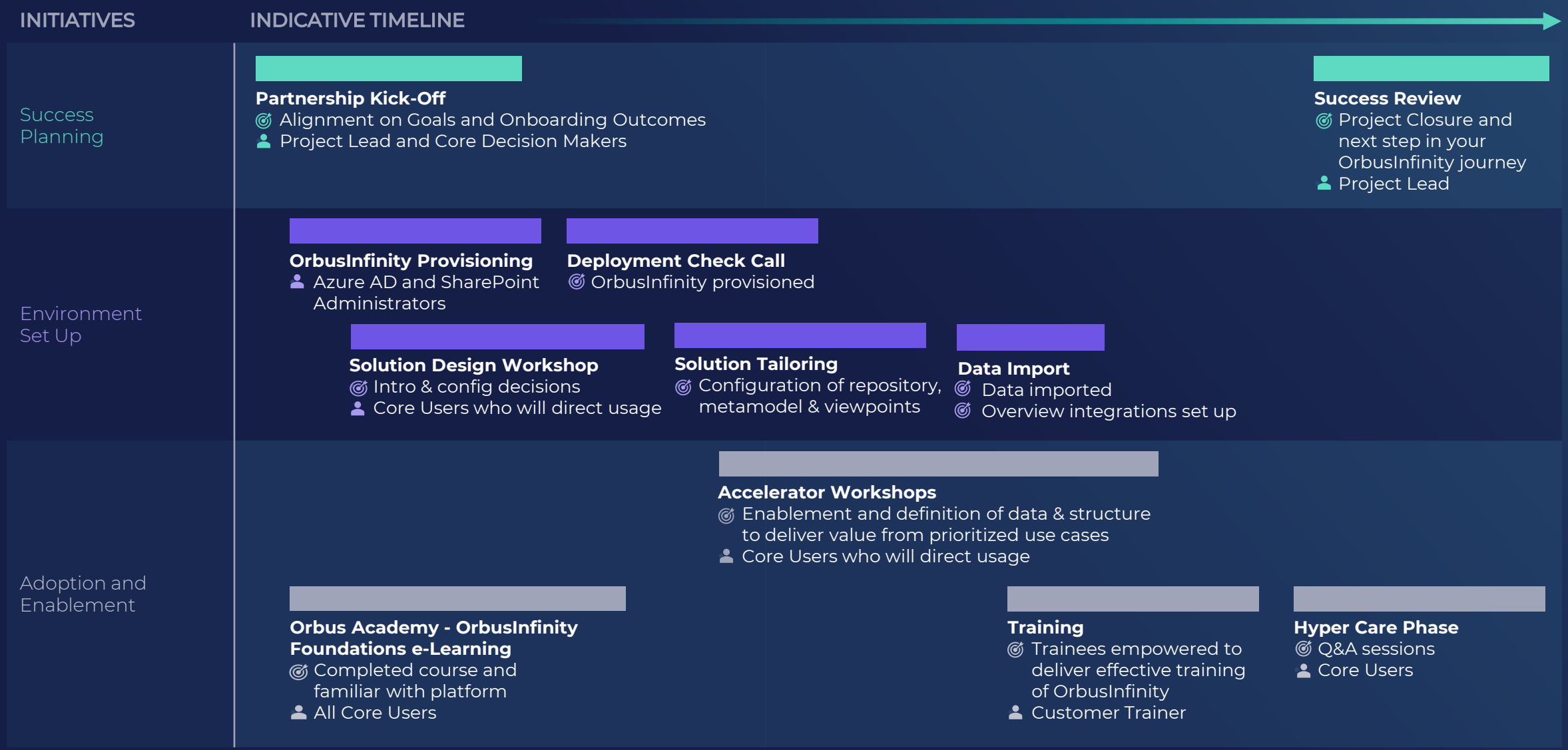
Onboarding: Activities & Sequence



Professional Services

- Our Professional Services Teams are a key driver for successful implementations, that deliver real value to our customers.

We deliver outcomes that maximize our customers business value and in turn drive user adoption, which is the ultimate proof of that.

Our services offerings are focused on helping our customers to be successful with our product offerings.

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Orbus Training Services

- Interactive training sessions
- with quizzes, hands-on exercises, Q&A,
- led by an Orbus Consultant.

- We provide you with the essential
- knowledge, skills and best practices from
- industry and frameworks to get your team
- up to speed and OrbusInfinity certified.

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Foundational User Training

- Overview of OrbusInfinity platform, important terms & set-up
- Managing repository content – creating objects, attributes, relationships
- Modelling diagrams with OrbusInfinity Draw or Visio Add-In
- Views and visualizations & data import methods
- SharePoint Online configuration for your custom EA Portal & to manage documents
- Overview of Solutions Hub for integration, reporting, and out-of-the-box solutions.

Administrator Training

- Repository set-up & role permission configuration
- Metamodel solution tailoring incl. document & diagram templates
- Integration Solution & Options

What to consider

All technical pre-requisites must be completed for effective training for all users

A max of 10 attendees per training to make it interactive and hands on

Training is always assumed remote unless agreed differently during purchase

Train The Trainer

- **Achieve scalable, context-tailored, and cost-effective education across your organization by adopting the Train the Trainer model.**

When delivering a training, the 2 key things to consider are 1) knowing your audience and 2) the context the knowledge is applied to. And who knows this better than someone who is a part of this audience & context?

Train the Trainer is a model to enable your internal employees to learn all it takes to deliver the OrbusInfinity training to colleagues, and pass the knowledge, skills and expertise on in an effective and scalable way. The model is ideal for large organizations where continuity of training is important, fitting extremely well in situations when rolling out changes that impact the BAU of multiple teams.

Tailored learning:

Internal trainers have an advantage of knowing the environment and culture of the organization, products and services offered, as well as trainees needs, allowing to tailor training content.

Cost-effectiveness:

It is less costly to send one expert trainer to train your internal subject matter experts, than a large unit of external trainers to deliver every single training session.

Better training follow-up:

Since trainers or power users are in-house experts, they stay around and can easily follow through until the new skills and knowledge become part of their colleagues' routines.

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E-Learning

Orbus Academy

Accelerate your OrbusInfinity onboarding

Start Your Journey

Access bitesize online courses and customized learning paths designed for busy professionals. Learn at your own pace, building essential skills.

Validate Your Expertise

Earn recognized certifications and badges to demonstrate your growing knowledge and professional commitment.

Deepen Your Specialization

Leverage Orbus Academy's latest product and how-to courses to continue expanding your strategic capabilities.

Foundational User Course

Overview & Navigation
Master the OrbusInfinity UI

Content Management
Learn to manage and import your data

Visualisation & Diagrams
Create views, visualisations and model diagrams

Collaboration
Share content and collaborate with your teams

Solutions
Discover how to leverage OrbusInfinity' s out of the box turnkey solutions

Administrator Course

Repository Configuration
Learn how to customise your environment

Metamodel Solutions
Configure your metamodel

Access Control
Manage user roles and privileges

Templates & Documents
Develop and manage templates effectively

Power User Course

Workspaces
Mastering workspaces in OrbusInfinity: controlled change management

API usage
Unlock the full power of the OrbusInfinity Rest API

Data Export tool
Exporting live repository data into MS Word

OrbusInfinity Flow
Learn how to build workflows and integrations with OrbusInfinity Flow

Get Certified

Demonstrate your learning within a skills test and earn your OrbusInfinity Certification

Accelerator Program

- Fast time to value
- Orbus's proven program with defined steps and tangible deliverables to deliver business outcomes within days.

  Includes up to five interactive and hands-on workshops with an expert Orbus consultant. Learn how to get started, leverage best practices and boost user adoption.

  Combines consulting services and basic solution configuration to fast-track results.

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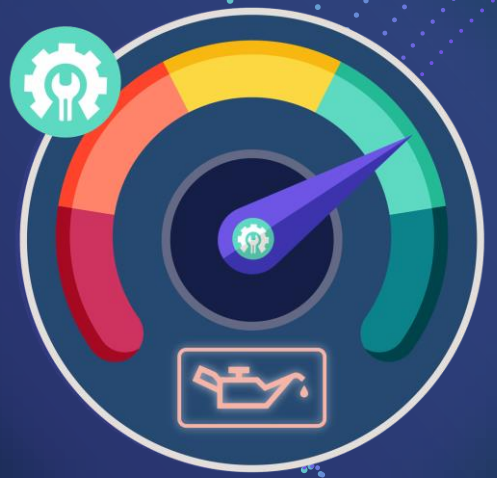
The OrbusInfinity Platform Tune-up

- **Keep your goals in sight and in reach.**



In today's rapidly evolving business landscape, the strategic alignment and optimization of your architecture practice to transform your enterprise are more crucial than ever. Over time, our pace of optimisation and adaption to change can slow. Much like our cars annual service ensures its longevity and peak performance, our methodology and usage of OrbusInfinity can benefit from a similar, regular tune up.

At Orbus we offer a service to “oil” the cogs of your enterprise transformation platform to ensure the practices around it are running smoothly. A tune up with experts, Orbus will work with you to refine, and identify any areas which have slipped from their “peak performance”.

OrbusInfinity Assessment:
A thorough review of your OrbusInfinity set-up to identify inefficiencies and misalignments with your teams' goals and the business objectives.

Optimization Strategies:
Customized recommendations increasing the value received from OrbusInfinity incl. the processes and governance around it.

Immediate Impact:
Direct implementation of tactical changes, fostering a culture of continuous improvement and progression.

Annual Tune-Ups are recommended for

OrbusInfinity Administrators,

EA Product Managers,

Enterprise & Lead Architects,

Transformation Leads

OrbusSoftware

Our CS Team: dedicated to your success with OrbusInfinity

Strategic Advisor

Our Customer Success Managers (CSMs) are partnered with you to offer ongoing guidance, maximising your value with OrbusInfinity.

Product Guidance

Tailored recommendations across a wide range of use cases, aligned with Orbus' adoption maturity model.

Community & Collaboration

Connect with other users and experts on the online OrbusNexus Community. A platform for learning, knowledge sharing, and collaboration.

Monthly Orbinars

Exclusive monthly webinars on topics selected by you. Deepen your understanding and learn from other customers' experiences.

Global Events

Connect face-to-face with peers and gain insights from Orbus experts, with events in North America, Europe, and Asia Pacific.

"Exceptional capabilities to support architecture work across all domains and on all levels. Ease of use and flexibility of configuration and modelling. Many features go beyond EA standards. Exceptional customer support and consulting. Quick and professional approach to problem solving, change requests and follow up." **Architecture Leader - Global Retail**

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Transform. Smarter.

orbussoftware.com

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