leanIX

How Haworth accelerates global growth with a joint information platform for business & IT

HAWORTH®

+ **Industry:** Office furniture

+ **Headquarters:** Holland, Michigan, USA

+ **Revenues:** €1.8 bn

Results

+ Acceleration of critical finance projects

+ High-quality IT inventory

+ Global collaboration platform for business and IT

+ Improved agility by faster information access

+ Easier roadmap planning

THE CHALLENGE

Haworth operates in 126 countries, serves 650 dealers and has one vision: to create beautiful, effective and adaptable workspaces. Haworth's office concepts combine modern design principles and latest science to sustainable workspace solutions.

The company has experienced tremendous growth over the last years. There were two main drivers: Firstly, their workspace product transformed from furniture into integrated technology solutions that support collaboration in a digital world. Secondly, they acquired a portfolio of brands in Europe and Asia.

Digital transformation and inorganic growth has increased the demand of business towards corporate IT. High-profile business projects frequently suffered from lacking transparency in IT. The required effort to collect information manually was inefficient and inaccurate and therefore impacted project timelines and budgets negatively. Challenges were especially very pressing in finance, as improper consolidation after mergers had negative effects on daily operations as well as on external stakeholders.

THE SOLUTION

A modern information platform for the business

The Global Information Applications team around Gerald Winkler faced the challenge that the business side demanded easy access to information about the IT landscape, which was scattered in lots of Microsoft Office files across all regions and entities.

The existing self-built solutions were inflexible and lacked possibilities to collaborate. Attempts with complex and heavy-weight expert tools had failed entirely in the past. Therefore, Haworth opted for the light-weight LeanIX approach as an intelligent platform to manage applications:

Immediate business value

After a decade of global acquisitions, the integration of finance applications was a major imperative for Haworth. Variations in standards, tools and procedures has negative impact on external stakeholders, as well as on daily operations. To enable further global growth, the challenges needed solving.

As a baseline, the finance project managers requested an overview of financial applications by finance capability and affected internal and external groups. To support this request, the team around Gerald started a pilot project in LeanIX to provide intelligent visualizations of the required information.

"As this initiative was mainly a pull by the business, we needed a solution that was helpful for business users. All users were able to work in LeanIX after a thirty-minute onboarding session without any problems".

They started with aligning company-wide business capabilities for the finance function. This had the big advantage, that they could be agreed on independent from entities and complex processes. Based on the business capability model, related applications and user groups were captured in LeanIX fact sheets. As a result, the different projects had easy access to interactive reports that easily answered questions like: which application is used in Italy for billing and which external partners are connected?

After completion of the as-is analysis, the project teams were able to create clear roadmaps in LeanIX on how to transform the IT landscape to the desired target state.

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Gerald Winkler, Director of Global Information Applications (Haworth)

With a successful initial start in the finance function, Haworth decided to roll out LeanIX further by functional domains. As the marketing and sales function plays a crucial role in further sustaining the high growth rates, they were selected to join LeanIX next.

As Haworth's products and processes have started to become more digital over the last years, the product and marketing teams are becoming more dependent on technology. LeanIX provides teams an easy access to information in a dynamic environment.

THE SUCCESS

Transparency on the complex finance IT landscape was established very quickly and several urgent projects critical for Haworth's global growth could be accelerated. For the first time, the business side has now access to an easy to use and intelligent information platform about the IT landscape. Further functions, like marketing & sales, have started to benefit from this easy access to information.

ABOUT LEANIX

LeanIX offers an innovative Software-as-a-Service solution for Enterprise Architecture Management (EAM), based either in a public cloud or the client's data center. The web-based platform has compelling advantages over traditional approaches, including an intuitive interface, flexible reporting and open APIs. This makes it possible to rapidly roll out LeanIX in an enterprise with minimal training required so as to start reaping added value within a short period of time.