



## CASE STUDY



- Industry** Transportation & Infrastructure
- Solution** Consulting, implementation and training in EA and BPA
- Highlights**
- Business and IT alignment
  - Business processes design and direct connection with the technological infrastructure
  - Common and transversal metadata repository
  - Workflows and best practices standardization
  - Agile navigation on all documental materials

Technology  mega

## Process Modeling and IT Governance at IP

The MEGA solution implemented in Infraestruturas de Portugal allows business process automation, optimization and integration, data modeling and systems architecture, increasing organizational effectiveness and, consequently, the value delivered to customers. SAFIRA is the representative for MEGA solutions in Portugal and Portuguese-Speaking African Countries - world leaders in the areas of Business Process Analysis, Enterprise Architecture and Governance, Risk & Compliance.

### The Challenge

Infraestruturas de Portugal (IP) was seeking to have a more aligned vision between different stakeholders (business and technology) in order to increase agility and organizational effectiveness and, consequently, the value for customers. To achieve this goal, IP needed a solution that would allow the integration at various levels, from the business processes down to the data modeling, systems architecture and information technology.

The main goal was to implement a centralized system to manage the representation of business processes and provide a coherent representation of their enterprise architecture, in which it was possible to model and represent the internal processes and information technologies in an agile manner, enabling process and IT departments to optimize and document procedures and organizational systems.

### The Solution

MEGA's tools for **Enterprise Architecture (EA) and Business Process Analysis (BPA)**, presented by SAFIRA, proved to be the best option to address these challenges and were selected by Infraestruturas de Portugal.

The adoption of MEGA was **targeted at Quality department and Information Systems department**. The focus of the Quality department was modeling the business processes of the company, using a BPMN methodology, critical to guarantee compliance with ISO 9000. The Information Systems department needed a tool that included the ability to support IT Governance and data modeling, in addition to the BPM capabilities required for the Quality Department.

"SAFIRA's expertise in the BPM area and its experience in similar projects have proven to be a guarantee for the success of this project. MEGA Platform brought a clear advantage to the alignment of the IT with the business, by joining both departments in the design of the business processes while linking them directly to the company's technical infrastructure. From the perspective of the IT team, this guaranteed a complete alignment between the business, the applications and the data models, ensuring a common repository for the entire organization."

Rui Ribeiro  
Information Systems Director | Infraestruturas de Portugal

"Considering the importance of standardizing circuits and good practices in the company, while ensuring an agile and friendly navigation on all documentation, MEGA solution created the opportunity to reinforce the existing knowledge about the business processes of the company, reinforcing their dissemination and implementation."

*Teresa Afonso  
Quality and Security Director  
Infraestruturas de Portugal*

The first phase of the project consisted of **training** with the tool and in process modeling and IT Governance best practices. The next phase consisted of **consulting services, with special emphasis on the following topics:**

- Modeling and creation of BPMN processes by the Quality department
- Creation of Word templates to generate documentation of the modeled processes for distribution of the information to users that were not involved in the modeling tasks
- Creation of a Web template to allow navigation in the modeled processes while providing access and promoting knowledge of that information
- Importing and exporting of objects
- Methodology for versioning processes, through comparison and alignment between repositories
- Modeling of various components of the IT infrastructure and architecture

## The Results

The support and counseling provided by SAFIRA in the consulting phase, and the ease of use of MEGA Suite allowed for a complete autonomy from Infraestruturas de Portugal in process modeling and characterization of their IT infrastructure, becoming a key factor in the continuous optimization and improvement of their business in accordance with the market evolution and needs.

### Infraestruturas de Portugal

Infraestruturas de Portugal is a public company whose mission is to fund, maintain, operate and improve the current network of national roads, as well as to conceive, design, build, fund, maintain, operate, and improve the future network of national roads.

More info at [www.infraestruturasdeportugal.pt](http://www.infraestruturasdeportugal.pt)

### SAFIRA

Founded in 1997 and integrated with KPMG in 2014, SAFIRA is an IT Professional Services firm known for transforming the way organizations do business with Smarter Process.

More info at [www.safira.pt](http://www.safira.pt)

## Contacts

### HEADQUARTERS

Parque Suécia, Av. do Forte, 3 Edifício Suécia III - 1º | 2794-038 Carnaxide, PORTUGAL

**T:** +351 210 938 210 | **F:** +351 210 938 135 | **E:** [ptkpmg@kpmg.com](mailto:ptkpmg@kpmg.com) | **W:** [safira.pt](http://safira.pt) | [safira.com.pl](http://safira.com.pl) | [safira.co.ao](http://safira.co.ao) | [safira.com.es](http://safira.com.es) | [safira.co.uk](http://safira.co.uk)