

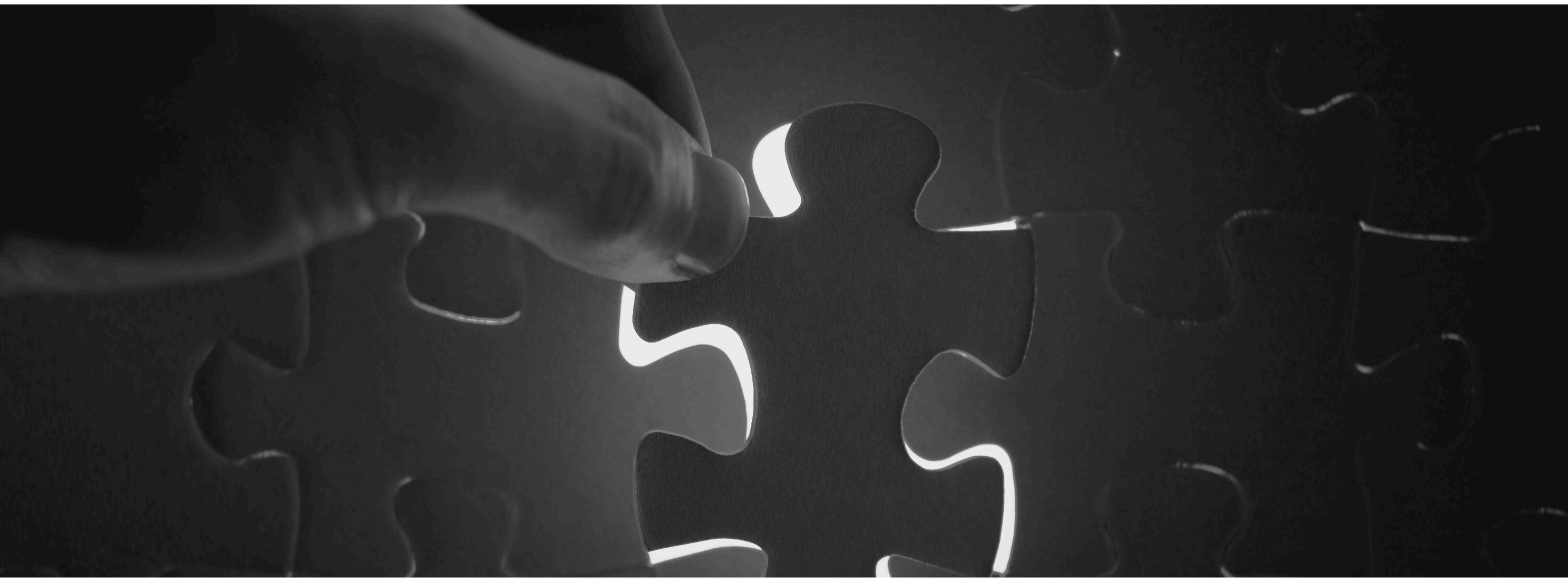


Case study

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# Connecting the Digital Dots: Overcoming IT Fragmentation Through Strategic Integration





## Client Situation

A publicly owned transport company with 1,300 employees faced challenges from running multiple digitalization projects without a unified integration strategy. This led to fragmented systems, limited control over changes, and a lack of long-term IT stability.



# Assignment

- Defined a Strategic Direction: Developed an integration strategy and roadmap to align systems and guide future initiatives.
- Procured and Onboarded a New Team: Supported the selection and onboarding of an external integration partner, including setting up support and governance processes.
- Provided Ongoing Advisory: Acted as product owner and solution architect to ensure the new integration platform was used effectively and aligned with strategic goals.

# The Assignment and Outcomes

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- A clear integration strategy and roadmap now guide all system connections.
- A modern integration platform enables standardized, secure, and scalable integrations.
- A dedicated integration team and support processes are in place, improving operational efficiency.
- Stronger collaboration between IT and business units has led to better alignment and reduced risk in digital initiatives.
- The client is now equipped to manage integrations independently and adapt the strategy as needed.



# About Opticos

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Opticos is a Management Consulting firm with a strong IT management practice. We empower business leaders to unlock sustainable business value.

Our team of seasoned consultants bring a wealth of experience and domain expertise, leveraging industry best practices to offer unbiased guidance and hands-on execution support across key business verticals - Risk and Compliance, Operational Excellence, IT Effectiveness and Business Transformation.



# Opticos AB

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## **Stockholm**

Olof Palmes gata 23  
111 22 Stockholm,  
Sweden

## **Gothenburg**

Kungsportsavenyen 1  
411 36 Göteborg,  
Sweden

## **Öresund**

Klub Aps St. Linnésgade 25  
1361 Copenhagen,  
Denmark

## **Bangalore**

Opticos India Pvt. Ltd. RMZ  
Lattitude Commercial, Hebbal,  
Bengaluru, India

For more details

[info@opticos.se](mailto:info@opticos.se) | [www.opticos.se](http://www.opticos.se)