

## Asking the Right Questions to Solve Correct Problems

A leading bank from Middle East was experiencing growth pains - performance stress points due to rapid growth. Post the workshop at 8012, bank understood the challenge and decided to re-design the Channel architecture and establish a User Access Control database to improve performance.

- Technology Space was used to go over details of their existing architecture (A0 sheets) and identify obsolete elements.
- Future version of the product was demonstrated using different channels in Technology Space for customers to experience the flow
- Omega Room was used to draw out sub-elements of their architecture which helped in visualizing the current state (challenges) and the desired state (improved performance)