

Nomination: 20617

## Driving Innovation in Technology Development Through Technology Chapters at Equifax ANZ

### Page: General Information

#### Name of Organization / Company

Equifax

#### Logo

Download File (<https://asiastevieawards.secure-platform.com/file/32194/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjozMjE5NCwiYWxsY3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm2e4w4zSZiRDvPBVdcXy9AA?image%20%2812%29.png>)

#### Web Site Address

<https://www.equifax.com.au/personal/> (<https://www.equifax.com.au/personal/>)

### Page: Entry Information

#### Entry Title

Driving Innovation in Technology Development Through Technology Chapters at Equifax ANZ

#### Category

N01 - N07 - Award for Innovation in Technology > N01. Award for the Innovation in Technology Development > Financial Services Industries

#### Submission Format

An Essay of up to 625 Words

## Essay

### Driving Innovation in Technology Development Through Technology Chapters at Equifax ANZ

#### Executive Summary

As part of a historic US\$1.4 billion business transformation, Equifax ANZ has revolutionized its approach to technology development by establishing dedicated Technology Chapters across Architecture, Quality Engineering, Business Analysis, and Site Reliability Engineering. This strategic transformation has created a robust foundation enabling faster deployment, enhanced reliability, and superior security in our financial services solutions.

#### Challenge and Vision

In today's rapidly evolving financial services landscape, Equifax recognized the need to transform its technology delivery model. Our vision was to create collaborative, cross-functional chapters that would accelerate development while maintaining the highest standards of quality and security, delivering robust end-to-end solutions using consistent frameworks, artifacts, automation, and tooling across all segments.

#### Innovation Through Technology Chapters

##### Architecture Chapter

The Technical Architecture Chapter has demonstrated remarkable progress:

Updated architectures for 72 applications (~45%) aligned to current standards

Created capability mapping for 71 products (65%), identifying 143 unique capabilities

Published 6 architecture patterns, with 6 more in development

Achieved 100% of Program Increment scope traceable to approved designs

Implemented cloud certification study groups, strengthening technical expertise

##### Quality Engineering Chapter

Our QE Chapter has transformed testing and validation through:

Supporting over 1,700 changes year-to-date

Achieving 100% automation coverage across products for efficient Product Validation Testing /Change/Incident management

Reducing regression defects by 30%

Certifying 13 QEs in Cloud GCP

Simplifying test frameworks by 50% and achieving 75% adoption of Equifax Global Testing Unified Framework

##### Business Analysis Chapter

The BA Chapter has revolutionized requirements management by:

Increasing BA coverage of planning and ideation work by 36%

Reducing user story creation time by 10%

Achieving 49% BA engagement in ideation and scoping activities (up from 10% in 2023)

Implementing 5 practice improvement workshops, creating 10% increase in efficiency

Certifying 10 BAs in Cloud GCP

##### Site Reliability Engineering Chapter

Our SRE Chapter has elevated operational excellence through:

Achieving 99% alerting/monitoring coverage for critical customer-facing applications

Maintaining GCP target compliance of 98% (currently at 99.43%)

Implementing standardized procedures for team members across all locations

Successfully transitioning 2 ProdOps Engineers to SRE roles

Exploring and implementing AI use cases

#### Measurable Impact

The implementation of Technology Chapters has delivered significant improvements:

Speed and Efficiency:

30% faster pipeline execution through GitHub Actions implementation

50% simplification of test frameworks

36% increase in BA coverage of planning and ideation work

Quality and Reliability:
99.43% GCP compliance rate
30% reduction in regression defects
100% controlled test data for User Acceptance /Production
Innovation and Growth:
13 QEs and 10 BAs certified in Cloud GCP
6 architecture patterns published and approved
Multiple successful career progressions across chapters
Cultural Transformation
Beyond technical achievements, our Technology Chapters have fostered:
Cross-chapter engagement across departments and regions
Clear progression pathways for employee growth
Strong global engagement with new Global Leaders
Enhanced collaboration through monthly guilds and workshops
Successful rotation programs within and across chapters
Future Vision
Looking ahead, we're focused on expanding cross-chapter collaboration with software engineering teams and specialized business units, including Decision Science, Data Engineering, and Data Analysis teams. This will create a more unified and efficient data and technology ecosystem. We're committed to fostering knowledge sharing through integrated guilds and communities of practice, while creating centers of excellence that combine expertise from multiple chapters to tackle complex business challenges.
Conclusion
Equifax's Technology Chapters represent a fundamental shift in financial services technology development. By breaking down traditional silos and establishing centers of excellence in key technical disciplines, we have created an agile, efficient, and secure foundation for financial technology innovation. The measurable improvements in speed, quality, and security, combined with the cultural transformation and future-focused vision, demonstrate the significant impact of our Technology Chapters initiative.
<b>For this category please provide</b>
An essay of up to 625 words describing the nominee's innovative achievements in technology since July 1 2022, <b>OR</b> video of up to five (5) minutes in length illustrating the same.
Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.
<b>Do You Have Supporting Files You Would Like to Upload?</b>
Yes
Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)
200 MB Max per File
<b>File 1</b>
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<b>File 2</b>
No File Uploaded
<b>File 3</b>
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**File 7**

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**File 8**

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**File 9**

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**File 10**

No File Uploaded

**Do You Have Website URLs you would like to link to**

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**URL 1**

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**URL 10**

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