

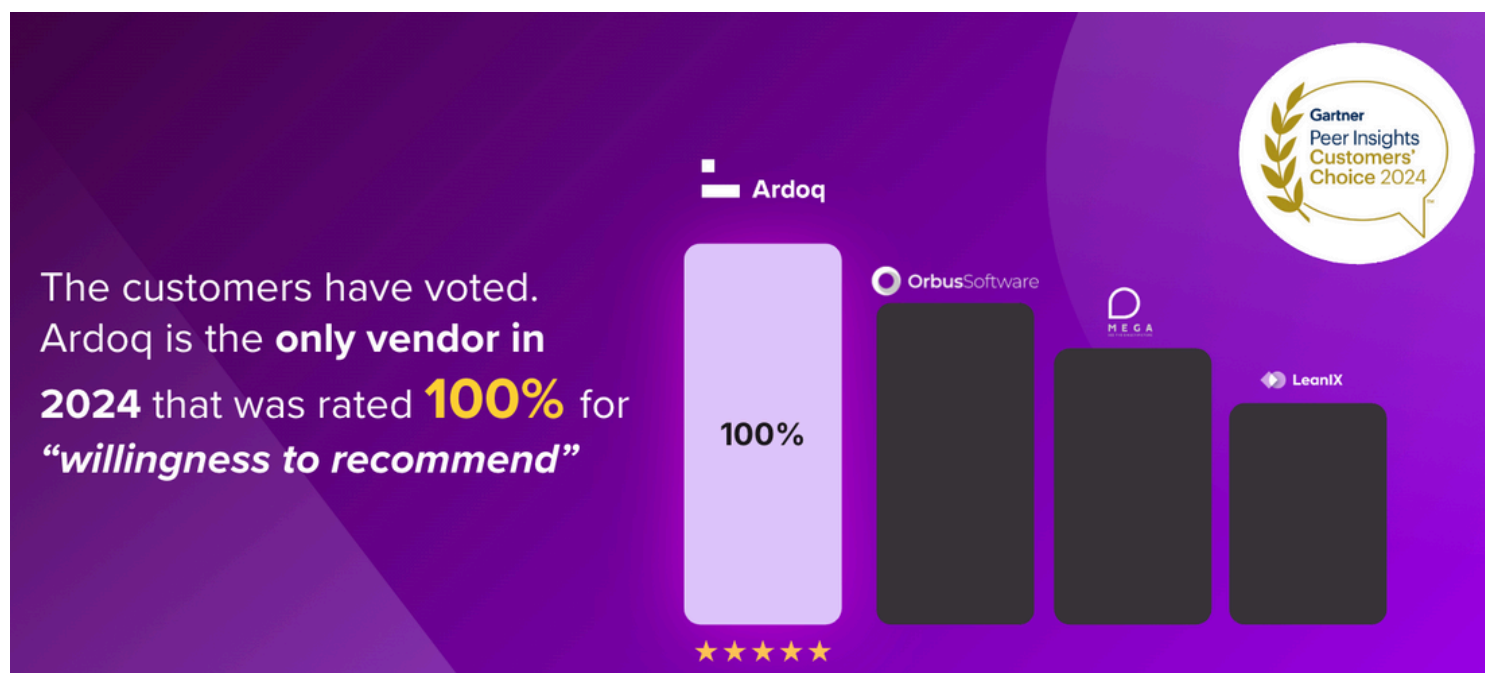
Quick Start FAQs

- **Q: What do you mean by *automated* data feeds?**

- **A:** Our Quick Start setup includes automated data feeds from third-party applications. By default, it syncs Ardoq with Microsoft Entra ID to automatically import your People data. We also offer integration with ServiceNow as part of your Quick Start subscription—though configuring that requires an additional Professional Services package.

- **Q: How exactly do you help me save costs / reduce IT spend?**

- **A:** We help you quickly identify redundant technologies with a clear, guided approach. Our automated visualizations and stakeholder notifications make it easier and faster to decommission unnecessary systems, helping you cut costs more efficiently.



- **Q: What are the functionality limitations of Quick Start?**

- **A:** The Quick Start package allows for minor adjustments (e.g. the addition of new fields) to the preconfigured template during onboarding to align with your specific business needs, guided by our team. After onboarding, we stop any changes to the model. However, you'll have a fully functional platform that

delivers value, and you can unlock full customization by upgrading to the Full Ardoq platform

- **Q: I want Quick Start, but I also want another feature that is not included. Can I customize my package?**

- **A:** The Quick Start package is designed for speed, with a standard setup to get you quick results, so it's not customizable. However, you can add Discover users and our Scenarios feature to your Quick Start. If you need more flexibility or additional features, we recommend exploring the full Ardoq platform, which offers a wider range of customization options.

- **Q: What do you mean you are “vendor agnostic”?**

- **A:** Being vendor agnostic means we're not tied to any specific software application in your suite that you might be assessing. We help solve your Enterprise Architecture challenges no matter what systems you use. For example, whether you're transforming your ERP with SAP, Oracle, or another platform, Ardoq works seamlessly with all of them.

- **Q: How will you help me identify and scope for optimizations exactly?**

- **A:** With Quick Start, you'll quickly uncover areas where your business may be using duplicate or outdated applications, or where certain apps have high ownership costs. These insights give you a clear, data-driven view to make informed decisions and take action to optimize your IT estate, saving time and money.

Best Support Enterprise WINTER 2024

G2 User Reviews

Voted 4.7 out of 5 stars based on user reviews on G2

★★★★★ Aug 07, 2024
"Exactly What You Need for To Innovate Your Business Process"
What do you like best about Ardoq?
Ardoq is a wonderful tool that will help your growing business innovate its business processes. From keeping track of everything in between, Ardoq has what you need! A true one-stop-shop!

★★★★★ Aug 08, 2024
"Strong product"
What do you like best about Ardoq?
It's clear visualisations and collaborative features

★★★★★ Aug 19, 2024
"Very easy to use, up to date features"
What do you like best about Ardoq?
What like is that ardoq is that I'm able to maintain the IT infrastructure fa

★★★★★ Aug 18, 2020
"A fantastic architecture tool with the HIGHEST standard in customer service"
What do you like best about Ardoq?
- User interface
- Modelling capabilities
- Customer service
- Lots of options for visualizations and dashboards
- Option for extensive analytics capabilities
- Integration possibilities

★★★★★ Mar 30, 2023
"Flexible and powerful EA tool"
What do you like best about Ardoq?
Ardoq is extremely flexible, and generally a pleasure to use. It has a modern design sensibility that makes it a good fit for a Fintech company like

★★★★★ Aug 07, 2024
"Great product"
What do you like best about Ardoq?
Very easy to use platform, you get what you pay for.

★★★★★ Aug 08, 2023
"The best business process tool out there"
What do you like best about Ardoq?

★★★★★ Feb 03, 2023
"Powerful and flexible tool together with helpful professional consultancy"
What do you like best about Ardoq?
Very high flexibility in the tool, allowing you to do almost anything. Together with a clearly structured roadmap on how to deliver value to your organization, Ardoq is like Thor's hammer for architects.

★★★★★ Feb 06, 2023
"Very good platform for mapping your architecture and dependencies."
What do you like best about Ardoq?
The survey and presentation functionality. This lowers the threshold for demo and discussion with non Ardoq familiar stakeholders.

- **Q: What do you mean “eliminate IT redundancies”?**

- **A:** Eliminating IT redundancies means using Ardoq to identify and remove duplicate or unnecessary software and systems. This helps you cut costs by reducing spending on tools you don’t need, while also simplifying your overall IT environment.

- **Q: Does this apply to any size of business? What about industry specifications?**

- **A:** Yes, Quick Start is designed to be easy and adaptable for businesses of all sizes and across any industry. However, if you already have a well-established Enterprise Architecture practice, Quick Start might not cover all your needs, and we recommend exploring the full Ardoq platform for more advanced capabilities.

- **Q: What if I outgrow Quick Start?**

- **A:** No worries. Ardoq Quick Start is built to scale with you. As your Enterprise Architecture practice grows, you can easily transition to the full Ardoq platform without starting over, ensuring a smooth and seamless expansion.

- **Q: Will I have to pay more for full access to the Ardoq Platform?**

- **A:** Yes, upgrading to the full Ardoq platform requires additional investment, but it gives you access to enhanced features, greater customization, and more flexibility. This allows you to tackle new business challenges and fully tailor the platform to your needs, maximizing the value of your investment.



Global Manufacturing Giant Saves Millions with Ardoq

*\$4M in Savings in 2024,
\$13M by 2025 through Ardoq
Application Rationalization Solution*

Industry:	Manufacturing
Location:	Global
Size:	14,000+ employees
Challenge:	Opex pressures

\$4M	\$13M	
saved in 2024	saved by 2025	Ariba integration utilized



• Q: Why should I choose this over the full Ardoq solution?

- **A:** Quick Start is perfect if you need fast results without extensive problem exploration. It's an easy, streamlined way to get immediate control, making it ideal for early-stage Enterprise Architecture teams who want to avoid being overwhelmed with too many options.

• Q: How will you help ensure I can get up and running in 30 days?

- **A:** Our Quick Start program is designed to get you immediate results with pre-built configurations that give you control of your IT landscape right away. You'll also get personalized support from our Professional Services team and clear, step-by-step guidance. All we need is your commitment to collaborate with us and access to your application data—since you know your systems best!

• Q: What happens after the first 30 days?

- **A:** After the first 30 days, it's all about what you want to achieve next. Quick Start includes follow-up activities that outline your options for building on your success—whether it's diving deeper into your application data or tackling new business challenges. Your Customer Success Manager and Account Manager will work closely with you to create a Success Plan and align any additional Ardoq features or services needed to support your goals.

100% Recommended, 100% of the Time.

[Read the reviews](#)

Gartner Peer Insights ★★★★★

"Work that **would previously take four hours took ten seconds.** The user experience was like going from cassette player to Spotify."

Joon Nebell - 7 Eleven - Digital and IT Director

Gartner Peer Insights ★★★★★

"A very powerful, yet **easy to use documentation solution that is incredibly flexible.** Ardoq has the ability to model pretty much everything, being a flexible graph database, but with a lot of out-of-the-box templates for everything EA."

[read full review here](#)

Gartner Peer Insights ★★★★★

"Overall, they've been a really **great partner,** taking time to understand what our needs are, and then helping us to configure the tool to meet our needs."

[read full review here](#)

Gartner Peer Insights ★★★★★

"**Flexible but structured** hosted tool which focuses on getting value from EA investment"

[read full review here](#)

Gartner Peer Insights ★★★★★

"Ardoq is a powerful enterprise architecture tool that is **intuitive in design, easy to get started, and flexible in implementation.**"

[read full review here](#)

Gartner Peer Insights ★★★★★

"**World class tool for data-driven architecture** - Ardoq have excelled in both having a very good product that solves most of our needs, a good service that ensures we get the flexibility we need"

[read full review here](#)

Gartner Peer Insights Customers' Choice 2024

• Q: I am worried that Ardoq is too complex for my needs...

- **A:** Ardoq's Quick Start program simplifies everything with a preconfigured metamodel and fast, guided setup. You'll see real value in just weeks by starting with pre-built templates and essential modules, so you can get up and running quickly. While Ardoq's flexible metamodel allows you to scale as needed, Quick Start ensures early wins by focusing on one use case first. We meet teams where they are—whether you're

just starting out or looking for more advanced solutions later on.

- **Q: What integrations are included in Quick Start? Do I get help setting them up?**
 - **A:** Quick Start includes Single Sign-On (SSO) integration and a connection to Microsoft Entra ID (formerly Active Directory) to automatically import your People data into Ardoq. For your Applications and Capabilities data, we'll use the Excel Importer as part of the Quick Start. If you need additional integrations, like ServiceNow, you can choose to purchase an Integration Services Package for seamless setup.
- **Q: I want to synchronize my app portfolio from ServiceNow (or some other software). Can I do this with Quick Start?**
 - **A:** Yes, but this requires the purchase of additional Professional Services packages on top of the Quickstart package in order to assist with the configuration of these integration points.

More Questions? Contact Us

DEFINITIONS

Ardoq Discover Users: Discover provides non-technical users with intuitive dashboards to explore IT insights without needing technical expertise.

Broadcasts: Automated reporting & insights delivery to keep stakeholders informed in real-time.