Digital Transformation

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Who am I?

- Specialist Technology Unit
  - “presales” now more like pre-change
  - What we do
  - Who we work with
    - Enterprise customers
What is Digitalisation?

• Digitisation makes things digital
• Digitalisation makes them useful
• Scanning a form vs electronic forms

• Goals of digital transformation
  • Business Value
  • Disruption
  • Cost
Why? Why not?

- Existing complex legacy app
  - Nobody understands
  - Too hard to change
- Where is the risk?
  - Keeping the app as-is
  - Business held to ransom
  - Fear of progress
- Strangle Pattern
  - Gradually replace
Where to Start

- Data
  - Systems
  - Processes
  - People
  - External B2B
  - External B2C
  - Partners
- If it doesn’t look “modern”
  - We all have expectations now
  - Look at your business, does it match them?
  - If not, why not?
Example – Air Traffic Control

- Replacing paper strips with digital
  - Same system
  - Same processes
  - Same training
- Regulation and safety
  - Reduces freedom to change
  - Fewer benefits, longer transformation
- Still worthwhile
  - Easier to record
  - Analytics
Example – Digital Factory

- Factory tour
  - Stacks of paper in every room
  - Whiteboards for updates
  - H&S Cards

- Problems
  - Process and procedures well defined
  - No problems right now
  - No cost issues
  - No efficiency issues
Don’t do all of the work

· Create a data API
  · Sets your data free
  · Other people can create apps
  · You still get the benefit
  · Examples – menus, bus timetables, flight information, weather data

· Create an integration layer
  · Sets your functionality free
  · Other people create value
  · You still provide the service
  · Examples – room booking, ordering systems, manufacturing