

FURTHERING PEOPLE FOR BETTER PERFORMANCE IN DO-HOW

BUSINESS &
TECHNOLOGY
TRANSFORMATION

Bridging the gap between
strategy and execution

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1. NEW DIGITAL IMPERATIVE

Embracing digital technologies is crucial to stay relevant and profitable in your industry. By 2019, companies around the world are expected to have spent a total of US\$2.1 trillion on digital transformation, according to IDC.

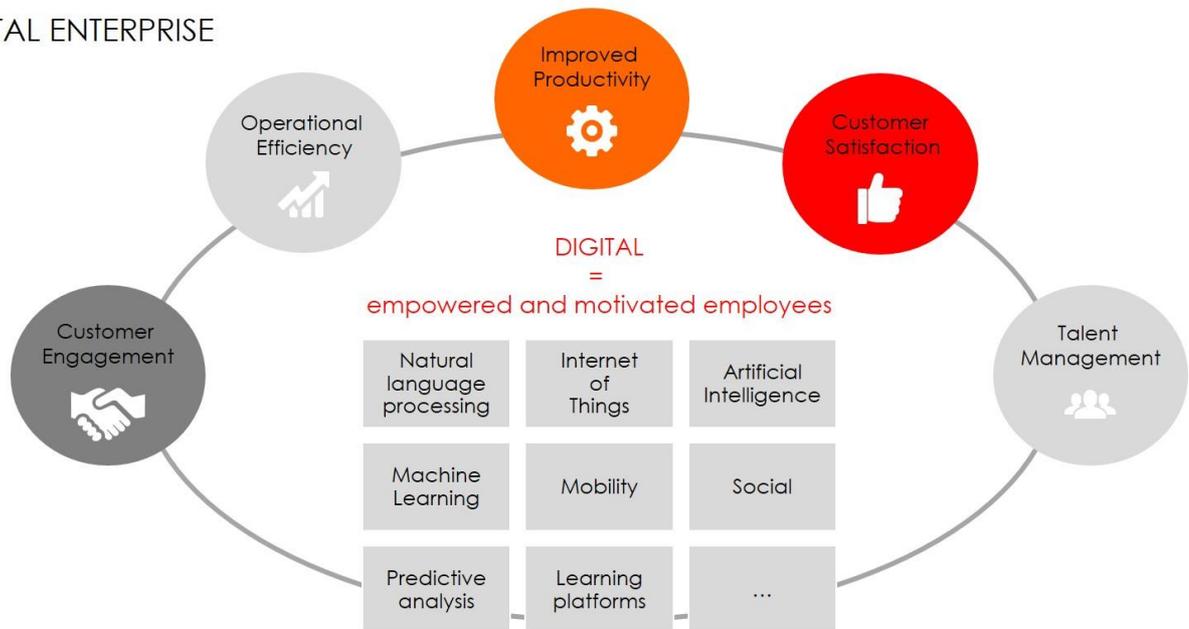
Modernization and digitalization of so called “legacy” business models can provide a competitive advantage to any organization. For those organizations that have already invested in ‘their’ digital transformation, this process never ends. They continue to look for new and better ways to structure the IT organization or are in need for new and proper toolsets, skills and talents to manage the huge data loads, or their online services or to cope with security and compliance throughout the organization.

Many organizations lack effective visibility on their organizational, operational and business structure. Fragmented data and systems, very complex architecture, a lot of re-creation and duplication, misalignment between business and IT and a workforce not always willing to operate in a more agile way.

Although it is a real challenge, the objective is to obtain a future state with an effective oversight, integrated business, controlled and clear GRC (Governance, Risks and Compliance) strategy with a positive impact on business and results.

This ‘future state’ should be the goal of any transformational project. The following picture shows some of the digital accelerators that help in obtaining an ‘improved future’ state’:

DIGITAL ENTERPRISE



DIGITAL ACCELERATORS



There are many possible roadblocks when going through a path of digital transformation, some of them are technical, some are strategic or practical.

When reading reports off the world top analysts, the following barriers keep coming back as the key reasons why digital transformation projects don't get started, or if started don't result in anything substantial and/or successful.



Going through digital transformation is going through change. If the roadblocks are properly addressed, it can provide an environment in which people (individually and in groups) will care more about what they do with higher ability to accept new processes, with more room for individual insights and initiatives and more motivation.

2. KEY TO SUCCESS FOR DIGITAL: ANALOG

There is one key analog component that has a lot of impact on the success rate of any digital project: **people**. From buy-in, motivational, empowering and ... learning perspective. It is common knowledge that people and organizations should be part of a never-ending learning environment. This is a no-brainer in the path to success for any business.

Today we see that organizations understand that learning should be a key focus but often there is lack of investment, time and resources to use *learning* to ready an entire organization for the business transformations the organization needs.

Experimental and Social learning:

An agile organization, one that has the ability to adapt fast to new business imperatives, is one that invests in learning beyond the structured learning processes. Maximum 10% of learning interactions comes from workshops or seminars, and maximum another 20% comes from collaboration, mentoring and coaching. People, and by extend an entire organization, learns the most through workplace integration (problem solving, job rotation, special assignments and projects).

Organizations that want to be successful with any digitalization project need to invest in all levels of learning throughout the organization with the intend to make sure everybody is more than aware of what needs to be achieved and how it will be achieved.

By participating in an adaptive environment, employees will be empowered to contribute in a creative way to the transformation, it will improve motivation and efficiency and in the end, will result in better solutions and customer experiences with higher trust.

me inc.[®]



Before he founded TriFinance, Gert Smit was the CEO of the global staffing company Vedior, which under his tenure became one of the biggest staffing companies in the world. Reflecting on his career, he noticed that his colleagues' career planning did not result in the optimal outcome for organizations. In a classic pyramid organization, it's always either up or out. This means a great deal of ruthlessness and little trust, leading to the loss of creativity and good ideas and evidently a loss of talent and knowledge.

Employees who become isolated are less productive than employees who share knowledge with each other in a network structure. This demanded an alternative model and a new type of professionals, Me inc.® professionals. This could only materialize in a new world. ICT allows employees to share knowledge, for example. It enables the creation of platforms which are essential for a Me inc.® professional and essential to create an adaptive ecosystem.

Recognizing this reality and by adopting this philosophy, the Me inc.® professionals of Tri-ICT are very well positioned to make a success of your Digital Transformation project.



3. TRANSFORMATIONAL ACCELERATION WITH TRI-ICT

Based upon our learnings and experience but also based on academic research we, at Tri-ICT, have developed a pragmatic approach to support your organization to become a digital company.

Our approach is, amongst other things, inspired by the work of Dr. John Kotter (Harvard Business School) who defined 8 practical steps for the execution of change, obviously, something to consider when striving for a successful approach in the orchestration of digital change. This can be easily mapped to any digital transition process:

- 1. Create a sense of urgency**
Understanding digital disruption and market momentum
- 2. Build a guiding coalition**
Build digital culture with a willingness to challenge and share knowledge between interdisciplinary teams and business eco-partnerships
- 3. Form a strategic vision and start initiatives**
Crystallize different options and values
- 4. Enlist a volunteer army**
Set the stage, bring clarity and prepare mentally for the change, bring a concrete realistic story, evangelize
- 5. Enable the teams and remove barriers**
Commitment to accountability, stakeholder communications, interdisciplinary collaboration, outline business transformation architectures (Current - Transformational - Future) development stages
- 6. Generate short terms wins**
Start experimental learning, PoC's,
- 7. Sustain acceleration**
Agile projects, measuring progress and operational excellence
- 8. Scale up and institute**
Restructure GRC, measurements and maturity and capability levels

At Tri-ICT we believe strongly that these are the focus areas to lead companies and organizations into the digital era:



FOCUS AREA'S	MEANING	MEASURING (KPI'S)	DRIVING FORCES
Customer experience	Create a compelling experience for you mobile customers through the channel of choice, having in mind the customer experience	Net promoter score, recurrent business, meaningful dialogues, number of new customers, cross and up-sell increase	Customer situational awareness and predictive behavior, sentiment of social analytics.
Talent management	Enabling and engaging employees, furthering their digital skills, expertise and employability	Engagement scores, collaboration, speed of learning	Recognizing and reward personal development culture, contributions and entrepreneurship
Operational governance and structures	Rationalization of cost, infrastructure and means	Number of digitizing end to end processes, productivity rates	Business effectiveness, operational efficiency and productivity
Business continuity, security and privacy	Protection of personal data	Number of threats detected and solved, number of privacy breaches, fraud losses, Up- and response time	Trust, transparency and proactive protection of sensitive and personal data
Platforms and infrastructure integration	Handle complexity and heritage systems, implement new "cloud" services, integrate back office systems	Utilized platform investments, cost of integration and maintenance	Use of standard platform and cloud services
Fast adoption of disruptive innovations	Enhancing the speed of technological driven innovations	Percentage of budget allocation for disruptive technology and services, proportion of new ideas that reach concept design	Prototyping, use of big data, IoT, AI reasoning and learning systems, digital culture
Sustainable transformations	Maximizing the key capabilities of your organization to go digital.	Manage ROI and cashflows	Overcome digital-culture deficiencies, cultivate key digital business capabilities
Co-Creation of new values in business ecosystem	Creating new sources of revenues by co-created values and resource and intellectual capital sharing	Number of value propositions and product development, IP exchange, common customers	Chain and business model integration

4. DIGITAL ACCELERATORS FOR ENTERPRISES

To leverage the digital journey the following transformation capabilities will help your company moving five time faster to the digital ERA:

- Create a better customer understanding around customer journeys, IoT, predictive models.
- Facilitate Interdisciplinary and experimental learning to create deep understanding of innovative digital technologies all based on real customer needs and operational effectiveness.
- Create new digital values and change your business model before others do to improve brand recognition and implement them quickly based on the existing customer relationships. Speed is essential to becoming a leader or a fast follower.
- Optimize your core business capabilities for digitalizing services and fundamentally transform the business to make it leaner, more agile, and more cost effective.
- Mastering your big data effectively to generate higher revenues and come up with more innovative project ideas and capabilities. In the process, create entirely new revenue streams, business units, and stand-alone businesses.
- Artificial Intelligence and machine learning in the workplaces to augment Intelligence and empower personal capabilities for intellectual advancement. This can make human expertise two time smarter every year.
- Embrace your ecosystem by collaborating across your ecosystem, new digital services will emerge in your value chain.
- Knowledge management and transformation by facilitating interdisciplinary collaboration and by using Enterprise Architecture contributions.

5. TRI-ICT SERVICES

Business & Technology Transformation as a Service (BTTaaS)

To overcome internal “digital barriers” we offer audit; advisory and architecture services build around the following value propositions:

Business & Technology Transformation as a Service (BTTaaS):

- I. Living business models (developing a Strategy)
- II. Enterprise Architecture (creating a Body of Knowledge)
- III. TriTopia Lab (Experience the innovation)
- IV. Program and project support (Manage the execution)
- V. Implementation based on Cloud Solutions (Integrate the solution)
- VI. Governance Risk and Compliance (Develop the organization)

Service matrix

		Tri-ICT BTT Services					
BTT domains	What	Advisory	Staffing	Audits assessments	Coaching & Readiness	Community contributions	Solutions & tools
Living business models	<i>Digital strategy development and execution readiness</i>	Group building Living models, Business Cases, Scenario's	Building SD models	Testing the models	Training Certifications Coaching	EMSD	Vensim
Enterprise Architecture	<i>Building your body of knowledge and your strategic EA capabilities</i>	Value streams, Financial ROI, Capability maps, EA designs, Gap analysis, Roadmaps	Architecture resources	EA maturity scan	Training Certifications Coaching	OpenGroup Zachman CIMOSA eTOM	BizzDesign
TriTopia Lab	<i>Experience the future of innovative technologies</i>	Design thinking, Blue chips gaming, Proof of concepts, Financial models	Platform solutions, Data Mngt	Impact and gap analysis	Experience base learning	ECO partners	AI, Cognitive computing, Virtual reality
Program and project delivery support	<i>Delivering the benefits and mitigate risks</i>	Transformation strategies	Project and agile development resources, DevOps staff	Stakeholder engagement and reporting	Coaching	PMI	HP open DevOps
Cloud ECO systems	<i>Implementation and integration with Cloud building blocks</i>	Decisions and strategies, Secure designs, integration approach	Supply chain mngt	Cloud readiness	ECO partners	CCE	Pega, IBM, Microsoft, Incontinuum
Organizational performance improvements	<i>Keep your organization on track, out of trouble and climbing to the next level of performance</i>	Organization GRC, Integrated reporting, BPM improvement, Digital end to end services	Compliance and risk Strategy and performance mngt Financial controls InfoSec	InfoSec audits GDPR readiness	Coaching Cognitive InfoSec	ISO OCEG CICS	Mobile, MIS/ BI, CRM, Case mngt, ERP



Enterprise Architecture & Support

Our architects can support your organization in building an Enterprise Architecture practice, coach your team of architects to obtain the best possible results and outcome of any Enterprise Architecture exercise, build (as an architect) your body of knowledge and advise and coach you on using appropriate tools and standards.

Readiness and Coaching

As all our professionals at Tri-ICT and TriFinance are Me inc.® professionals, they understand extremely well the importance of knowledge sharing, especially during and near the end of a project assignment. Special care is taken so the transfer of knowledge to (other) project owners.

Tri-ICT can also setup specific training and coaching on a broad range of Enterprise Architecture, Technology, Cloud related topics, including the use of various specialized tools based open standards such as ArchiMate® and TOGAF®.

Business & Technology Transformation Advisory

The Project Consultants of Tri-ICT can support a wide range of IT projects, especially when related to digital transformation roadmaps of our customers. From system and Enterprise Architecture to support of the implementation of new systems, from project and program management to governance and planning. We are used to work in an environment with models and methodologies and we do have a lot of experience working with other consultants. What counts is the quality and the impact of the outcome.

Transition & Support

Whether we Recruit & Select for a customer or looking for skilled professionals to be assigned on projects in our customers' organizations, we apply a very strict methodology to make sure we find the right people matching skills, knowledge, experience and ethical expectations of the target organization or project.

As Tri-ICT is part of the TriFinance organization, we have access to a broad range of Me inc.® professionals beyond IT and technology skills.

Beyond Advisory...

Beyond Advisory is our ambition in all what we do at Tri-ICT and TriFinance. We work beyond a report or advice. We try achieving a result by help improving the business impact of IT in our customers' organization. Tri-ICT-consultants are only satisfied when a proposed solution is operational and successfully implemented. From Insight to Realization!

6. TRI-ICT START TO DIGITIZE PACK

SERVICE OFFERING

We offer an easy way to check the quality of our services and to achieve some initial results or quick wins while doing it. Our **Start-To-Digitize pack** contains the following items & activities:

START-TO-DIGITIZE

1 day of intake to have an initial understanding of the customer needs, objective and environment
+
3 days of Enterprise Architecture lab
+
1 day digital workshop to identify one area of improvement +
2 days to draft a high-level execution & design plan

7 days pack @ 5.000 EUR excl. VAT

We look forward having a dialogue with you and your organization about your digital future and the contribution we can offer you, individually as well as an organization.

Tri-ICT® is part of the TriFinance® group. TriFinance® is a consulting company with broad offerings in financial consulting, project management, change management, reporting and Clevel solutions.

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