
CREATING THE AGILE
ENTERPRISE THROUGH
DIGITAL TRANSFORMATION



HIGHPOINT

TODAY'S WORLD IS DIGITAL

WE DON'T HAVE TO LOOK FAR TO REALISE THAT TODAY'S WORLD IS DIGITAL

From retail to banking, from transport to healthcare, from energy to the provision of public services and government, every industry and sector is experiencing a radical shift in the way that customers and partners want to connect with them.

The way your customers interact with your business has dramatically changed. They seldom talk to your people but increasingly want to interact with your systems digitally.

Over the past decade, the pace of this digital change has been relentless. While some organisations see this as a threat, many more see it as a tremendous opportunity to prosper, to drive efficiencies in their business, to accelerate innovation that brings market advantage and to create a level of agility that enables them to stay one step ahead of the competition.

According to IDC, 89% of organisations have the intention of becoming digital and although 37% have already started integrating and executing a digital-first approach, only 7% believe they have truly become an enterprise-wide digital business.

The following pages will explore what digitalisation is, the competitive advantages that businesses can achieve by transforming digitally and the foundation steps that organisations should be taking towards becoming an Agile Enterprise.



WHAT IS DIGITALISATION?

DIGITALISATION MEANS DIFFERENT THINGS TO DIFFERENT PEOPLE.

At HighPoint we view it simply as the process that organisations undertake to transform their businesses into ones that have much greater agility. Greater agility means bringing innovative products and services to market quickly at significantly reduced costs in order to continually exceed expectations and deliver outstanding customer experiences with every interaction. To do this effectively, organisations must embrace digital from three key perspectives:-



Digital On The Outside

Differentiating your business through service delivery that is responsive, personalised and effective. Engaging effectively with your customers, and continually developing new and innovative ways to deliver services through a range of digital channels.

It is click-and-collect, customer apps, self-service portals and automated services. It is about engaging seamlessly with your customers through the channels they prefer and differentiating your service by providing an intuitive and enjoyable customer experience, every time.



Digital On The Inside

Creating frictionless commerce through the integration of applications and data to automate business processes. Streamlining information and work-flow across the organisation to remove duplication of effort and gaining valuable business insight through deep-level analysis of data from every part of your organisation.

The main driver here is to increase productivity by automating manual tasks and enabling processes to digitally traverse systems. It is also about being smarter, using the wealth of information generated by your digital environment to analyse and predict trends in order to make better informed decisions and capture previously unidentified opportunities to increase revenue streams and rationalise costs.



Digital First

Embedding digital in every departmental strategy and initiative. Clearly defining and measuring the relationship between technology and successful business outcomes and extending IT competency into every part of the organisation to sponsor and drive innovation and change, using technology as an enabler.

It is creating a cross-domain, multi-disciplinary organisational structure that is set up to effectively leverage the collaborative power and agility that your digital environment provides in order to rapidly innovate and deliver new products and services that will help your business grow and outperform the competition.

Digital Transformation creates an environment across your business that enables collaboration, accelerates innovation and supports the rapid development of new products and services, all at vastly lower costs than traditional IT.



CREATING DIGITAL ADVANTAGE

ORGANISATIONS THAT EMBRACE DIGITAL ARE ABLE TO CREATE COMPETITIVE ADVANTAGE ACROSS EVERY ASPECT OF THEIR BUSINESS.



Customer Experience

According to Walker Consultants, by 2020 customer service will overtake both product and price as the primary point of competitive differentiation.

Customer experience is critical in the digital world and customers are constantly refining their own expectations and demands. 24x7 service is standard and customers want a rich and enjoyable experience every single time through the channels that they choose to use. Businesses seeking to meet these demands effectively need an environment that allows them to continually enrich the digital experience through new features and offers.



Innovation & Speed To Market

At the same time, technology is rapidly advancing, making new things possible.

No market sector is standing still and so the speed with which organisations can innovate and bring new products and services to market is a critical success factor in the digital world. Multi-disciplinary, agile development teams with the ability to quickly deploy applications across a hybrid, multi-cloud environment are essential to ensure that customer expectations are continually exceeded.



Actionable Insight

The more processes, transactions and customer interactions that are digitalised, the greater the wealth of data available to provide valuable, actionable insight.

The digital environment created by the Agile Enterprise allows previously unrelated data from across the organisation to be continuously correlated and analysed to gain competitive advantage. Business and market trends are identified earlier, operational performance is continually optimised and telemetry and machine learning are applied to data to provide rich contextual insights and inform business decisions.



“By **2020** customer service will overtake both product and price as the primary point of competitive differentiation.”

Source: Walker Consultants

DRIVING BUSINESS EFFICIENCY

AS WELL AS GENERATING COMPETITIVE ADVANTAGE FOR YOUR ORGANISATION, DIGITALISATION CAN ALSO DELIVER SIGNIFICANT COST SAVINGS THROUGH OPERATIONAL EFFICIENCY GAINS.



End-user Productivity

A digital infrastructure connects users and devices to applications, data and each other seamlessly and securely regardless of location. This drives individual productivity and supports greater collaboration within the Agile Enterprise.

Enhancing the workforce experience results in better information sharing, richer generation of new ideas and a significant reduction in the time it takes to identify and realise the benefits of innovation across the organisation.



Simplified IT Management

The foundation for digital transformation is a Secure Software-Defined Infrastructure that adapts to the changing needs of the business whilst simplifying the provision and management of IT.

Abstracting the design and business intent from the hardware that hosts it and deploying environments remotely through software significantly reduces the time and cost required to bring new applications and services online. Changes and enhancements to existing applications can be safely rolled out in hours or even minutes with no disruption to user services and physical network, storage and compute resources are standardised to achieve higher levels of efficiency at vastly lower costs than traditional IT environments.



Reduced Operating Costs

According to IDC, traditional approaches to IT consume up to 80% of IT budgets in simply maintaining existing levels of service with no incremental value to the business. Most of this cost is associated with inefficient manual processes and the cost of implementing changes within overly complex technical environments.

A Secure Software-Defined Infrastructure leverages automation throughout to accelerate the pace at which the organisation can implement change in response to business needs. Elastic consumption models accommodate fluctuations in demand without locking in capital for infrastructure that may not be fully utilised, making more resources available to drive value and pursue other business objectives.



Advances in technology are enabling us to work in new ways, blending people skills with automation to increase productivity.

REDUCING BUSINESS RISK

ORGANISATIONS FACE A GREATER RISK THAN EVER BEFORE FROM CYBERCRIMINALS, WHILE LEGISLATIVE REQUIREMENTS FOR BUSINESSES TO PROTECT PERSONAL DATA HAVE BECOME FAR TIGHTER. DIGITALISATION ENABLES ORGANISATIONS TO RETHINK INFORMATION SECURITY.



Security by Design

Traditional approaches to IT infrastructure security follow an overlay, perimeter-centric framework that simply is not effective in countering the threats facing the Agile Enterprise. Applications, data and customer-access now extend far beyond the boundaries of the organisation in order to support the pace at which the business needs to operate.

Digital Transformation enables organisations to make security context-aware and adaptable, travelling with applications wherever they reside in order to provide consistent and effective enforcement of corporate security policies and protect effectively against malicious activity.



Extended Landscape

In the Agile Enterprise, systems, applications and data, the IT environment extends well beyond the boundaries of the corporate network and are available to end-users and customers at any time, on any device, from any location.

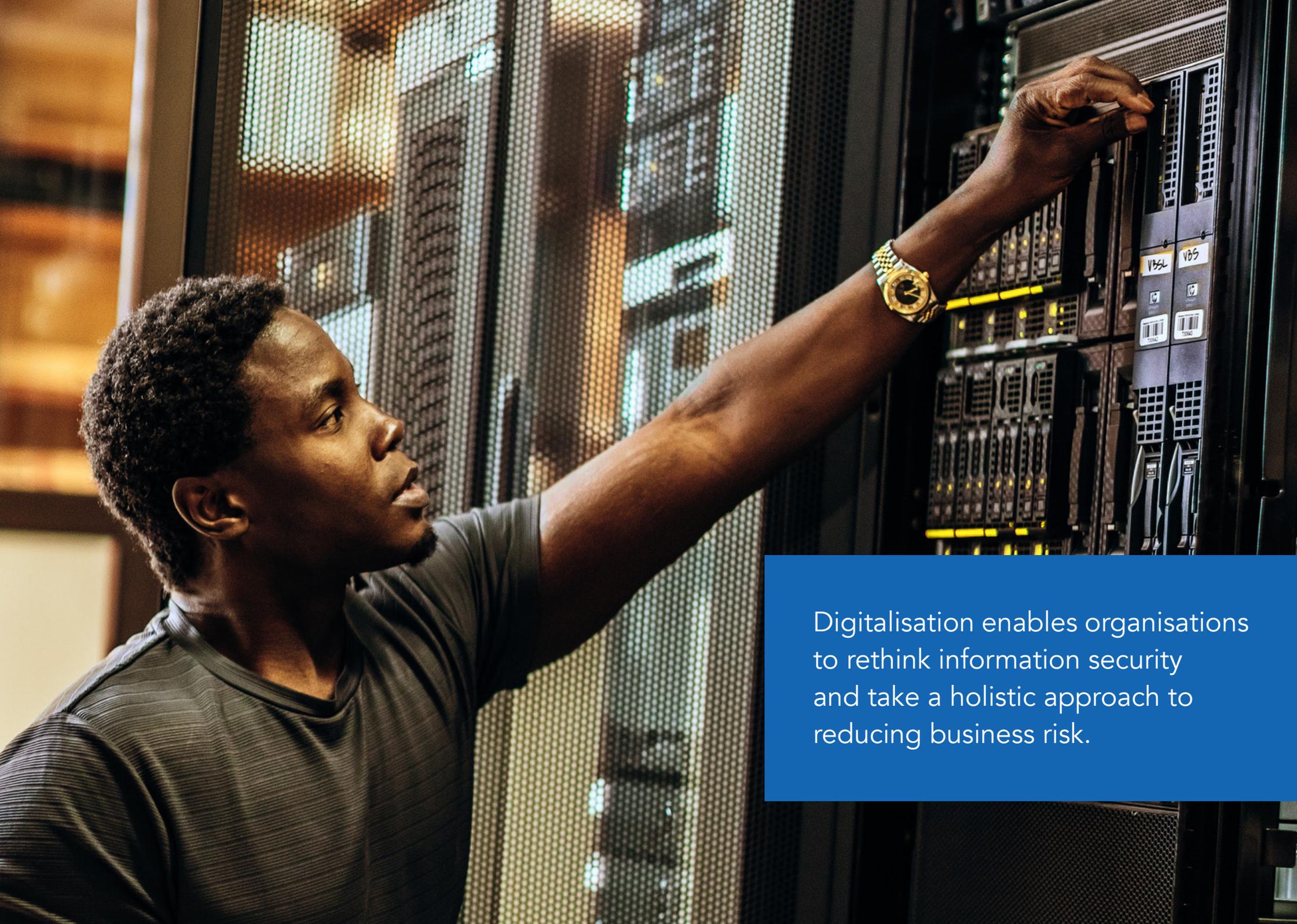
Protecting corporate assets and data in this environment requires consistent, context-aware, automated enforcement of centrally defined and managed policies. Combined with next-generation security operations, the Agile Enterprise has confidence in meeting the threat of cybercrime without compromising business agility.



Demonstrable Compliance

The Agile Enterprise has auditable visibility of the individual and aggregate security policies being applied within each context of the Secure Software-Defined Infrastructure.

Continual monitoring and analysis of threats, combined with automated proactive defence actions and prescribed threat-containment response procedures ensure that the Agile Enterprise can demonstrably confirm the most robust compliance at all times.



Digitalisation enables organisations to rethink information security and take a holistic approach to reducing business risk.

THE PILLARS OF THE AGILE ENTERPRISE

Digital Transformation is a programme of change that will touch every part of your IT environment and requires a carefully planned roadmap, tailored for your specific organisation, to ensure successful implementation of the three key pillars of the Agile Enterprise and realisation of the benefits of digital transformation for your organisation.



Application Assurance

Ensuring that the applications that are critical to your business consistently perform in the best possible way. It is about utilising multi-cloud environments, orchestrating intelligent workload placement and optimising application performance to deliver what end-users need and expect.

Technology has advanced significantly in this area with sophisticated analytics, cognitive machine learning and the automation of environment provisioning and management.



Secure Software-Defined Infrastructure

The underlying context-based environment that connects end-users with the applications, services and data they need, regardless of where these are located.

A secure, software-defined infrastructure creates an intent-based network that translates the required business outcomes into policies that are consistently applied across the entire estate, automating the configuration of components and continually monitoring, analysing and optimising performance.



Next Generation Operations

The goal is to be able to make continuous, zero-risk changes to the entire infrastructure in response to deep-level analytics that enable lines of business to move at pace to create competitive advantage and drive new market opportunities.

This is achieved through leveraging automation for every aspect of operating a Secure Software-Defined Infrastructure, from orchestration and provisioning of resources to proactive, AI-driven monitoring, management and remediation of infrastructure issues before they become service impacting.



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HOW CAN HIGHPOINT HELP?

WE HELP OUR CLIENTS TO BECOME AN AGILE ENTERPRISE BY ASSISTING AND GUIDING THEM THROUGH THE STEPS OF DIGITAL TRANSFORMATION.

Success in Digital Transformation depends on an organisation's ability to define a vision for transformation and execute on that vision. HighPoint helps customers assess and understand their transformation maturity across four key areas and provides specific solutions and service engagements mapped to each of these areas to help customers define, plan and execute transformation successfully for their business.



Digital Strategy

HighPoint's Digital Strategy methodology analyses the technology, commercial and cultural factors of your particular business areas to provide realistic and achievable goals for Digital Transformation tailored specifically to your organisation.



Transformation Programme

HighPoint's Transformation Programme services combine the latest in advanced technology expertise with many years of experience in successfully delivering complex change for enterprise clients. We ensure that your local or global business-critical technology transformation programme remains on track and delivers the full benefits of digitalisation to the business.



Technology Acceleration

HighPoint's Technology Acceleration methodology puts your team side by side with our highly experienced engineers throughout to maximise knowledge transfer, build practical skills quickly and ensure confidence in rapidly deploying advanced capabilities into production.



Agile Operations

HighPoint's Agile Operations team will help you deliver the agility that comes with self-service provisioning, supported by automated orchestration of development, test and production environments according to centrally defined security, geo-location and availability policies directly into the hands of your business units that need them without compromising the security of the business.



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