

# A Guide to **Deliver Value** Focused **Transformation** | 1 of 2



From small business to large enterprise, **leadership, planning** and **execution**, not the technology itself, drives **successful** digital transformation. Understand key **success factors** with this guide.

## 5 Steps to plan your **Digital Future**

- 1. Define Purpose** – translate customer and business value, problems and opportunities into a future vision.
- 2. Align Process** – define the key activities that drive value. Identify unnecessary activities to minimise or eliminate.
- 3. Align People** – better connect your people to key activities, decision making, customers and suppliers.
- 4. Leverage Technology** – identify the applications, data, analytics and other technologies to maximise value and optimise time and effort.
- 5. Prepare to Execute** – prioritise and roadmap the technology and non-technology initiatives to transform your business.

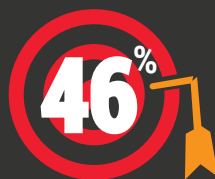
## Technology is **not a silver bullet**...

Failure rates are historically high...

55-75%

of all ERP projects fail to meet their objectives<sup>1</sup>

Focus on value...



realised less than half of the benefits they anticipated<sup>2</sup>





Don't let common issues<sup>3</sup>...

- △ lack of clearly defined objectives
- △ lack of collaboration between IT and business
- △ lack of communication by senior management

...be barriers to your success.




1. Your guide to a successful ERP journey, Deloitte (2014) 2. 2016 ERP Report, Panorama Consulting Solutions (2016) 3. Why IT Projects still fail, CIO (Aug 2017)

# A **Leaders** Transformation Checklist

-  **Clearly Defined Vision** – communicate the reason “why” as a clear call to action, then create a vision. Does it articulate the value you will create in the future and how the business will operate better?
-  **Accountability** – is the whole leadership team united and accountable for the transformation outcomes, not just a single ‘sponsor’?
-  **Digital & Process Culture** – are you knowledgeable in new and emerging technologies? Disciplined in defining and following processes? Do you have a problem solving mindset?
-  **Adoption & Execution** – do you have the skills and resources to facilitate and drive the introduction of new technology and behaviours?
-  **Roadmap of Initiatives** – is there a series of technology and non-technology initiatives aligned, defined and prioritised to deliver the vision of your future business?

**If you can answer favourably to these items, you might have transformation success in your sights. If not, don't stop, simply seek help.**

## **Not sure** whether to **commit**, try this...

-  **Discovery Workshop** - bring the key leaders together
  - Determine why you need to transform - challenges, opportunities and goals.
  - Critique your understanding of customer value, process management capabilities and digital culture.
-  **Run a Test Case** - if you're unsure about the need or approach, apply it to a key process and see the value you could deliver.
-  **Transform or Optimise** - using Workshop and Test Case learnings, should the business transform or incrementally build capability through optimisation?

## Working with **28Connect**

28Connect was founded on the experience that businesses can maximise the value they create for their customers at the same time optimising the time and effort they spend delivering it.

Using our simple framework, we help businesses develop company-wide and pragmatic roadmaps of technology and non-technology initiatives to drive better outcomes and returns.



**VALUE FOCUSED DIGITAL TRANSFORMATION**  
= PURPOSE + PROCESS + PEOPLE × TECHNOLOGY