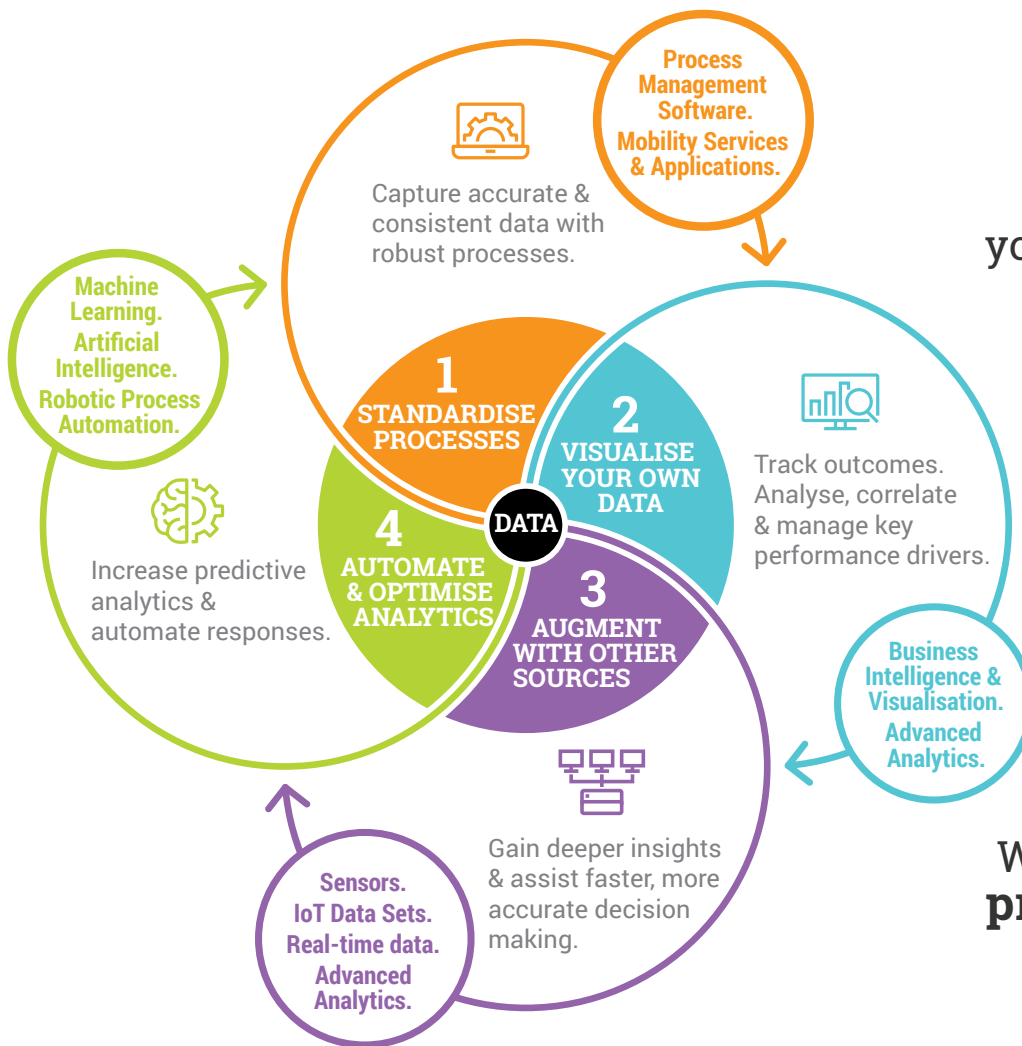


A Guide to **Deliver Value** Focused **Transformation** | 2 of 2



Together with leadership and your organisations problem solving mindset, **data is the fuel** to power your **digital success**.

The Data & Technology **Maturity Loop**



What level does your **future vision** require?

Which level are you **proficient to today**?

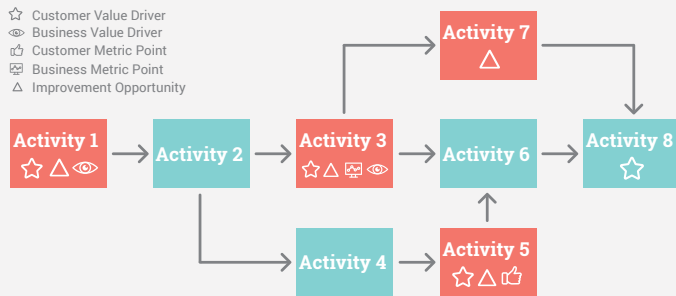
What will **your Transformation** look like?

1. Define Purpose – validate what your customers' value is. Define your business value and success drivers. What are the biggest challenges and opportunities?

The Heavy Equipment Servicing Co. (example)

☆ Customer Value	👁️ Business Value
1. Minimal downtime	1. Technician availability
2. Quality of service (no repeat callouts)	2. Inventory efficiency – right parts, right place
3. Total cost of maintenance	

2+3. Align Process + Align People – map out and identify the process and people activities that drive customer and business value. Highlight all opportunities for improvement?



4. Leverage Technology – identify the technology (and non-technology) initiatives that will maximise customer and business value?

Activity	Initiative	Focus	Technology
1	Systemise Order Taking	👁️	Order Management Software
3	Equipment Monitoring	📡	IoT & Technician Connectivity
5	Performance Dashboard	👍	BI Suite. Customer App.
7	Eliminate Step	👁️	N/A

5. Prepare to Execute – align and prioritise the initiatives identified in 4 according to value creation, business challenges, opportunities and execution capability.

Roadmap Order	Initiative	Score	Benefit
1	1 – Systemise Order Taking	567	👍 \$\$
1	7 – Eliminate Step	343	\$\$\$
2	5 – Performance Dashboard	245	👍👍 \$
3	3 – Equipment Monitoring	175	👍👍 \$\$

Let's start!

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