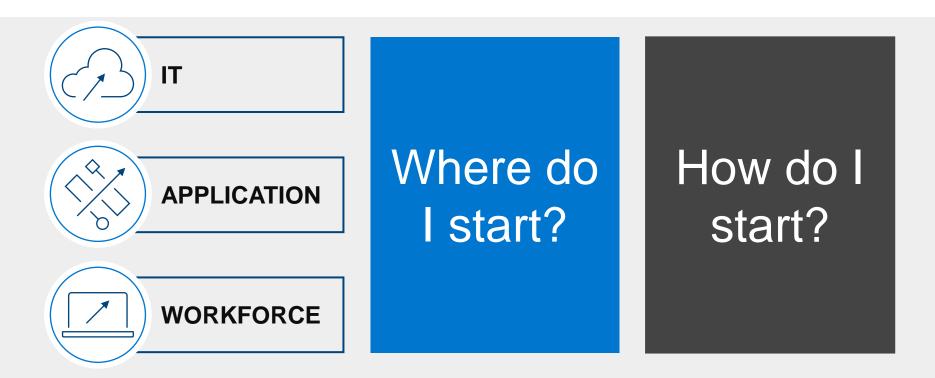
ProConsult Advisory Services

Using Dell Technologies' AS-IS/TO-BE methodology

D LLTechnologies

Two common questions

Transformation initiatives



Frequent inhibitors to strategy development



Internal friction from silo'd stakeholder viewpoints



No common language between business stakeholders and the technology and architecture teams



External friction from vendors to adopt the latest technologies



Contradicting input from analysts



No "big picture" or common consensus of what good looks like

Dell Technologies ProConsult Advisory services

Assess the current state and the desired future state

Create consensus across organizations for closing gaps

Develop actionable next steps with expected outcomes

Takes into account all facets of your transformation



Process



Technology



People

ProConsult Advisory AS-IS/TO-BE methodology

Aligned to your strategic vision and architectural principles

Gather information through interviews and review of existing environment

View of the current state
Suggested future state
High level transformation plan

AS-IS

Capture the current state of the elements of the environment under review

ISSUES

Identify the major issues in the environment today impacting cost or service

VISION AND ARCHITECTURE

Capture the strategic vision and architectural principles

TO-BE

Build out a proposed future state for the elements under review

ROADMAP

Develop an initiatives roadmap to migrate from the AS-IS to the TO-BE state

BENEFITS ANALYSIS

Capture costs with suggested ROI timeframes

Benefits of ProConsult Advisory services



Helps secure participation and support from all stakeholders within days vs. weeks

Leverages "what good looks like" and our best practices experiences

Results delivered in 3-6 weeks vs. months

Identified initiatives show savings that more than cover the service fee

Provides actionable outcomes using a proven methodology

Begin executing on findings and recommendations immediately

How we work with your team

CIO



- · Operations VP/Director
- Applications VP/Director
- Enterprise Architecture VP/Director

BUSINESS:

- · Business stakeholder leads
- · Strategy/Innovation lead
- App Dev/Release Mgmt. leads
- Security and/or Compliance leads



Current topology diagrams and information on key technical systems in scope

Related projects in progress

Planned investments and long-term strategy

Organizational and financial information for the environments in scope

Interviews

Facilitated group workshops

Collaborative design sessions

ProConsult Advisory – pictures are more impactful than words

STRATEGIC VISION and GUIDING PRINCIPLES

creates consensus on what you are trying to achieve

AS-IS

Documents the current baseline



STRATEGIC VISION

GUIDING PRINCIPLES



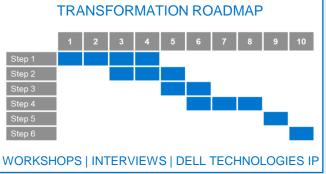
TO-BE

Represents the high level, unbranded view of "what good looks like" i.e., target state

ISSUES

Focuses on understanding and categorizing the key issues







BENEFITS

Builds the justification that allows stakeholders to understand the benefits and investment required

TRANSFORMATION ROADMAP

A clear roadmap on how to achieve the TO-BE vision

ProConsult Advisory services suite

Advisory services to create consensus and speed strategic initiatives, sized to your requirements

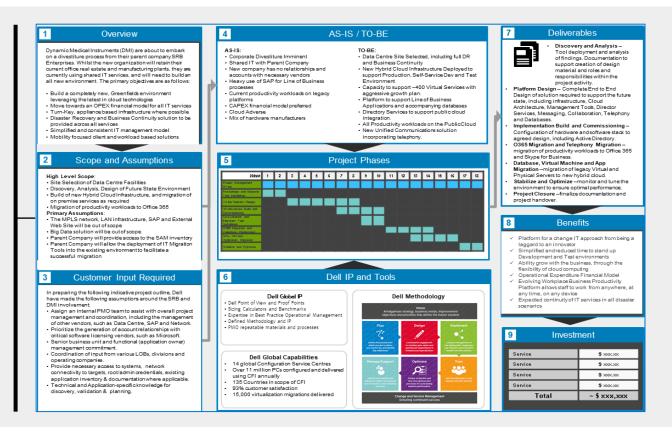
Activities	ProConsult Advisory Base	ProConsult Advisory Core	ProConsult Advisory Plus	ProConsult Advisory Custom
Service duration	1 day	3 weeks	6 weeks	>8 weeks
Strategic vision and guiding principles	•	•	•	•
As-is current state summary and issues mapping	High level	•	•	•
To-be end state	Best practices	High level	•	•
Roadmap		High level	•	•
Benefits analysis			•	•
Business case and ROI				•
Workshops	1	2	4	>4
Stakeholder interviews		3	10	>10
Executive summary	•			
Executive vision map		•		
Transformation canvas			•	•

ProConsult Advisory example deliverables



ProConsult Advisory Base example deliverable

EXECUTIVE SUMMARY



ProConsult Advisory Core example deliverable

EXECUTIVE VISION MAP

AS-IS

Curret State IT Environment Summery

Key IT Risks

Fulnes State IT Environment

AS-IS

Company State IT Environment Summery

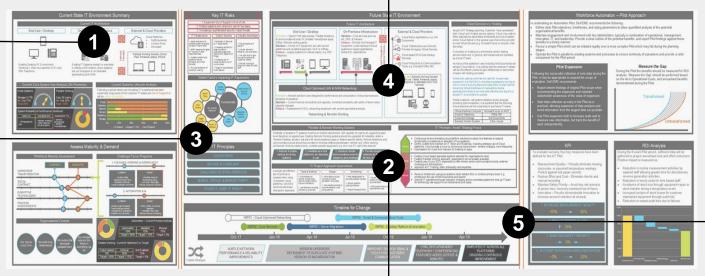
Key IT Risks

Fulnes State IT Environment

AS-IS

state

Strategic vision and guiding principles



Issues and objectives

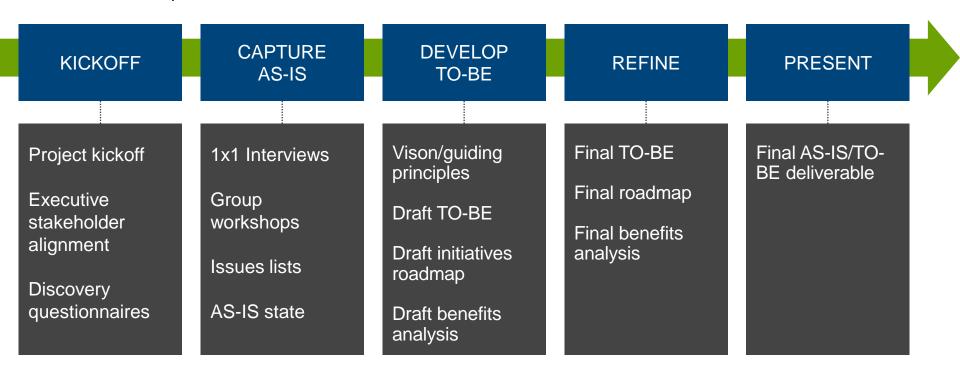
High-level roadmap

ProConsult Advisory Plus example deliverable



Timeline for ProConsult Advisory Core and Plus services

Activities and outputs



ProConsult Advisory services options



- Multi-cloud
- → Implications of infrastructure, platforms, applications, and operating model
- Business resiliency
- → Strategies for IT continuity, cyber recovery, disaster recovery, and data protection
- Data center modernization
- → Effects of build vs. buy, organizational challenges, site locations, CAPEX, OPEX for data center infrastructure



APPLICATION

- Infrastructure as code
- → Cloud-native platforms, continuous delivery, and DevOps for infrastructure teams
- Application profiling
- → Strategy for optimum mix of application platforms including SaaS, PaaS, IaaS, CaaS, FaaS, etc.
- Data analytics
- → Modernization of analytical platforms and architectures for scalability and performance



WORKFORCE

- End user computing
- → Persona-based EUC deployment and migration inclusive of Windows 10, VDI, and system management
- Digital workplace portal
- → Consumer-grade, persona-based portal experiences and solutions for intranets, IT and developer selfservice, CRM/ERP, and others
- Office 365
- → Planning, migration and personabased adoption of Office 365 services, best practices, and user experiences



Multinational financial advisory firm creates plan to migrate to smaller data center



Challenges

- Needed to migrate out of an existing data center
- New data center had 50% less space

- Highlighted the complexity of the customer's environment and their disjointed technology siloes
- Easily understood depiction of AS-IS, desired TO-Be and roadmap to achieve that future state
 - Identified potential 50%+ reduction in power use, 55%+ reduction in physical servers, 85% reduction in rack count
 - Potential \$4M savings identified
- Gained consensus across the organization on issues and priorities for a shared strategic vision for future IT services
- Identified immediately actionable initiatives
 - Customer is implementing the roadmap first workstream an Application and Discovery Profiling engagement

Global distribution company adopts strategic transformation roadmap

ProConsult
Advisory Plus
IT Transformation
Data center

Challenges

- Aging and distributed IT infrastructure
- Mission-critical ERP system at a breaking point
- Needed to reduce cost and complexity
- Customer lacked experience with converged infrastructure

Results

- Accelerated roadmap adopted as company's 3 year IT transformation roadmap
- Provided the CIO with a 360 degree view of the issues across data centers, networks and server infrastructure for all business units

"The collaborative approach we took with Dell enabled us to create a transparent view of how we operate today across a highly autonomous and federated business. Offering the Dell Technologies Consulting team over to our businesses to have an open and honest conversation without IT being present created the trust and independence that was required to create the vision for the future. The completed documentation highlighted the inefficiencies we'd built and carried over the last decade, and gave us the validation to create a new direction" – Bunzl IT Director

Multinational insurance company creates roadmap for global data center architecture



Challenges

- Needed clarity on existing data center infrastructure across global group
- Needed footprint/architecture for future modern data center infrastructure
- Needed guidance and roadmap from current to future states

- Easily understood depiction of current state and desired future state that includes data center infrastructure, security, service level requirements, disaster recovery requirements, and data center contracts
- Clear roadmap of how to address identified issues and undertake initiatives to achieve the desired future state

World-leading insurance broker creates plan for unified communications

ProConsult
Advisory Plus

Workforce
Transformation
Office 365

Challenges

- Complexity of communications environment was impacting operational availability and simplicity of user experience
- Desire to move voice and video services to Microsoft-based unified communications platform
- Move must be progressive and deliver reliability and a positive user experience throughout

- Summary of the current unified communication environment and suitability for rollout of voice and video features
- Identification of organizational demand, catalyst events, and opportunities for future unified communication voice/video acceleration
- Summary of changes that would be required to the existing environment to support voice rollout

Leading sustainable packaging solutions provider creates strategic roadmap



Challenges

- Lack of clear understanding of key global and local applications and collaboration tools
- Needed an architecture and roadmap for applications/tools that would enable global sharing of key data amongst companies – remove silos
- Needed scalable and repeatable infrastructure for on-boarding/off-boarding of potential acquisitions and divestments
- General Data Protection Regulation (GDPR) compliance required

- Easily understood depiction of current state, desired future state and roadmap to achieve that future state
- Future state infrastructure that is "cloud first", adheres to IPL security requirements, reduces need for custom apps, increases cost effectiveness

Roadside assistance organization enables staff to work any where, any time, any place

ProConsult
Advisory Base
Workforce
Transformation
VDI and End User
Computing

Challenges

- Vision to enable employees to work any where, any time, any place (Workplace 2020)
- Inconsistent and incompatible workforce architectures across business units

- Single-page visual that captures the vision of Workplace 2020 and guiding principles, describes the customer's current state and desired future state, describes the benefits and challenges of achieving this future state, and provides an initial roadmap to achieve that future state
- Accelerated the creation of a shared Workplace 2020 vision and action plan across all stakeholders
- Analysis and roadmap was adopted by IT Management and formed the basis of the Workplace 2020 strategy discussed with the customer's Board of Directors
- Customer has taken first steps on the roadmap Persona Assessment and Active Directory Assessment

European telecommunications company creates roadmap to enhancing services

ProConsult
Advisory Core
IT Transformation
Multi-cloud
Infrastructure
& Operating
Model

Challenges

- Customer aspires to be the best IT Service Provider in The Netherlands
- Silos and multiple operating models prevented standardization and modularity of process and services
- Lack of clarity regarding product / market value proposition for services
- Limited ability to execute new service offerings and unpredictable delivery

- Commonly agreed IT strategy and clearly articulated roadmap
- Clear strategy for services portfolio
- Clear roadmap to deliver new and different service offering/structure with supporting business cases

ProConsult Advisory Services Options

ProConsult Advisory for Multi-cloud

Implications of infrastructure, platforms, applications, and operating model

Topics typically include



Options for cloud platforms – public, private, hybrid

Transformation program governance, metrics, and key performance indicators (KPIs)

Service catalogs and service strategy

Operating model processes and roles for a cloud-consumption model

Application portfolio considérations – migration, modernization, retirement

IT integration with the business and service consumers

IT operations integration with and support for software developers

ProConsult Advisory for Business Resiliency

Strategies for IT continuity, data protection, and cyber recovery

Topics typically include



Existing business resiliency practices

Business and IT initiatives which drive business resiliency program requirements

Cybersecurity and recovery procedures

Application criticality and uptime requirements

Data protection and backup catalog

Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)

Resiliency program governance and metrics

ProConsult Advisory for Data Center Modernization

Effects of build vs. buy, organizational challenges, site locations, CAPEX, OPEX for data center infrastructure

Topics typically include



Facilities and servers – physical and virtual

Applications and business lines supported

Network infrastructure and security environment

Change/configuration management

Backup and recovery environment

Staffing levels

IT initiatives and business initiatives that affect the current environment

ProConsult Advisory for Infrastructure as Code

Cloud-native platforms, continuous delivery, and DevOps for infrastructure teams

Topics typically include



Deployment/provisioning automation and orchestration to support self-service

Version control and artifact management

Change and configuration management processes and controls

Monitoring and visualization

Cloud platform and tooling architecture

Security and compliance test automation

Software engineering processes and practices for infrastructure

ProConsult Advisory for Application Portfolio Optimization

Strategy for optimum mix of application deployment/delivery platforms including SaaS, PaaS, IaaS, CaaS, FaaS, etc.

Topics typically include



Platform options – traditional infrastructure, SaaS, PaaS, IaaS, CaaS, and FaaS

Current portfolio characteristics and design patterns

Business requirements and imperatives

IT requirements and imperatives

Existing infrastructure architecture and platforms

Cost of ownership

Time constraints and existing projects

ProConsult Advisory for Data Analytics

Modernization of analytical platforms and architectures for scalability and performance

Topics typically include



As-a-service delivery of analytics and data engineering

Private, public, and hybrid-cloud strategy and migration

Industrializing the data value creation process

Platform-based approach to enabling data science and advanced analytics

Information and data lifecycle management

Governance, security management, access, and compliance

Virtualization and containerization of workloads

ProConsult Advisory for End User Computing

Persona-based EUC deployment and migration inclusive of Windows 10, VDI, and system management

Topics typically include



Personas, worker experiences and needs

Mobility and device management

Client deployment and management

Application and IT services alignment

End user computing security

Adoption and change management

IT and user sentiment, experience management

Virtual desktop infrastructure, use cases and access

ProConsult Advisory for Digital Workplace Portals

Consumer-grade, persona-based portal experiences and solutions for intranets, IT/developer self-service, CRM/ERP





'Art of the possible' ideas and strategies for delivering better portal experiences

Personas, user needs, and functional vision tied to desired business outcomes

Cost reduction through an ecosystem of consumer-grade self-service capabilities

Workforce productivity through unified tasks, notifications, and recommendations

Increased content re-use through connected enterprise search

Optimization of investments in Office 365, Dynamics 365, ServiceNow, etc.

User experience and sentiment, workforce engagement, and workforce satisfaction

ProConsult Advisory for Microsoft Office 365

Planning, migration and persona-based adoption of Office 365 services, best practices, and user experiences



Adoption options – Exchange, Teams, Skype, OneDrive, etc., and timing

Infrastructure and platform options (public, hybrid)

Identity management, i.e., Active Directory or Azure Active Directory

Network readiness for cloud services

Optimization of on-premises infrastructure to support cloud resiliency

Customizations and integrations with on-premises apps and 3rd party tools

Adoption of change management

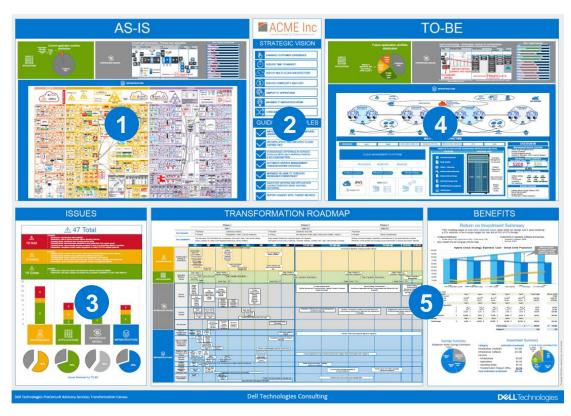
Ongoing Office 365 management and support

D&LLTechnologies

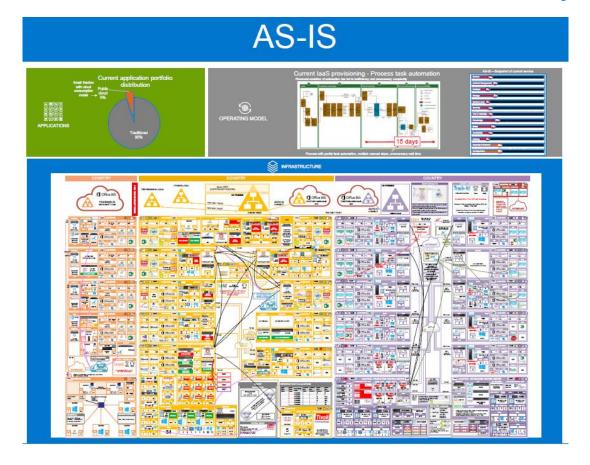
ProConsult Advisory Plus Transformation Canvas

A review of the methodology

- 1 AS-IS current state
- 2 Strategic vision and guiding principles
- 3 Issues and objectives
- 4 TO-BE future state
- 5 Roadmap and benefits analysis

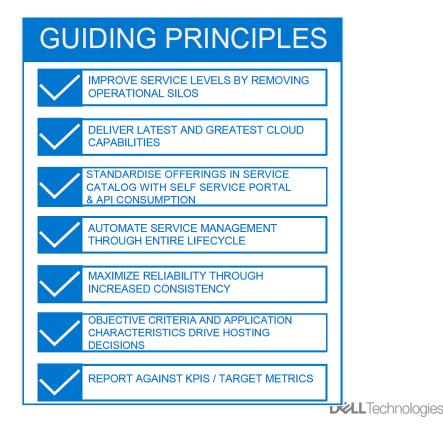


1 AS-IS current state – ProConsult Advisory Plus

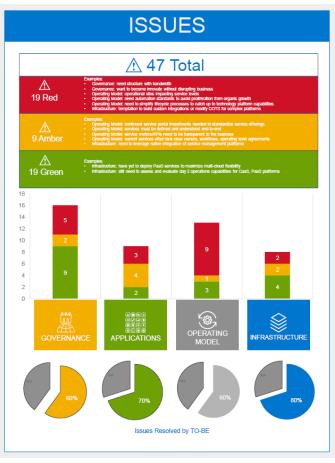


2 Strategic vision and guiding principles – ProConsult Advisory Plus

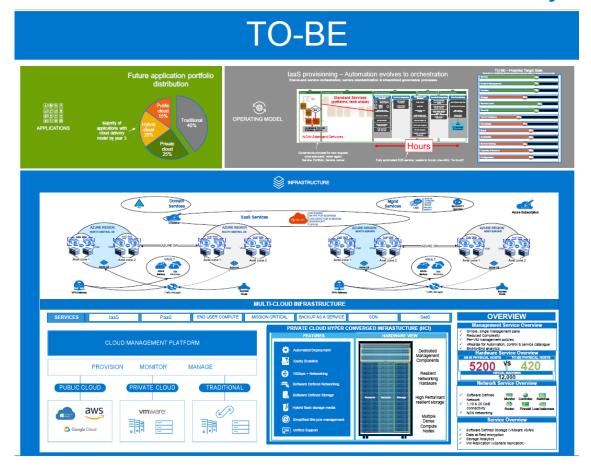




3 Issues – ProConsult Advisory Plus



▲ TO-BE future state – ProConsult Advisory Plus



Secondary Roadmap and benefits analysis – ProConsult Advisory Plus

