



Digital Workplace Target Architecture Consultancy

G-Cloud 14

SERVICE OVERVIEW

As your organisation focuses on improving your end users digital experience (DEX), Telefónica Tech can help you to undertake a modern workplace target architecture definition to align your technology and business strategies and to ensure that your IT systems and infrastructure support their long-term goals and objectives, prioritised with a view to improving your end users Digital Experience score. A Modern Workplace target architecture defines the desired state of your end user computing (EUC) IT landscape, outlining the technology, applications, and data required to support your business functions. This helps you to identify gaps in your current EUC IT infrastructure, prioritise technology investments, and create a roadmap for IT transformation. By defining a target architecture, you can ensure that your IT investments are aligned with your strategic priorities and that your technology infrastructure is flexible, scalable, and able to support evolving business needs. This can help to improve operational efficiency, reduce costs, and drive business growth.

Key Features

- **Discovery and Current State:** We will collaborate with you to gather sufficient current environment information to start forming a picture of the current mode of operation.
- **Assessment,** where we collate, rationalise, and interpret data to surface intelligence and start to anticipate outcomes.
- **DEX guided Target Architecture and Roadmap,** where we guide a set of design workshops leading to the production of a Target Architecture with an accompanying roadmap.
- **Optional Model Office,** we will build a proof of concept, leveraging as much of the new and existing technologies as possible while collaborating with our partners to highlight the latest in device technologies.

Key Benefits

Analyse the current state.

Telefónica Tech will analyse the current state of the systems, including existing hardware, software (including relevant licensing), and infrastructure. We will identify areas that need improvement or modernisation.

Develop an architecture vision and principles.

Develop a high-level vision for the target architecture that aligns with the business goals and objectives. This vision will be easy to understand and communicate to stakeholders. Telefónica Tech will develop a set of principles that will guide the design and implementation of the target architecture. These principles will be aligned with the business requirements and vision.

Define the architecture components.

Telefónica Tech will define the key components of the architecture, including hardware, software, and infrastructure. The target architecture will identify the interactions and dependencies between these components.

Define the business requirements.

Telefónica Tech will solicit the business goals and objectives that the target architecture needs to support. This includes identifying:

- Technical strategies
- Governance, security, and compliance requirements
- Experience and performance metrics.
- Training, adoption and change requirements.

Create a roadmap.

Telefónica Tech will create a DEX-prioritised roadmap for implementing the target architecture. This roadmap will include an approximate timeline, milestones, and dependencies. It should also identify and incorporate current or future projects that may impact the implementation of the Target Architecture.

Additional Services

Telefónica Tech can develop a model office as a testing environment that is set up to simulate the day-to-day operations of a real office, home office, outlet or store etc., It is typically used for testing new business processes, software applications, or other changes that affect the way the organisations operates.