WAVESTONE

Cloud Enabled IT Strategy

G-Cloud 13

April 2022

A technology strategy supports the business strategy and any resulting transformation

Business drivers

Drivers of a technology strategy are business goals, which can typically be:

/ Maximising synergies
/ Improving business development opportunities
/ Enhancing profitability
/ Increasing resilience

Technology Strategy goals

A technology strategy contributes to the achievement of business goals by:

/ Supporting the business strategy
/ Enabling strategic project alignment
/ De-risking current operational and regulatory risks

It should answer two simple questions:

/ **Where should we invest** to support business goals and generate synergies? (**Target**)
/ **When should we invest** in each area to support the transformation? (**Roadmap**)

To be a success, a technology strategy should:

1. **Be business centric** and focused to achieve the Business Goals
2. Be in synch with the **business transformation plan**
3. Encompass any **regulation** and **obsolescence** requirements
4. Identify **IT efficiency levers**

Business drivers that shape a technology strategy include:

Improve new customer acquisition and facilitate on-boarding

Maximise lifetime value of a customer by growing our share of wallet

Enhance the **experience** for **customers** to improve **outcomes** and **retention**

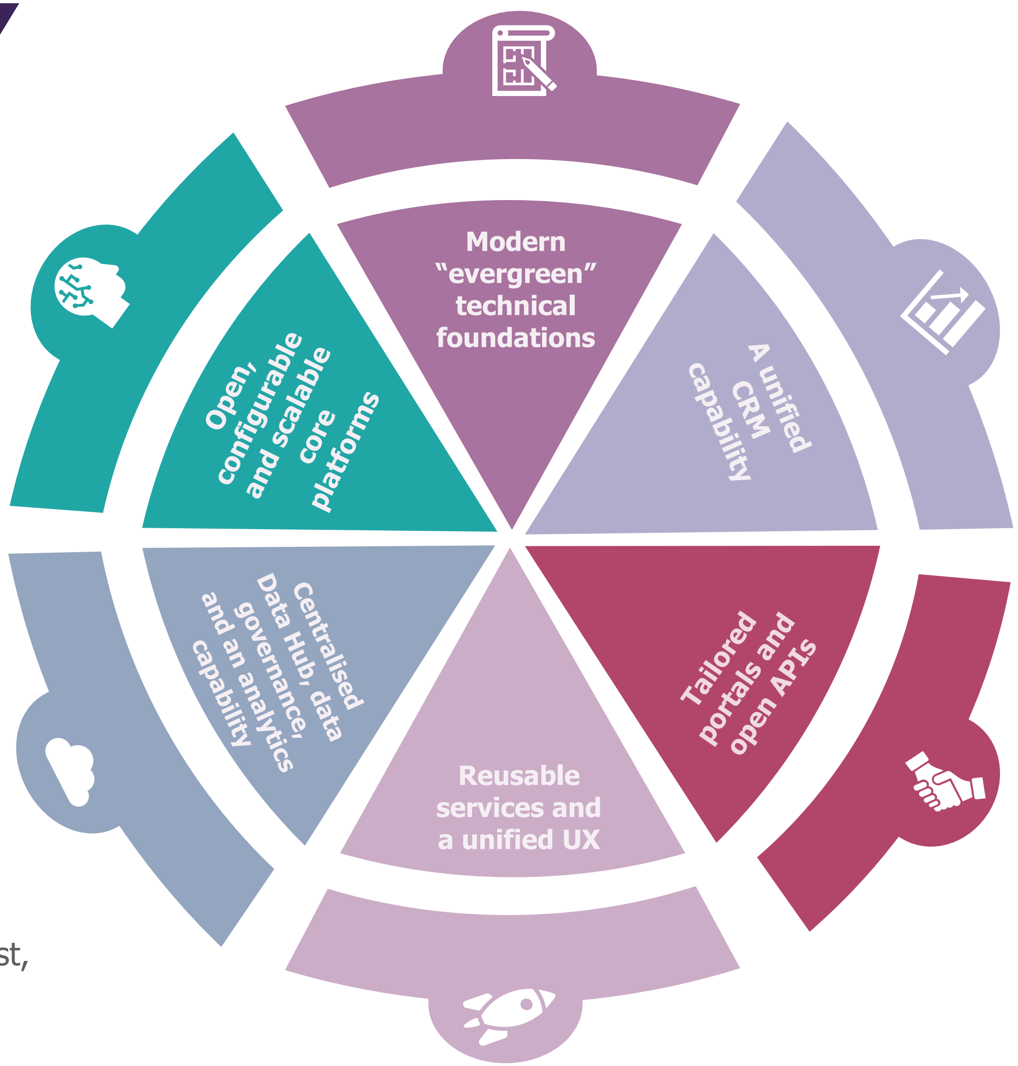
Rapidly develop services and features to remain competitive

Increase **cost efficiency and stability** of core activities to **support scalability**

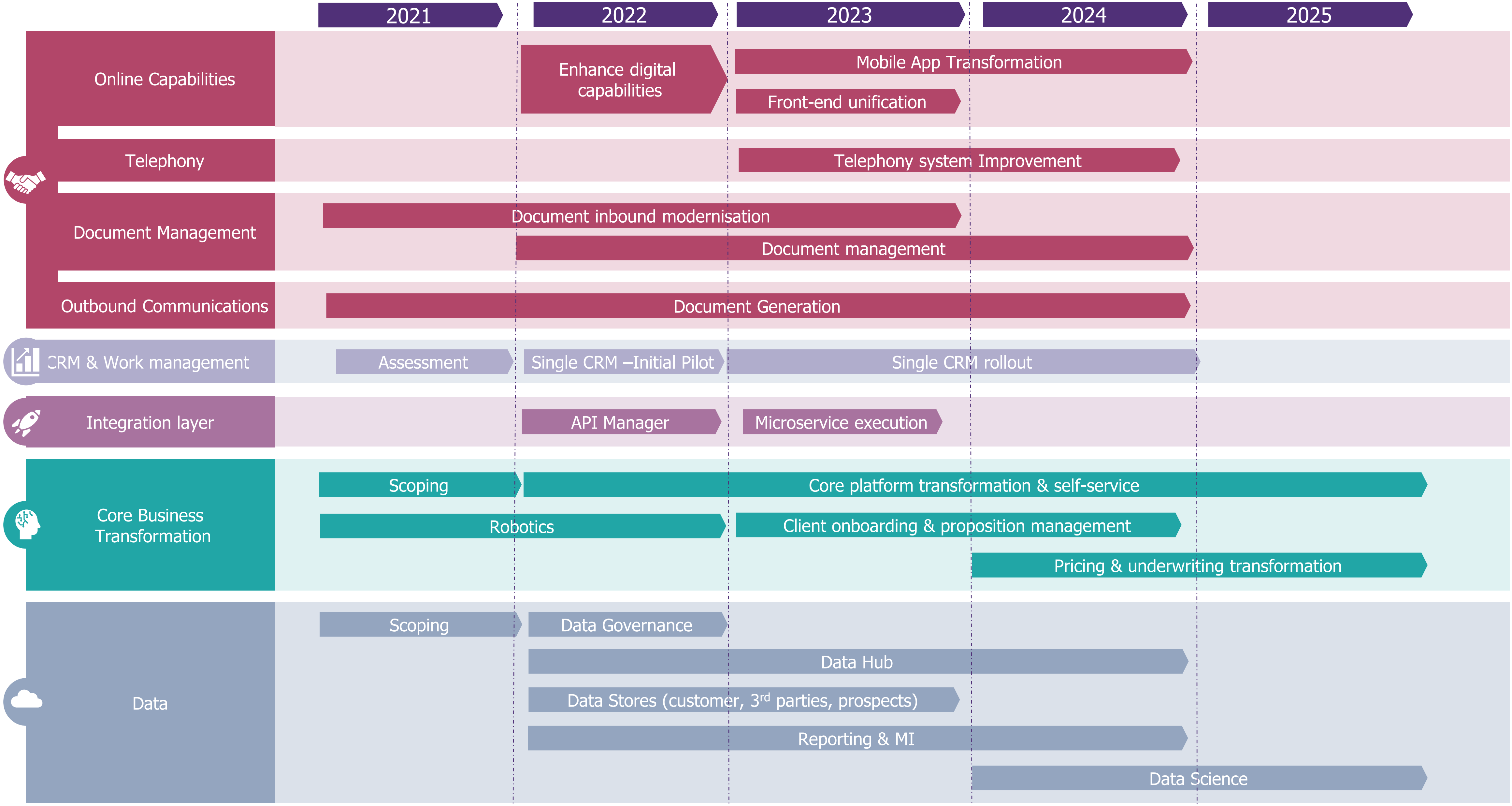
A technology strategy defines the target capabilities that enable the business ambitions

EXAMPLE TARGET TECHNOLOGY CAPABILITIES

1. **Tailored portals and open APIs** that support our acquisition channels and enable a self-service capability
2. **Reusable services and omnichannel capabilities** to enable a seamless omni-channel customer experience
3. **A unified CRM capability** based on a market leading solution to deliver a holistic customer centric view
4. **Centralised data hub, data governance, and an analytics capability** to provide relevant insights throughout a customer's lifetime
5. **Open, configurable and scalable core platforms** that can utilise cloud technology to facilitate automation, operational efficiency, and growth
6. **Modern "evergreen" technical foundations** that are cloud based, are robust, facilitate business agility, and reduce ongoing debt



A Roadmap is then defined to show the prioritised set of activities to deliver the target



Appendix

Stimulated by solving challenges and driven to succeed

Business
&
Technologies

Transformation

Positive Way

A unique ability to combine in-depth industry expertise, business functions know-how and technology mastering

BUSINESS FUNCTIONS

Strategy

Innovation management & funding

Marketing, sales & customer experience

People & change

Finance, risk & procurement

Operations & supply chain

INDUSTRIES

Financial services

Telecom, media & entertainment

Consumer goods & retail

Manufacturing

Energies & utilities

Transportation & travel

Real estate

Public sector & international institutions

TECHNOLOGY

Digital & IS strategy

Digital & emerging technologies

IT & data architecture

Cybersecurity & digital trust

Wavestone, a fast-growing company

Pure-play
consultancy

€470m

3,500+
employees

15 offices
in 9 countries

Multidisciplinary approach

Collaborative consulting style

Blend different skillsets from breadth of expertise

One Global company, flat structure, do not operate in silos

Account Manager as single point of contact

How our culture drives the best outcomes for our clients

High Quality Delivery

Responsive

Outcome Focus

Based on **teamwork** and **enthusiasm**, which drives the mentality to succeed with our clients

Transparency drives **honesty** and **intimacy** to create an environment of trust. Leave a legacy.

Always bring the best capabilities, with **flexibility** to change, delivered from a single point of contact

Here's what our clients say….

I find there is masses of ***energy and enthusiasm*** *and work alongside us effortlessly… through our partnership and* ***honesty,*** *we ended up in a position where we got the* ***outcome*** *we all wanted.*

COO | Global Investment Bank

Wavestone provided programme management expertise at a very critical and sensitive time in the project. Your team was ***always at our side*** *even through the toughest of times. Our engagement always felt like a* ***deep partnership.***

US COO | Global Bank

It has been a pleasure with working Wavestone. You have brought some much needed ***expertise*** *and thinking to the work we have undertaken and I appreciate both the* ***professionalism*** *and* ***collaborative nature****.*

Head of Department |UK Regulator

ABOUT WAVESTONE

Here's some of our recent work

Investment Bank

/

A Cloud Security review to recommend a unified cloud solutions in a secure way, with cost-effective approach

UK Government Entity

/

Established an effective go-to-market strategy for the future procurement of WAN services, with advisory on improving performance and reducing circuit costs

UK Regulator

/

Review of cyber recovery capability to ensure preparedness for recovery from a Cyber-Attack

Large Government Department

/

Technical Debt discovery exercise to help provide centralised view of IT Estate

The Positive Way

WAVESTONE

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Partner

Jim Hennigan
Partner

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