

**TOP
5
CONSIDERATIONS**
for CIOs

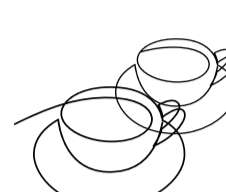
Preparing for your digital transformation

Cloud adoption

Big potential
The use case of savings often results in 40%-50% gains

Frequent fails
Equally, costs can increase due to inefficient usage.

Bottom line: Know your unique business use case for scalability, resiliency, privacy/security and availability, and then find the right blend of on-premise/cloud mix to maximise your investment and secure cost savings.



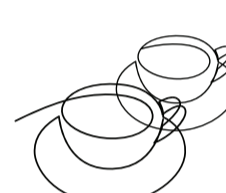
Data Analytics + AI

Rather than
adopting a big bang approach and hoping DA/AI will solve your business needs,

Clarify
the problem statement for a 10x gain in problem-solving, insights and decision-making.

Are you mining large transactional data such as a call centre or ticketing systems, or are you looking to understand customer website behaviour or spending habits? Are you managing risk or looking at predictive maintenance or fraud protection?

Bottom line: A CIO's challenge: IT systems generate millions of lines of data, however, a problem well-defined is half solved. With the right focus, Analytics and AI allow us to mine, empower and improve business decision-making.



Cybersecurity

'One and Done'
means deploying common solutions, hoping that 'everything will be alright'

Unfortunately
anything short of constant vigilance exposes company and client data

Bottom line: Cyber security should (and must) top everyone's 'to do' list. Excluding physical protection and social engineering attacks, the IT estate represents multiple complex entry points for cyber attackers to exploit.

“ *After 30+ years of experience...* No#1 rule: leading-edge technology is only powerful in the hands of those who know how to apply it. Those who harness the latest technologies are building upon what they masterfully deliver today, while working to remain **”** relevant in the future.



Agile + DevOps

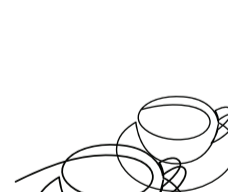
Speedcheck
Software solutions are being delivered 70% quicker

Ref: 'State of Agile' 2020

But
is rapid delivery coming at a decrease in quality and rising costs?

Bottom line: Our insights confirm that while more is getting through the IT delivery-funnel, cost and quality can suffer due to a lack of maturity, skills and experience in IT teams grappling with old and new world methods of application.

If more is getting through, **what is happening with your 'technical debt' position?**



CX

84% of customers
say the experience a company provides is as important as its products and services

Ref: Salesforce

Are you
at one with your automated workflows for employees and customers alike?

Bottom line: A seamless, personalised approach with feedback loops (and constant refinements) improves engagement and business outcomes.

According to PwC, 73% of customers rate experience as an important factor, while Adobe cites 10% better revenue among those with the strongest omnichannel customer strategy.

CIOs who exploit data-driven CX help their organisation retain customers while often outperforming competitors.



Like to delve into, dissect or draw on my experience over a coffee — let's set up a time...

