Digital Transformation

Game-changing IT for the Future

AGENDA

Digital Transformation

Cloud

Reality Check

IT-LED DISRUPTION IN INDUSTRIES

HOSPITALITY & TOURISM
HEALTHCARE & WELLNESS
RETAIL & CPG
MANUFACTURING
TELECOM & SERVICE PROVIDER
MEDIA & BROADCASTING
ENERGY & RESOURCES
BANKING & INSURANCE
PUBLIC SERVICES

SOURCE

- Logos from respective brands and companies
- The term “brainfacturing” refers to current manufacturing technologies with IT, sensors, and new materials, Antoine Willem van Agtmael
- Mine of the Future video — http://www.youtube.com/watch?v=Col_MPuELfA

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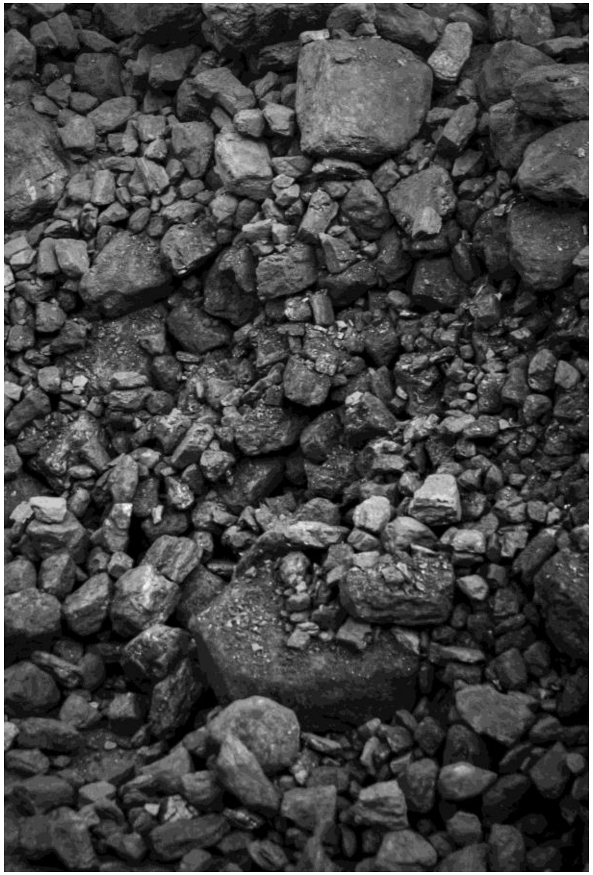

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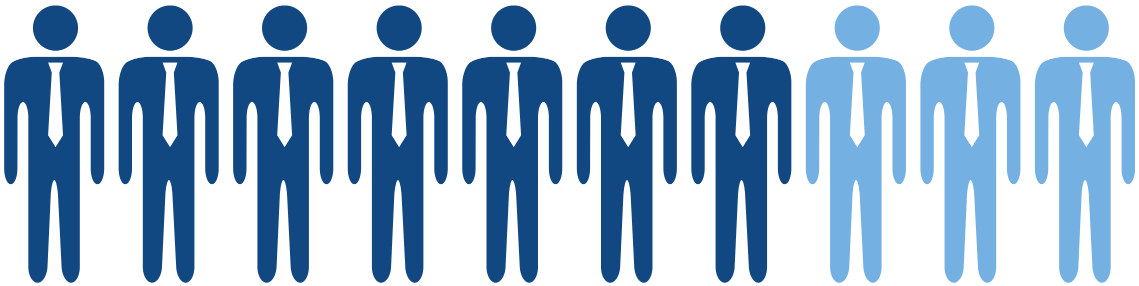
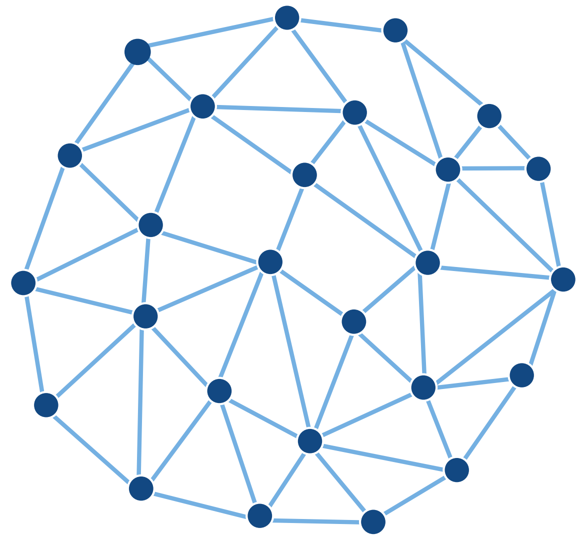
IDC Analyze the Future

CIO Role Permanently Aligned to Business



By 2016, over 70% of CIOs will move to become Value Partner to business

Definition of acceptable IT risk will change



Effective IT management of people and process

The Most Appealing New (Enterprise) Technologies

Wearable IoT

M2M

Digital Signage & Smart TV/Monitors

Industrial IoT

Software-defined Data Center

Open Source Cloud

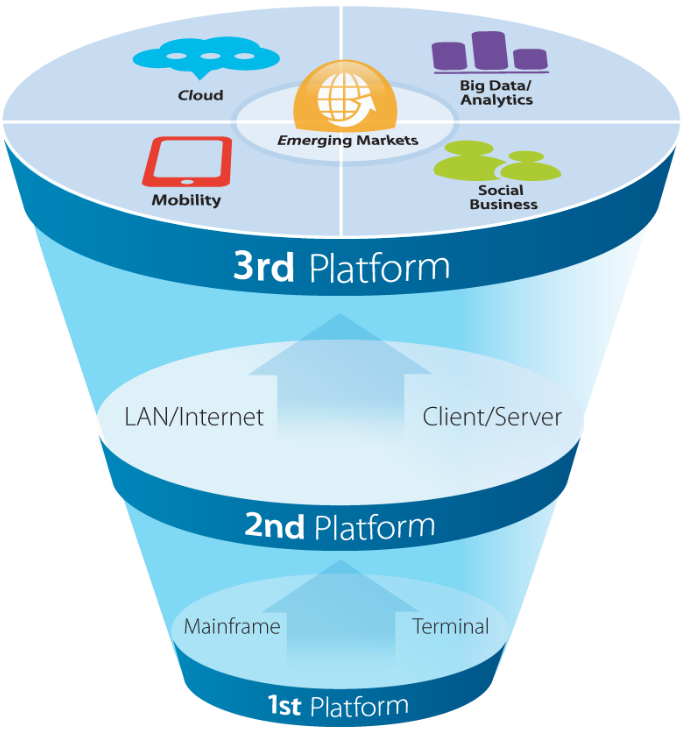
Software-defined Networking & Storage

Integrated & Coveraged Infrastructure

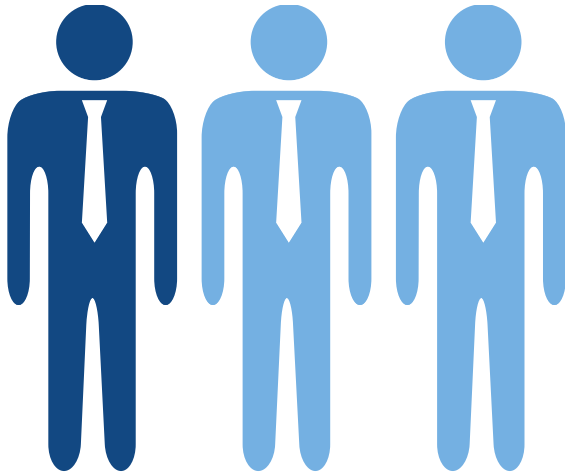
SOURCE
IDC Asia/Pacific C-Suite Barometer 2014, Feb-April 2014 (N=483 CIO, 563 CEO/LoB) *Note: Exhaustive list of tech provided*

Enterprise business mobility will require 60% of CIOs by 2017 to support an agile architecture with a diverse mix of cloud-based interfaces for legacy and next-generation mobile applications.

IDC Analyze the Future



ICT's 3rd Platform will transform your business



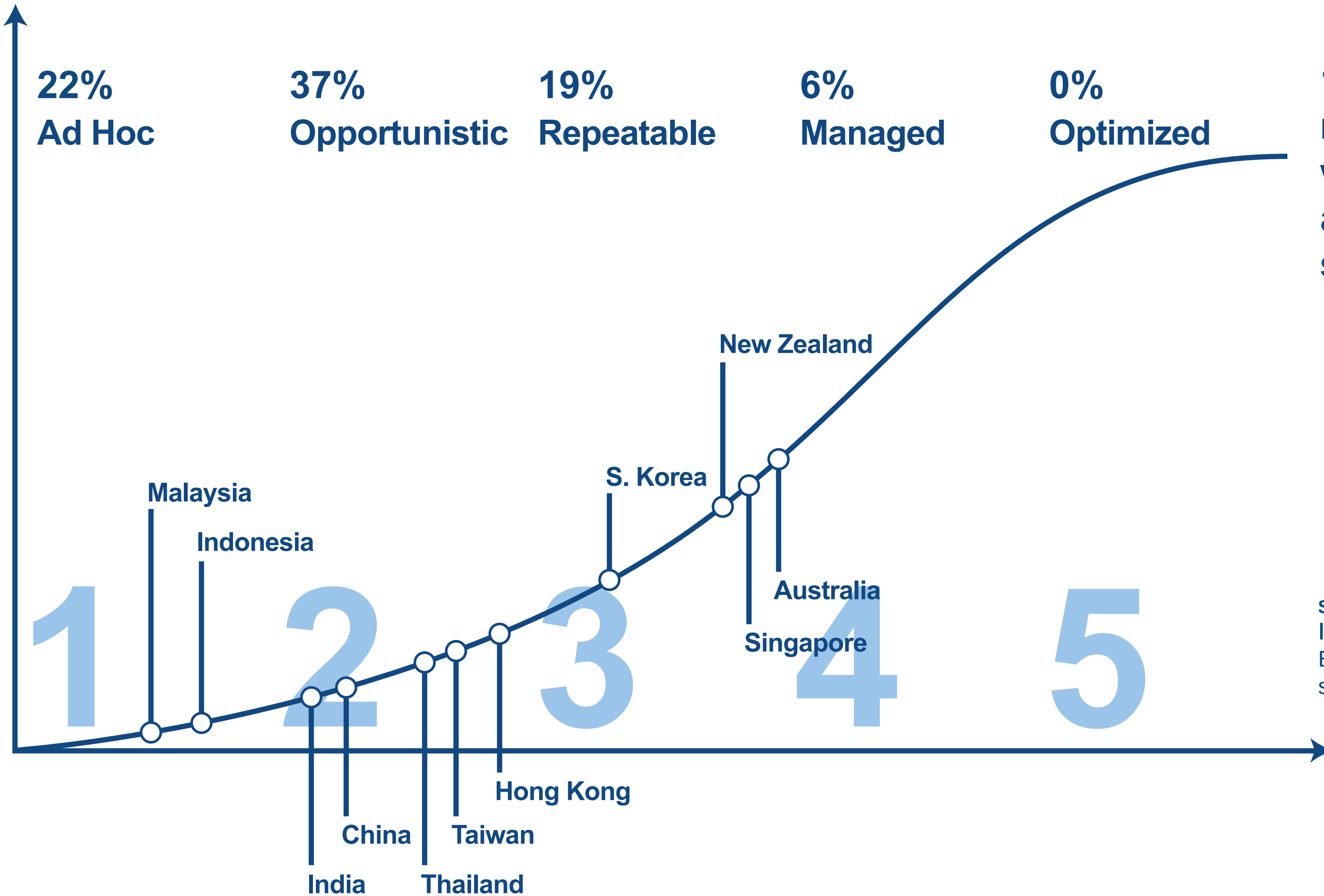
By 2020, one-third of the top 20 market share leaders will be significantly disrupted by new competitors that use the 3rd Platform.

80% of Asia/Pacific-based organizations are not equipped to harness 3rd Platform technologies to compete in the new marketplace.

CLOUD

Asia/Pacific Cloud Maturity by Country

IDC Cloud Maturity Model (Tech-Buyer Benchmark Tool)

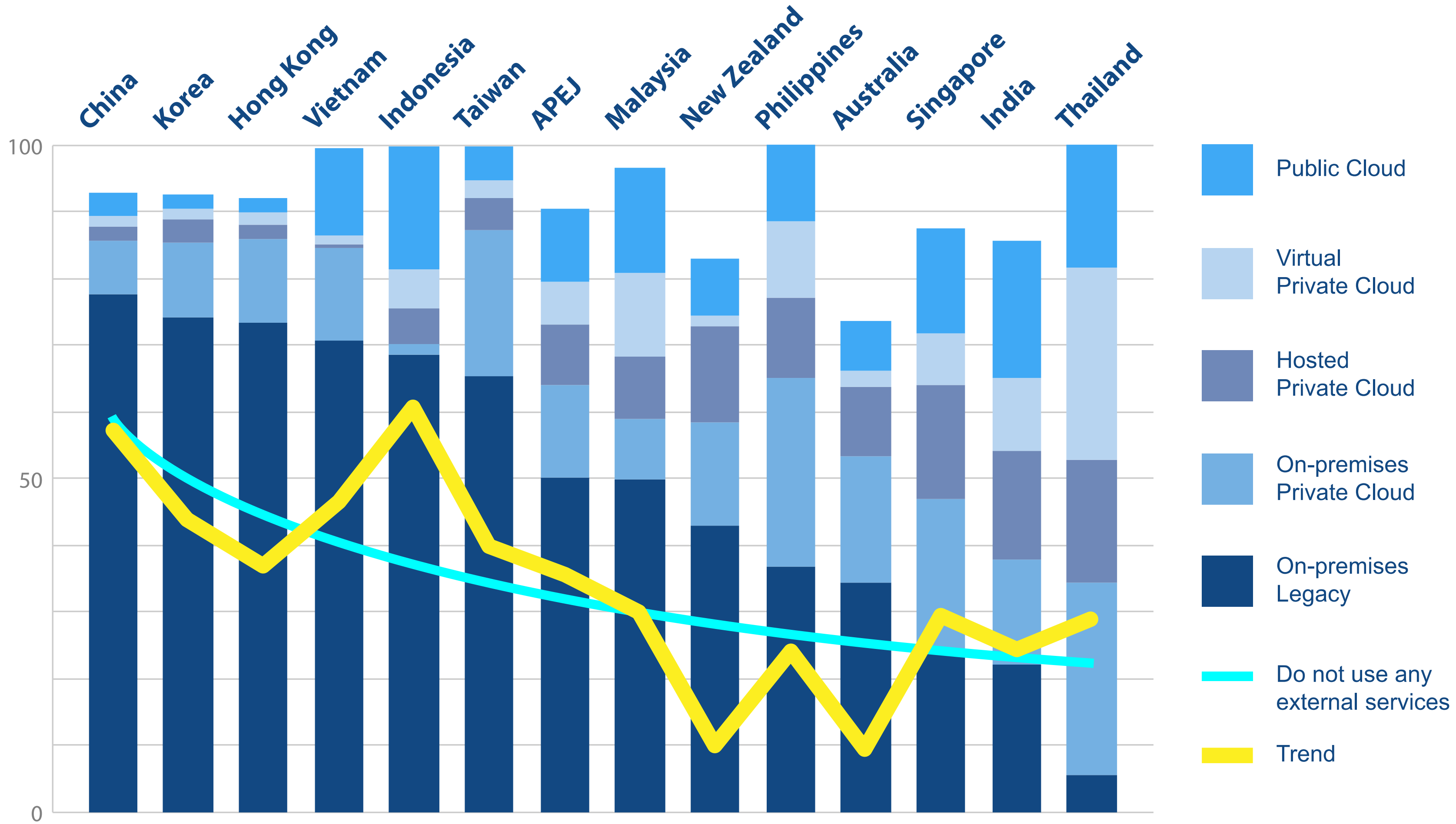


16% of respondents were not using any cloud services

SOURCE
IDC's APEJ 2014 End-user cloud survey (N=2300)

IDC Analyze the Future

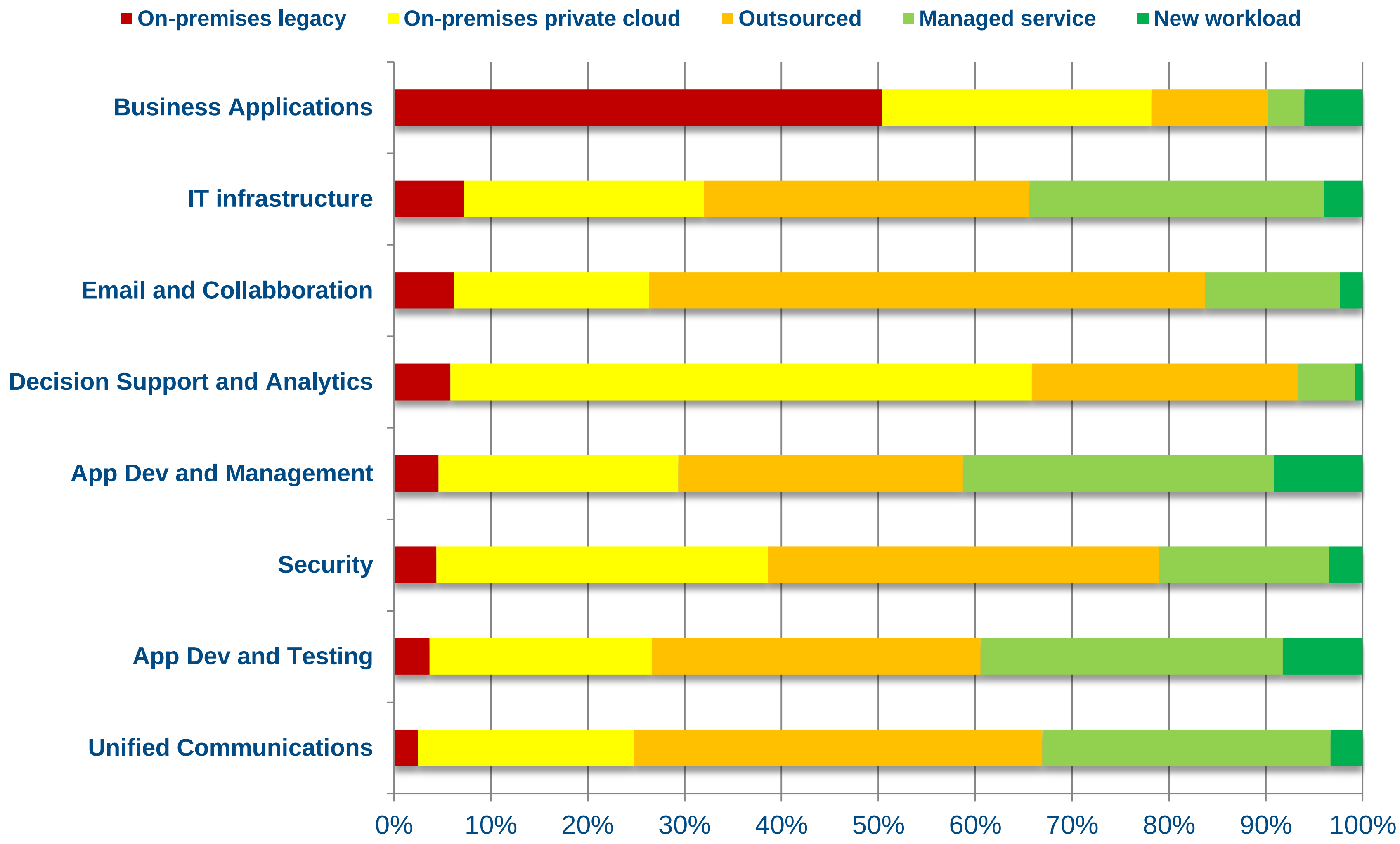
Workload Distribution indicates Hybrid IT



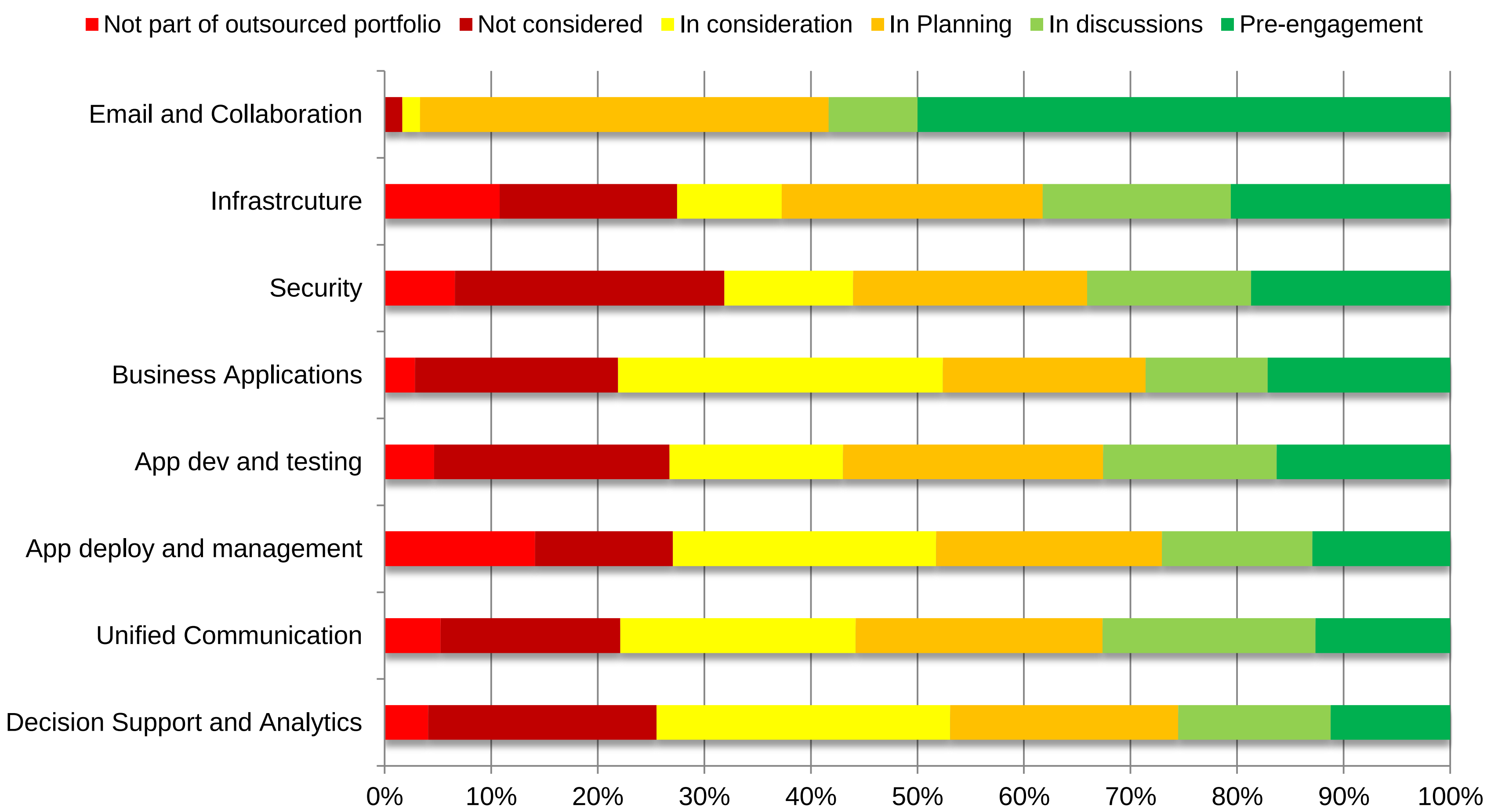
- Resource allocation options will change significantly with nearly 50% of resource being sought externally
- Poor preparedness on ITSM and EAM will create bottlenecks

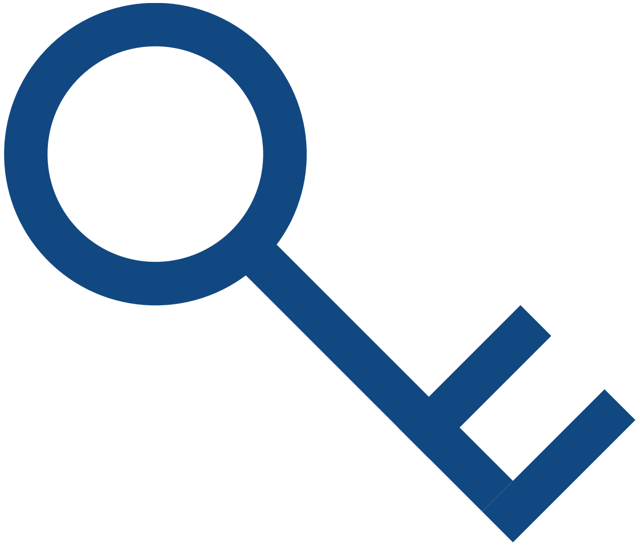
SOURCE IDC AP Cloud Survey, n = 2300

Migration to Cloud is from Existing Workloads



Workload Priority is for Operations





Services Delivery is Core to Success

Analyze the Future

Digital Transformation 2.0

Present Environment for Service Delivery

- Integrated IT stacks, yet segmentation between datacenter and end user infrastructure.
- Uptake of outsourcing with more single vendor engagements.
- Uptake of own-operate models.
- Setting up of shared services delivery.
- Emphasis on outputs RPO/RTO.
- Move to proactive support

Digital Transformation 3.0

Future Environment for Service Delivery

- Full-value chain visibility, harmonization of processes across different IT environments.
- Segregated IT sourcing models, with cloud as a core component.
- Integrated data analytics bringing in M2M for devices.
- Move from manual learning to auto-learning across infrastructure devices
- Auto learning incident management with pre-emptive support now a standard practice.

Reality Check

Messages from the Early Adopters

- Cloud *does* save money
- Cloud isn't *just* about cheaper IT infrastructure anymore
- Select an experienced partner
- Plan before acting
- Don't make excuses for inaction

Real Issues

Transformation and Impact on Sourcing Strategies	Optimizing sourcing strategy across traditional and services firms as firms transform to a cloud services model of delivery
Services Expectations	Defining the impact of changing SLAs and business outcome requirements
Financial Impacts	Understanding impact on capex, opex, taxes, budget requirements, etc.
Supplier Structure and Ecosystem	Understanding impacts of the changing structure of providers and associated ecosystem structure on sourcing strategies
Organizational Structures and Governance	Determining the optimal mixture of management skills (IT versus business) and developing an effective procurement strategy
Contractual Factors	Addressing changes in contract structure (e.g., from multiple to single SLAs; ability to repatriate services) and understanding the differences, strengths, and weaknesses of different pricing models

The new Skills Mix for IT

BUSINESS ANALYSIS & PLANNING

- Planning & Budgeting
- ROI Analysis
- Business Case Formulation
- Process Certifications

BROAD

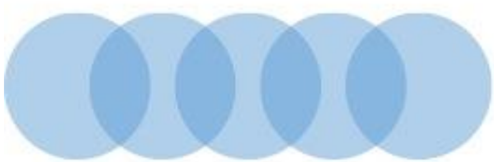
VENDOR MANAGEMENT

- Contract Management
- Project Management
- Compliance Certifications
- Negotiation Skills

DEEP

TECHNICAL SKILLS

- Technology Domain Certifications
- Multi-vendor Skills
- Experience in Large-scale Roll-outs
- Trouble Shooting Expertise



Future IT organization with deep technical skills and overlapping broad skills

The change in skills and competence of the IT department will necessitate re-skilling and training of delivery personnel within the operations group – both on-site and TAC.

Key roles will be cloud project managers, service management, and data security or governance specialists.

Being Successful

VISION ***SKILLS*** ***INCENTIVE*** ***RESOURCE*** ***ACTION PLAN***

=

CHANGE

Being Successful

VISION *SKILLS* *INCENTIVE* *RESOURCE* *ACTION PLAN*

=

CONFUSION

Being Successful

VISION ***SKILLS*** ***INCENTIVE*** ***RESOURCE*** ***ACTION PLAN***

=

ANXIETY

Being Successful

VISION ***SKILLS*** ***INCENTIVE*** ***RESOURCE*** ***ACTION PLAN***

=

SLOW CHANGE

Being Successful

VISION

SKILLS

INCENTIVE

RESOURCE

ACTION PLAN

=

FRUSTRATION

Being Successful

VISION ***SKILLS*** ***INCENTIVE*** ***RESOURCE*** ***ACTION PLAN***

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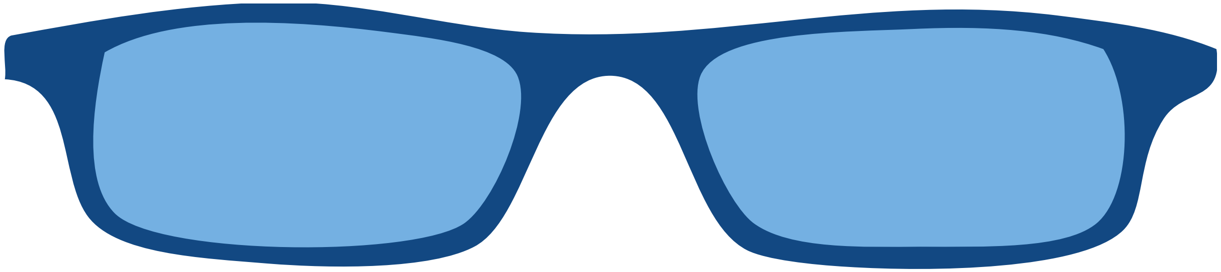
FALSE START

Recommendations - CIO



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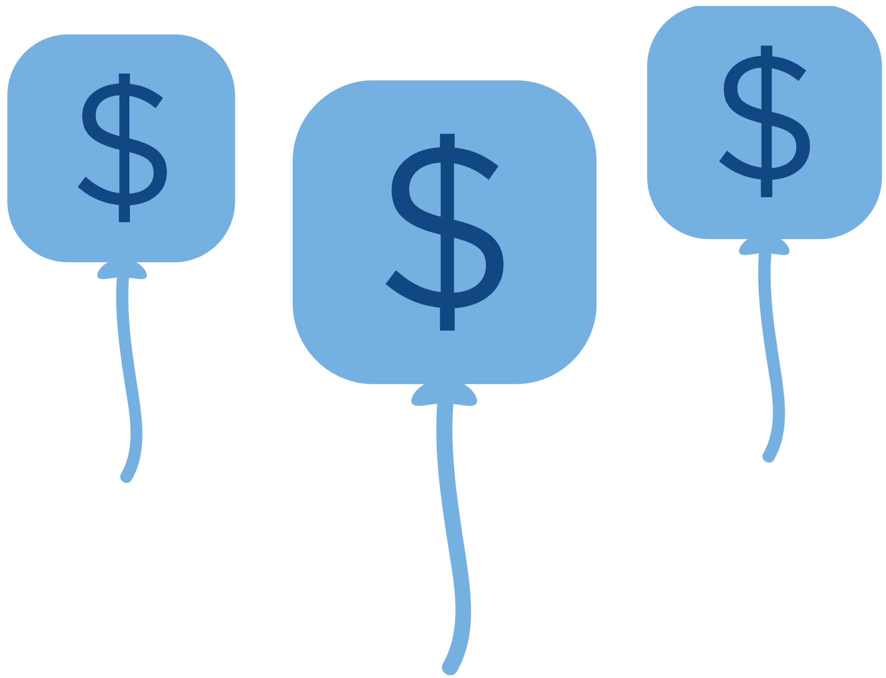
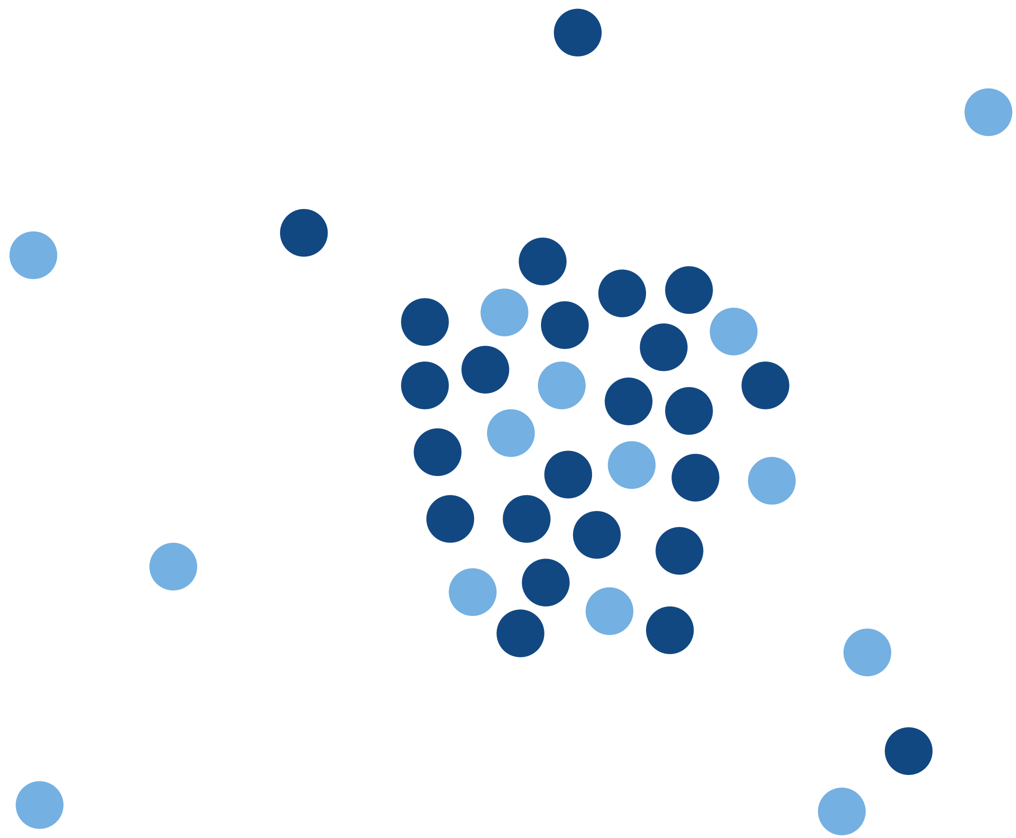


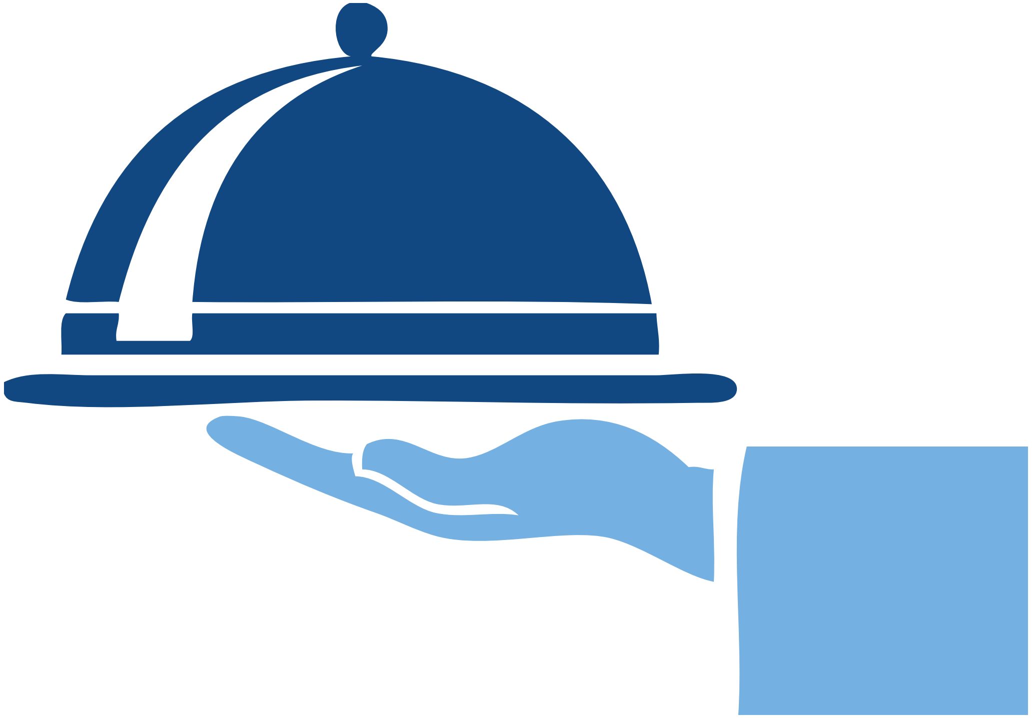
Redundant applications lead to Ballooning IT costs

Recommendations - CIO



Consolidate

Recommendations – IT Middle Management



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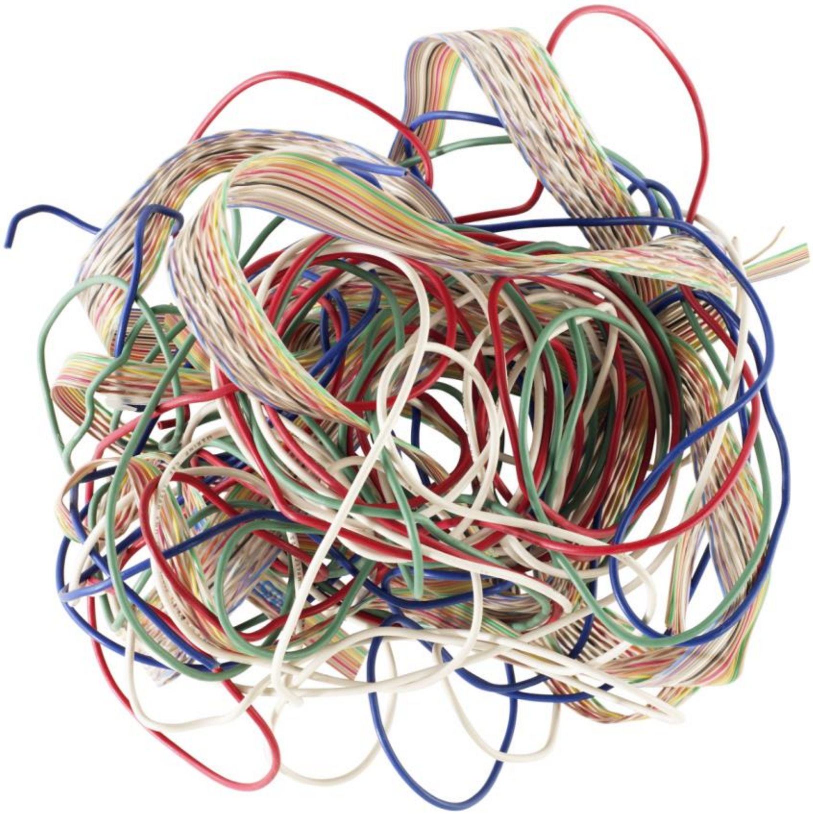

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Questions?
Please email me at
tzhou@idc.com