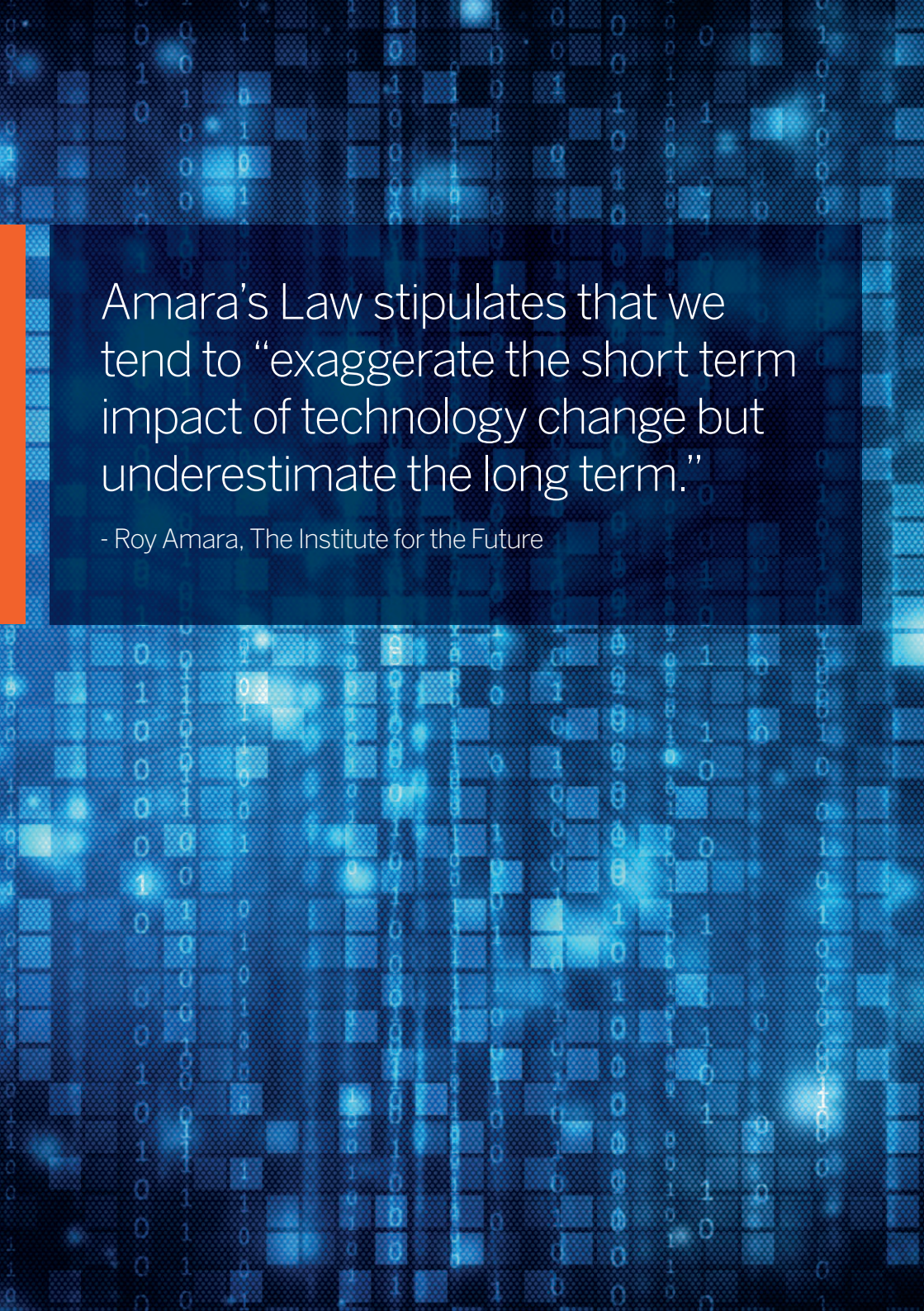




DIGITAL TRANSFORMATION

FROM FAILING TO PREVAILING

EXPERTS WITH IMPACT™



Amara's Law stipulates that we
tend to “exaggerate the short term
impact of technology change but
underestimate the long term.”

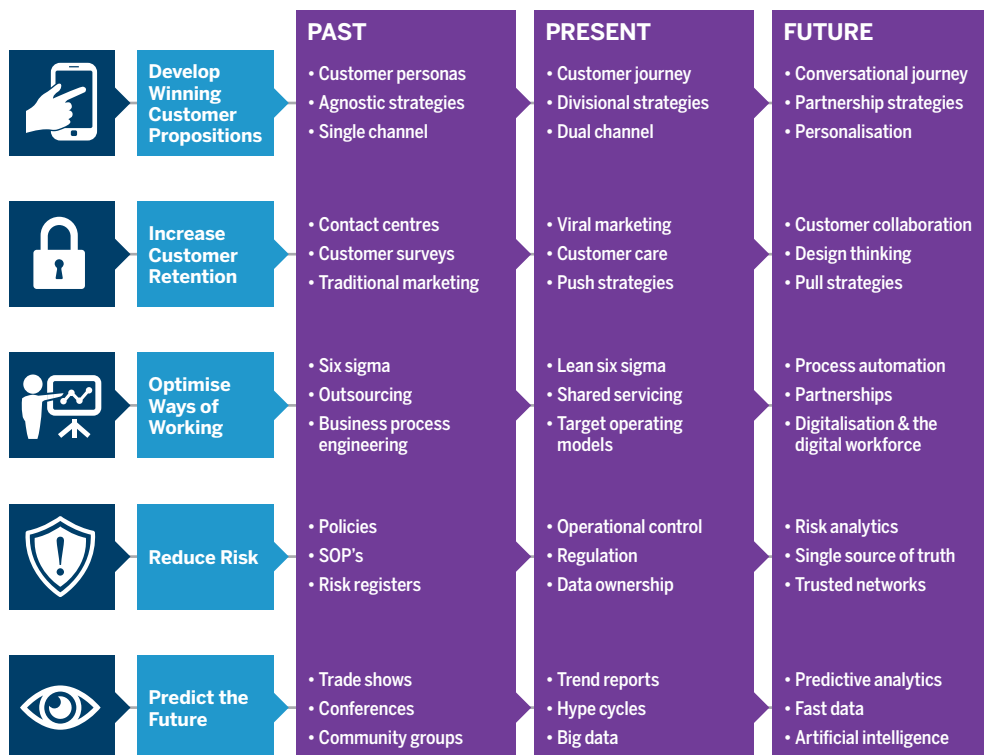
- Roy Amara, The Institute for the Future

Digital Transformation

Digital Transformation accounts for more than 9 million results on Google search and along with Blockchain, The Internet of Things and Artificial Intelligence, is spoken about as one of the four key trends with significant capacity to transform business models across industry sectors.

Today it is more pertinent than ever to concentrate on value creation in the digital ecosystem.

5 ways to create value in the Digital Ecosystem:



The Digital Transformation Challenge

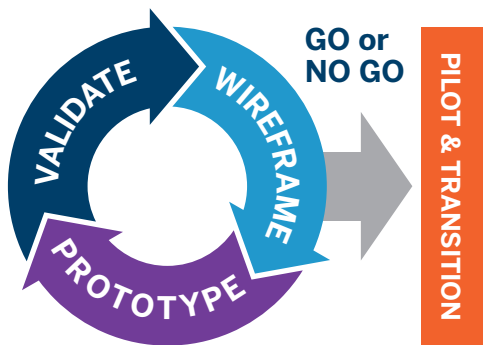
80% of transformation programmes are still failing due to:



Reducing Time-to-Value

A key success factor in ensuring return on investment is reducing the time it takes to achieve value, and value is directly proportionate to an organisation’s ability to build “the right thing, the right way”.

Our proprietary customer innovation approach



**STAGE 1:
VALIDATE**

We work with you to define the hypotheses for what you want to achieve and create customer conversations which form this. In parallel we analyse your data to look for patterns which could inform the outcome, and gain early site of technical and/or legal and regulatory limitations.

**STAGE 2:
WIREFRAME**

We engage your customer, operations, data and development teams to validate the customer conversation. This helps define the key feature set. In parallel we develop segmentation models and low fidelity prototypes that allows us to narrow our focus towards an optimum solution.

**STAGE 3:
PROTOTYPE**

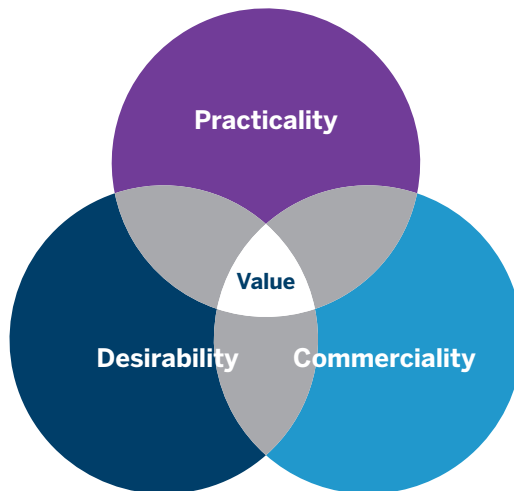
Stage 3 determines perseverance or pivoting. In order to do so we create a demo pack of high fidelity prototypes for show and tell with your customer or operations teams. We focus the feedback on the relative achievement of the hypotheses and evaluate the commercial viability of the solution.

**STAGE 4:
PILOT**

We work with you to implement the most appropriate deployment solution based on deep understanding of Agile, DevOps and DataOps. We help identify a number of proof of concepts to test the solution options and this new way of working and transfer this capability to your organisation to facilitate broader rollout.

Quantifying Value

Many organisations base their digital spending decisions on the perception of the competitive market as they look to emulate the propositions of their peers. Our approach considers practicality, feasibility and desirability in creating value for customers and employees.



Desirability

- Who wants this?
- Is there a desire on a global/ regional domestic level?
- What's the market size?
- Is there a willingness to pay?

Commerciality

- Does it represent a new revenue or sales opportunity?
- Does it represent a new cost saving, cost avoidance or productivity opportunity?
- Does it create stickiness?
- Does it make sense from a cost vs. benefit standpoint?

Practicality

- Can we technically build this?
- Is it satisfactory from a regulatory and compliance standpoint?
- Does it align with existing strategy and technology?
- When will the value be realised?
- Should we Buy Vs. Build?

Our Capabilities

Working together with Chief Digital Officers and Chief Technology Officers we help to prevent Digital Transformation failure by building robust digital strategies formed around 12 key capabilities.

Failure to reduce time-to-value	Failure to reorientate	Failure to think traction first
Omni-Channel Strategy	Robotic Process Automation	Customer Segmentation
Customer Innovation & Design Thinking	Workflow Analytics	Adaptive Content & Personalisation
DevOps, DataOps & Scaled Agile	Business Mobilisation	Customer Value Management
Open API's & Blockchain	Process Mining	Artificial Intelligence

Our quantified value			
26% More Profitable	40% Increase in new revenues	44% Increase in NPS	38% Decrease in Operating Cost



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About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organisations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centres throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

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