

White Paper

# Time to Transform IT for Business

Business Goals and Challenges in the Third Era of IT

This White Paper examines the challenges facing organisations wishing to transform their IT platforms and become “digital-first”. For many businesses today, the dependence on legacy infrastructure and systems for data, transactional processes and communications means the strategy, and subsequent journey towards digital enablement, is often complicated.

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## Introduction

Businesses must disrupt the status quo and use technology to beat their rivals. Many organisations face the challenge of managing the growing complexity of their IT landscape. Any IT transformation involves parsing multiple data and integration points, invariably managing the output of multiple vendors from enterprise providers to niche bespoke players, delivering very precise functional legacy management solutions. One clear route to achieve this is to seek the advice of a vendor-agnostic partner, one who does not have a commercial interest in maintaining the existing vendor partnerships.

The consumerisation of IT is the new competitive battleground, as all sectors are being compared with the likes of Amazon and Apple for transactions and customer experience. Many businesses now recognise the need for digitisation, which means that IT teams are expected to provide new platforms and to extend services and offerings to any device.

The process of moving to a digital-first perspective is now in play. The challenge for CIOs and CEOs making that transformation is to work with their vendors, employ new staff or find the right strategic partner to help transform their IT platforms.

## The Third Era of IT

The third era of IT is all about transformation, something the 2015 Gartner CIO Agenda Survey calls the “nexus of forces”. This shift primarily engages business intelligence and analytics, mobility, effective API management, hybrid cloud, social and alignment of infrastructure.

Transformation is key to rebuilding and re-purposing IT against a backdrop where Gartner predicts that budgets are not growing significantly (global weighted average increase = +1.0%) and that CIOs accept that 79% of IT spending will be “inside” the IT budget (up slightly from last year). This suggests that a lot of heavy lifting will be needed to integrate data and processes in order to build the digital layer.

Consequently, the top five new technology investment priorities from the 2015 Gartner CIO Agenda Survey are a combination of data liberation, legacy IT management and digitisation, and moving organisations towards a digital-first platform.

*“It is not the strongest of the species that survives, nor the most intelligent, but the most responsive to change.”*

Charles Darwin

### Top Five Investment Priorities

BI/analytics **50%**

Infrastructure and data center **37%**

Mobile **36%**

ERP **34%**

Cloud **32%**

SOURCE: 2015 Gartner CIO Agenda Survey

# Business Goals and Challenges in the Third Era of IT

Many large enterprise organisations already have their transactional data and processes secure and their infrastructure locked down. It's a key reason why many IT-mature organisations have achieved the position they have in their respective markets. But today, this is no longer enough. Companies need to meet very high standards of customer satisfaction, be more responsive to the demands of compliance and yet, critically, maintain business agility. Customers demand innovation and the ability to access products and services via increasingly sophisticated mediums.

Well-defined governance processes have always been essential when delivering compelling business change, especially in the face of growing regulation and compliance rules, but the challenge is to align these processes to agile practices.

Innovation is critical. Businesses must be willing to embrace innovation in technology, process and solution designs, as these are the pillars of successful IT digitisation. However, a cultural shift is also required for enterprises to embrace the changes and achieve maximum business returns. Organisations that fail to innovate tend to fall behind the competition and may end up spending more on IT transformation – while accruing technical debt.

Success is also dependent on the availability of the right expertise in niche areas of technology, implementation methodologies and specific tools. To access this skill set, organisations need to partner with industry experts who can provide the cutting-edge skills required.

## Maximise ROI – Align IT Transformation with Business Goals

It is also important to align the IT transformation strategy with specific business goals for maximum ROI. This should incorporate the role of tools, skills and methodologies, as well as a roadmap for attaining the end goals. The advantage of IT transformation projects is the life they breathe into modernising many valuable, but legacy, IT assets. To keep costs down, it is essential to utilise previous investments and legacy assets for digitising business IT. The cost aside, it is generally not achievable to fully replace legacy systems. Instead, the integration of legacy assets needs to be incorporated into the transformation roadmap to ensure ongoing ROI.

Any improvements an organisation makes to how its customers do business will provide an experience that will grow and retain customers for a lifetime. However, the transformation process can be disruptive, and the customer experience needs to be part of the business objectives throughout the transformation journey.

Cloud services allow many IT organisations to accelerate their transformation with a low direct operating cost. Security will remain an issue for many, which is why hybrid cloud formats allow organisations to gain greater agility in areas such as testing and automation, while the data may still reside locally when full production is released. Infrastructure as a Service (IaaS) is a quick and pragmatic approach to speeding up an agile response to transformation - without tying up capital costs in hardware and accruing a technical debt.

A good example of this is using cloud services to deliver projects quickly for clients who do not have the time or the resources to build infrastructure and test. Service virtualization and test automation can be provisioned in the cloud, without the network and security obstacles that prohibit testing integration.

## The DevOps Roadmap to Success

IT operations need to be seamlessly aligned with development to save time and resources, and to streamline the delivery of new and improved products and functionality to customers. This is a key goal of many businesses, as part of their DevOps ambitions.

When embarking on a DevOps journey, defining the DevOps roadmap early in the transformation is critical to ensure that the business goals are met. Leveraging continuous delivery, enabling frameworks for frequent testing and collaborative processes, are important building blocks of DevOps which help bridge development and operations.

Service virtualization is an essential part of DevOps. It allows you to test your applications at the start of the development lifecycle to get early visibility and shorten delivery cycles. As well as accelerating development, service virtualization reduces your hardware footprint and environmental complexity.

*“DevOps success depends on people collaborating so barriers come down. This is incredibly hard for traditional IT organisations, where development is typically there to make changes quickly while IT operations is focused on minimising the impact of change.”*

Breaking Barriers - Colin Fletcher,  
Research Director, Gartner

In the third era of IT, utilising the network of external business and development partners is necessary to help your business to stay ahead of the game. Digitising your business enables you to integrate with third parties and even directly with clients. An effective API management solution is essential when exposing your internal services securely, to ensure your brand is protected.

*“Realising the DevOps dream of a continuous delivery model requires dev and ops to collaborate in new ways. In the early stages of innovation, IT ops folks need to enable continuous delivery by codifying infrastructure. In the later stages, ops needs to keep a keen eye on how this constant change affects customer/user expectations.”*

Breaking Barriers - Colin Fletcher,  
Research Director, Gartner

## Partner for Transformation

For many organisations, the challenges will drive a strategic decision point about whether to employ (fixed headcount) or outsource the skillset (variable cost) to transform their business.

Often, due to the heterogeneous nature of IT, the most pragmatic solution will involve partnering with a vendor-agnostic organisation that provides comprehensive skills for innovative solutions including transformation, DevOps, integration, infrastructure management and customer experience. The sheer scale of the transformational services required to circumnavigate the challenges requires a complete strategic partner who can provide specialised services and end-to-end solutions.

**A successful service provider should be able to manage the C-Level expectations of IT, which include:**

- Empowering business with data liberation
- Maximising the ROI of the new IT initiatives
- Successful business digitisation with increased customer satisfaction
- Successful business metamorphosis
- Healthy business eco-system with external partners





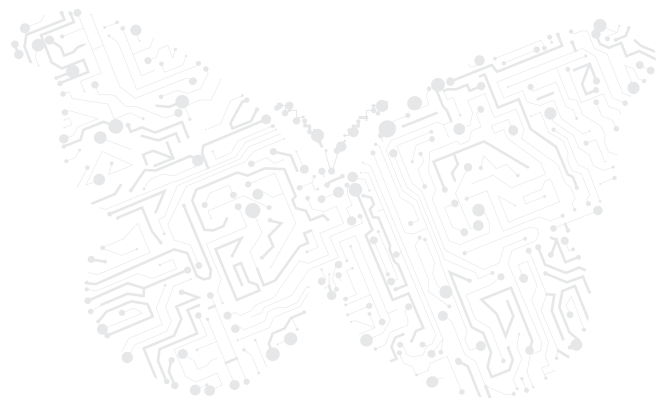
## About Sandhata

At Sandhata Technologies Ltd, we transform our customers' IT strategy by leveraging existing infrastructures to connect data, systems and processes to modernise and digitise today's business outcomes. We have proven experience as a partner to many of the world's most forward-thinking organisations within the financial, telecommunications, manufacturing, healthcare and retail industries. These organisations have got considerable investment in IT transformation programmes and a real desire to transform their IT to be future-proofed, digital-first and tailored to their business and customers' needs.

Our integration capabilities offer simple and flexible solutions to complex issues such as regulatory compliance requirements. The Sandhata integration platform can uplift middleware and provide information-driven services from a variety of data sources and systems. Our technical and process consultants provide great value addition by modernising the delivery of services to every customer it serves.

We have extensive DevOps expertise and highly experienced consultants, which enables us to help organisations like yours to achieve their DevOps roadmap in line with their business goals. We will help your IT to streamline your processes and ensure the success of your DevOps initiatives.

These capabilities underline our aim to provide meaningful business outcomes in every customer interaction. With a head office in London, and EMEA onshore and APAC offshore delivery centres, our global presence can provide the best mix of transformational resourcing and enhanced customer experience.



## We Transform the Business of IT

For more information please contact us on:

**+44 20 3300 1633**

[sandhata.com](https://sandhata.com)