MSS
Business Transformation Advisory

Guiding Organizations Through Successful Digital Modernizations

Digital modernization should improve organizational performance *(not just implement new technology).*

- Increase efficiency
- Increase effectiveness
- Improve constituent service

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According to Gartner, **75%** of all digital transformations fail.
But WHY!

4 Core Reasons
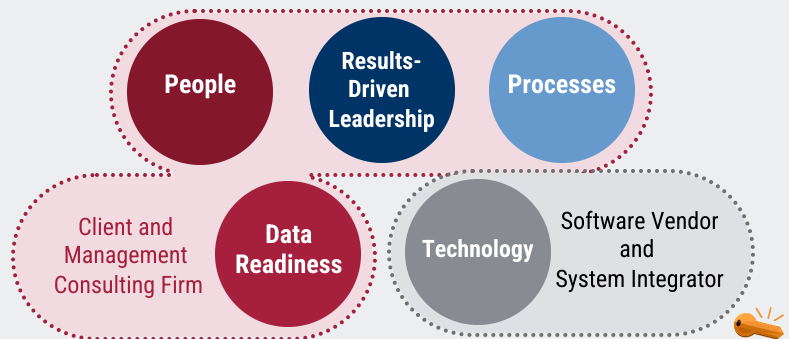organizations fail to achieve the benefits of digital modernization

1 Organizations overemphasize new technology features, functions and implementation thinking that will solve all their problems.

2 Organizations lack significant digital modernization experience and methodology, leading to too much reliance on technology vendors.

3 End users are not adequately prepared to use the new technology efficiently and effectively, which leads to poor end-user adoption.

4 Current processes are not adapted to take advantage of the new technology leading to inefficient processes and unnecessary software customizations.

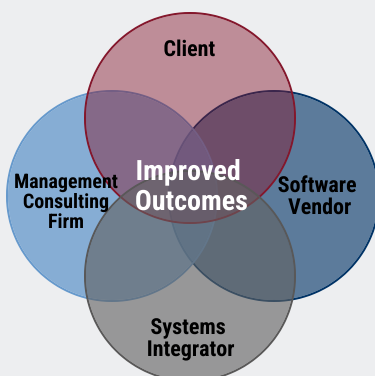## 5 Pillars of Digital Modernization

For digital modernization success, align
- Strategy,
- People,
- Processes, and
- Technology
to achieve desired outcomes and improved organizational performance!

People | Results-Driven Leadership | Processes

Client and Management Consulting Firm — Data Readiness

Technology — Software Vendor and System Integrator

Roles & Key Responsibilities

Client
Management Consulting Firm
Improved Outcomes
Software Vendor
Systems Integrator

Client
- Make Prompt Decisions
- Provide Effective Sponsorship
- Obtain Adequate Resources (People & $)
- Provide Subject Matter Expertise
- Data Readiness

Software Vendor
- Deliver High-Quality Software
- Provide Competitive Functionality
- Provide Support & Basic Training
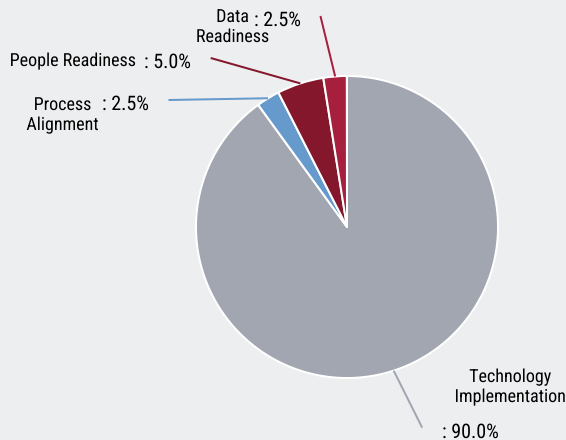- Provide Detailed Documentation

Management Consulting Firm
- Guide Digital Modernization Journey
- Provide Results-Driven Leadership (LGA)
- Software/Partner Selection Support
- Change Management
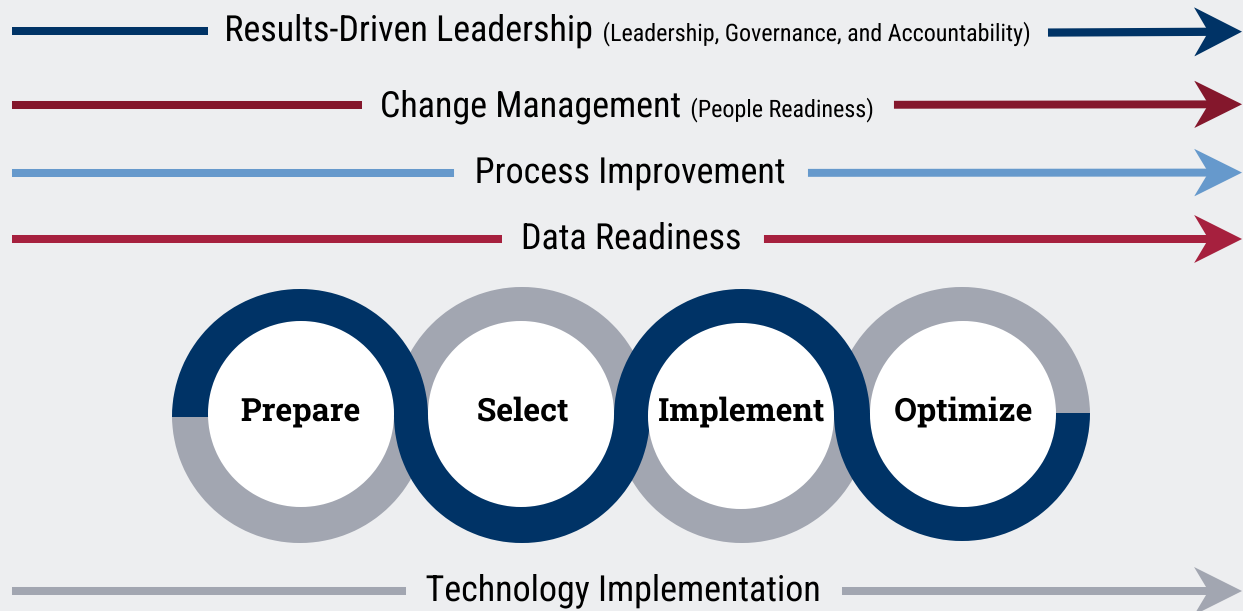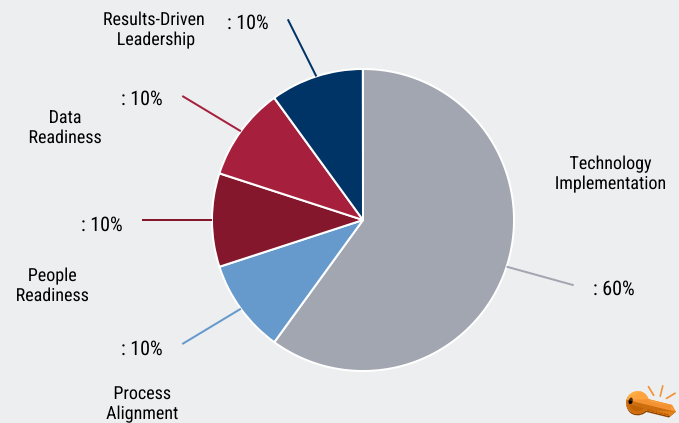- Process Improvement & Alignment

Systems Integrator
- Configure Software
- Integration (software, IoT, etc.)
- Data Migration
- End-to-End Testing

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Typical Budget Allocation

Data Readiness : 2.5%

People Readiness : 5.0%

Process Alignment : 2.5%

Technology Implementation : 90.0%

Recommended Budget Allocation

Results-Driven Leadership : 10%

Data Readiness : 10%

: 10%

People Readiness

Process Alignment : 10%

Technology Implementation : 60%

Results-Driven Leadership (Leadership, Governance, and Accountability) →

Change Management (People Readiness) →

Process Improvement →

Data Readiness →

Prepare · **Select** · **Implement** · **Optimize**

Technology Implementation →

Keys to Successful Digital Modernization

➡ Clearly define desired performance improvements and align people, processes, and the new technology to achieve them (just implementing new technology should not be considered a success).

➡ Understand each party's roles and responsibilities and assess internal experience and capabilities to determine where outside assistance is required.

➡ Establish an appropriate budget (financial and people) for the scope of the modernization and allocate the budget to achieve alignment of people, processes, and technology.

➡ If outside services are required the best practice would be to buy in phases.