



Ebook

Demystifying  
**Digital**  
Transformation **for IT**

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## Guide to Digital Transformation (DX) Success with IT



Transforming your business with new digital initiatives will never be easy as it involves many stakeholders. According to reports, it's not only CEOs, CTOs, CFOs that decide the success of DX but also the CIOs and IT heads of organizations.

The involvement of IT is invincible as they are the ones that have complete understanding of the current infrastructure, technology, user adoption etc. Reinventing the processes without CIOs or IT heads will derail your DX program.

Here's in this guide, I have addressed some of the reasons why involving IT is critical to your DX success and how CIOs jointly with employees and CEOs can help your business strategize, persuade employees and roll out a successful DX program.

Shared below are some of the DX challenges most enterprises have in common and how the involvement of IT can redefine the success of digital journey.

# Why IT Matters for a Successful Enterprise Digital Transformation

The success of digital transformation not only relies on CEOs of enterprises anymore. Latest reports indicate that CIOs play a critical role in the strategic discussions and decision making.

Why enterprise CEOs must involve CIOs when it comes to investing in digital solutions for their business?

## What role IT plays in DX success?

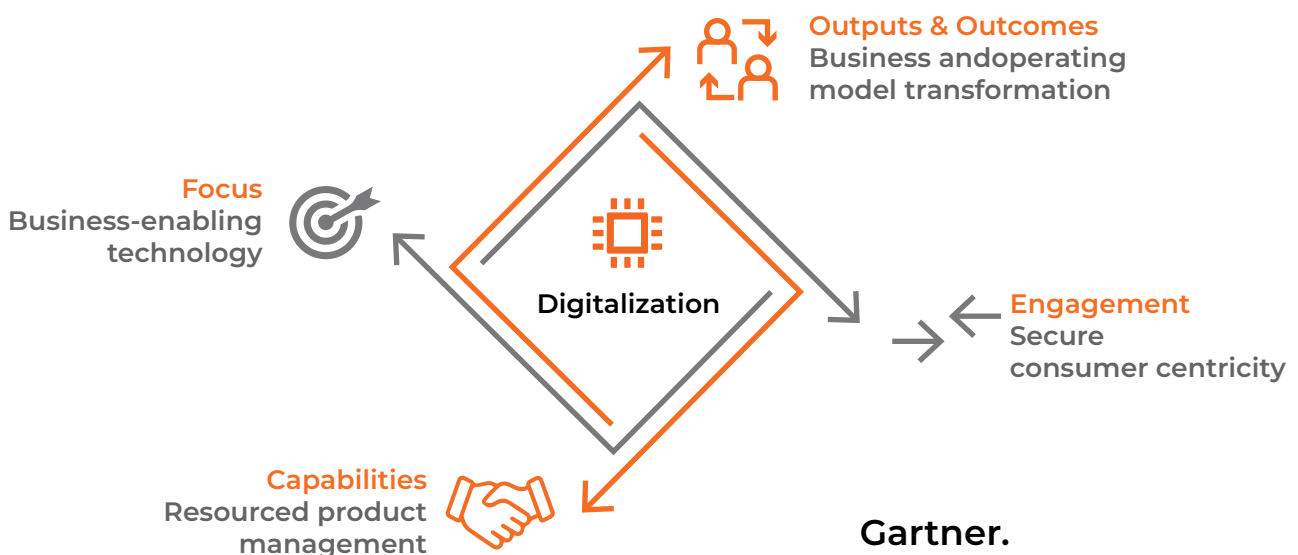
As digital transformation is all about reinventing a business' model, people, technology through advanced digital solutions, this will have a massive impact on your vendor and customer relationships too.

The only difference between the digital transformation then and now is the way you capture data. While the digital technologies in the past helped us garner data discretely, we are able to extract collective data from different channels without any discomfort. This data-driven advantage is what digital transformation is all about.

Most digital transformations fail because of high-level decisions of C-level executives who don't consider the technology scalability, infrastructure, employee adoption challenges while preparing the company for the digital push.

Since the merger of IT with enterprises, enterprise success has improved significantly. However, most digital transformation programs were performed by companies with limited or zero involvement of CIOs. What this could mean to your business is that you might be facing practical challenges during implementation, the program may not be supported by your workforce.

## Now, More Than Ever, Being a CIO is about Prioritization





## Currently, IT help companies with

- Adding innovative value to the business for improved market competitiveness
- Differentiating value to the business
- Accelerating time-consuming business operations with innovative technologies
- Preventing business from failures and outage technologies, techniques

## On the other hand, if the enterprise CEOs can utilize IT properly, the results will be surprisingly better.

- They understand your present business infrastructure better and will help you with something better than what you've currently.
- They have a better grasp of the technology, tools innovation required to boost your business
- They will play a vital role in the new technology adoption of employees during and post transitions
- They will help your business with better directives on budget and infrastructure challenges when it comes to picking the right vendor
- Finding a simple, flexible way to manage software investments for your business is extremely difficult without the help of IT as they your business model better than anyone in the company.
- Achieve organizational technical respect for IT through flawless execution (Forbes)
- Gain IT business respect through business understanding and non-technical engagement (Forbes)
- Increase CEO/C-Suite willingness to listen to and consider business-oriented innovative coming from the CIO personally and/or those with IT as a whole (Forbes)
- Enhance IT's creative and innovative nature and ability (Forbes)
- Internally "market" IT's competence, creativity and innovative nature (Forbes)
- Move IT's reputation from "Technology Subject Matter Expert" to "Business Thought Leader and Internal Change Agent" (Forbes)

Simply put, CIOs have to work hand-in-hand with the corporate heads to strategize, plan, and implement a digital transformation program that benefits their employees, customers, vendors in the long run.





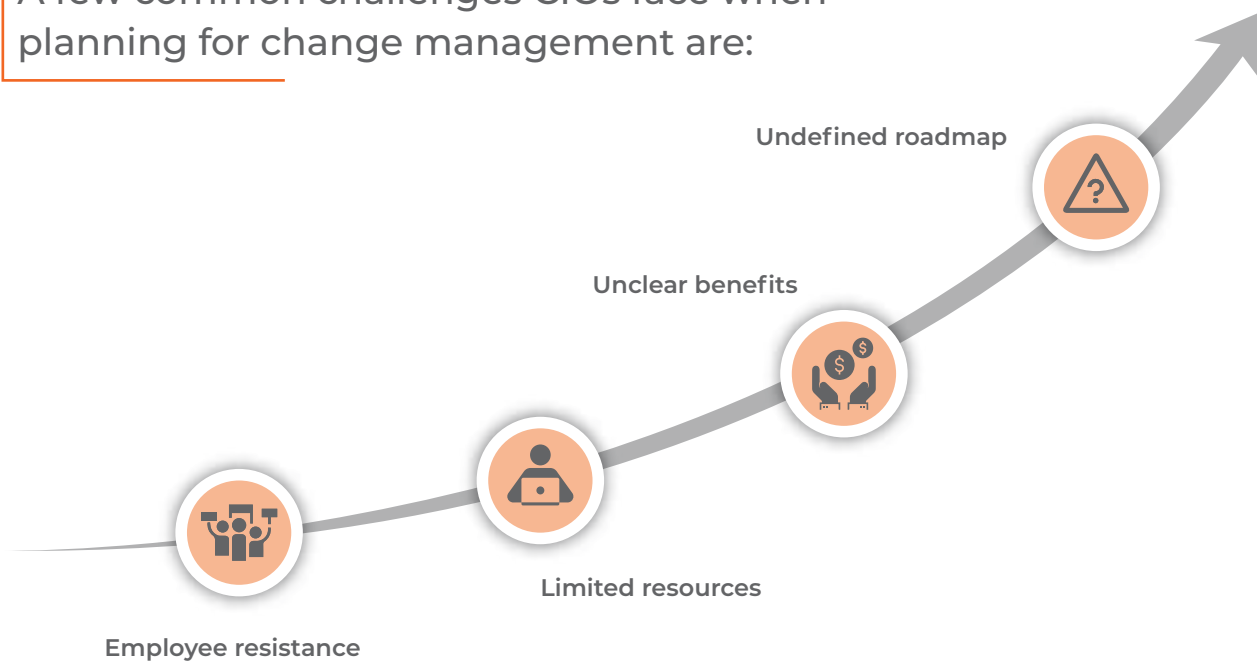
# Change Management Challenges for IT

A key factor that drives the is change management. Business transformations in an enterprise not only impacts the technology and business models but also the people (workforce, customers, vendors) involved.

Change is one of the make or break factors for any business and poor change management can be a disaster to your digital transformation program. This is where it becomes critical and the inputs of a CIO comes in handy.

With most companies focusing on modernizing their legacy systems with advanced solutions to and growth, it is a must for CIOs to understand the change management challenges and steps to negotiate them.

## A few common challenges CIOs face when planning for change management are:



Cited below are some of the ways CIOs can plan their change management process for a successful digital transformation program.

## **Adapting to a modern change management landscape**

Most users won't be receptive to hourly technology advancements and updates as this takes time for them to transition from the legacy system to the latest one. The best way to negotiate this is by running both the new and old systems parallelly for some time. This helps the users to adopt the new solution rolled out.

## **Ensure transparent communication**

As most often the new software implementations are performed with little notice, adapting to the new solution becomes difficult for the users. This not only impacts your employee engagement but also hurts the growth. So, ensure the implementations are informed to the workforce in advance to avoid their resistance.

## **Negotiating employee resistance**

Most often unclear roadmap and not so specific approach leads to employee pushback. Create a well-defined roadmap with directions to help the employees understand what is going to happen and how will it impact their day to day work process. This will help your employees prepare for using the new solutions.

Obvious considerations before choosing the right technology partner for your (as with any technology implementation) are:

## **Selecting a right DX partner**

Partnering with a vendor that doesn't have the desired skill sets and experience would result in dismal digital transformation. Check the experience and expertise in the latest technologies like IoT, , Mobile App Development, Cloud with a proven track record, before getting started with your digital transformation program.

CIOs have to lead the digital transformation program from the front to avoid a heart-wrenching failure. Enterprise CIOs are stepping up the ante to address the cause and today's enterprises are looking for the same to drive amazing results.

# Digital Transformation for IT – Addressing Employee Buy-In Challenge

Digital transformations don't just produce optimism and enthusiasm but fears and scepticism too. Wondering how? If you presume the success of digital transformation (DX) is defined by CIOs, CEOs, CTOs, you are wrong – employee adoption makes a big difference when it comes to DX success. If employees don't keep up, there are high chances of your DX program failing miserably.



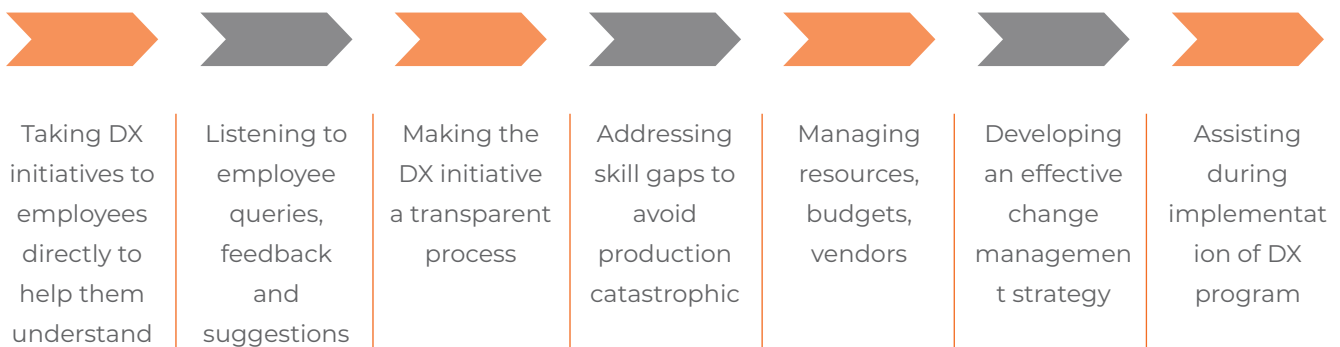
Mostly employees that have been using the legacy systems or technologies for years won't prefer changes easily. Introducing a new technology or solution to the existing ecosystem without any prior notice would impact the way they work and create aversion.

Shared below are a few points that would force your employees to turn down the changes planned.

- Feeling why the current system needs a change
- Finding the technology or solution not complex or difficult to use
- Lack of skills or limited training to utilize the new technology/solution implemented to the fullest
- Fearing productivity slips

The reason why CIOs play a critical role in the success of DX compared to CEOs or CTOs is because they understand the current ecosystem better than the latter. This helps the IT heads realize the challenges of the workforce and provide them with the right solutions when a change is planned.

Here are some of the ways CIOs can help enterprise workforce keep up with the changes the transformations would bring to the organization.





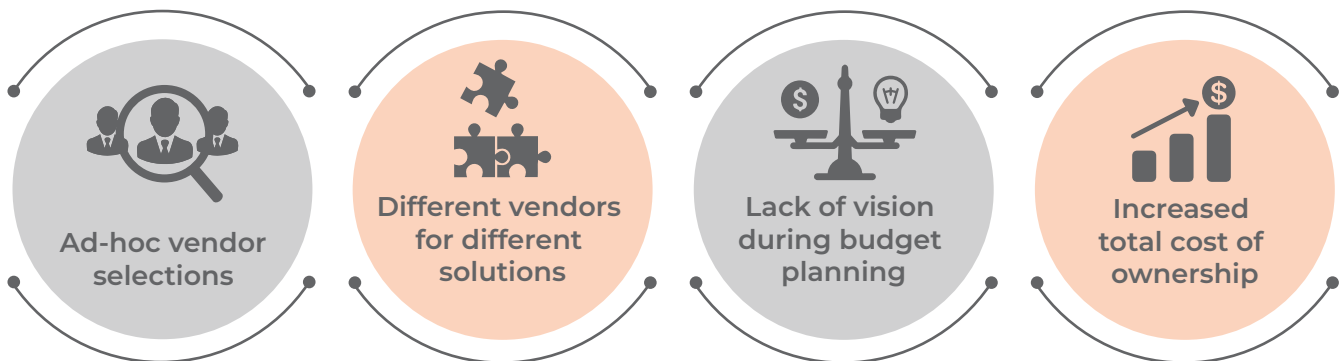
# IT and DX Success – Biggest Budget Challenge

Digital Transformation (DX) is a buzzword all around the globe; however, is not short of challenges. Of the many challenges faced by enterprises, budgeting plays a key role in deciding the success of new digital initiatives.



The role of IT is significant in modernizing enterprises with advanced technology and digital solutions. 77% of reports indicate that IT must be part of the strategic DX discussion: which includes budgeting for long years of the digital journey, with an implementation partner to ensure closure.

**The budget problems could be of different reasons; however, some of the common reasons include:**



Involving the IT team or CIOs in the strategic and technology-related discussions will help your business overcome this challenge. IT heads can help your enterprise partner with the right vendor to make your entire DX program successful.

**Here are a few ways the CIOs can help.**

- IT understands your current ecosystem better
- IT knows what works best for employees, customers
- IT realizes the cost associated with infrastructure change
- IT plays a critical role in implementing solutions along with implementation partner

Simply put, Involving your IT during the planning will help your business narrow down on the budget associated with the DX program. This saves cost for your organization

# Digital Transformation Failure – Poor Vendor Selection Challenge (and Tips to Fix It)

Digital Transformation is the new norm and companies across industries are benefiting from it.



Transforming companies using digital initiatives is long and executives considering this as a journey are experiencing better results post implementation. But, not every digital transformation program is successful and even top brands have failed the new digital push test.

Recent research studies resonates with the above statement.

While a lot has been emphasized on the leadership and employee challenges causing the failure, one can't deny "poor vendor selection," which is a prime factor that contributes to failed digital transformations.

A vendor is someone who can help your enterprise with the right strategy and direct you with specific directives. Hiring a partner that has only dealt with a couple of DX projects or possessing limited digital capabilities will prove dearer for your business.

## So, how to overcome this challenge?

Let's start with the tips to find a vendor to make your digital transformation dream a reality.

Obvious considerations before choosing the right technology partner for your (as with any technology implementation) are:

- Desired specializations and services, eg. mission-critical solutions, UX/design, social media etc.
- Previous work/client references
- Technology alliances/partnerships
- Industry experience
- Use of offshoring services
- Company size, financial, structure etc.
- Innovation
- Flexibility
- Technical expertise
- Strategy driven
- Seamless implementation
- Company culture eg. contributions to the industry, investment in staff training, workforce diversity etc.

## Why Hakuna Matata Solutions

Modern business transformation is all about involving all the stakeholders involved in the process. Top brands that involve IT in the DX program are achieving amazing results compared to those don't.

If getting started with your digital transformation initiatives is taking too long or having challenges with already implemented programs, look out for a service provider that can assist you in every step of transforming your business with the right advice, strategy and directions.

We have already transformed a lot of brands across different industry verticals like Manufacturing, Construction, Logistics, Healthcare etc. with smart solutions that mitigate DX challenges. You're just one step away from making your digital program a huge success. Talk to our digital transformation consultant now.

## Our Clients