Global Process Impact Series

DIGITAL BUSINESS Transformation FOCUS WEEK

From Digitalization to Digital Competitive Advantages

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Welcome!

HOST

VINCENT PAQUETTE

BOC Group

PRESENTER

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MANAGEMENT CONSULTANT

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How Sustainable Digital Transformation Delivers Digital Competitive Advantage

Moving from transformation projects to
an overarching transformation architecture

Next steps to understand:

- *What does digitalization bring?*
- *What does digital advantage mean?*

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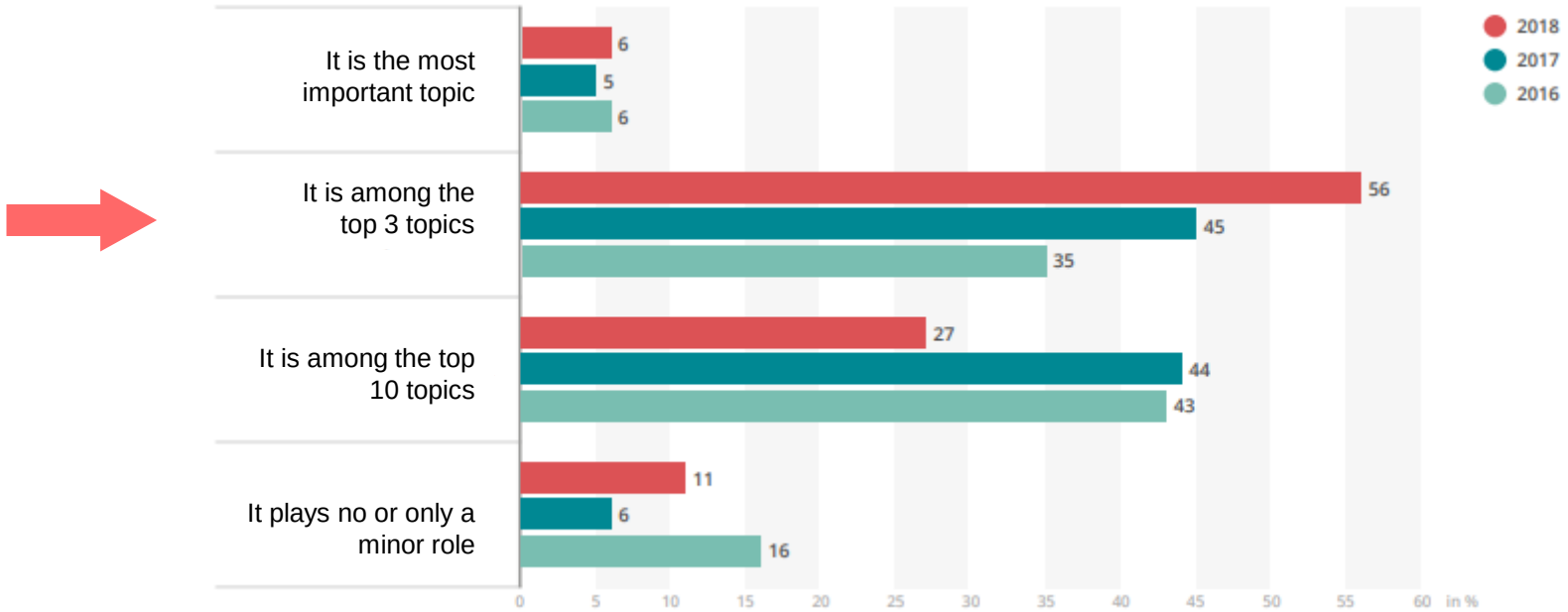
“Digitalization”

is in the trend report "Digital Transformation" * among the

Top 3 priorities

of companies *(Germany)*.



* Source: https://service.etventure.de/digitale-transformation-2018

55% of all respondents

of the trend report "Digital Transformation" * expect

Digitalization of the existing business model

and/or

of the existing processes.

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Expect more!

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What is digitalization for?

Digitalization & Transformation

Optimize

CTQ*,
Efficiency,
Effectivity

* Cost, Time, Quality

Digitalization is closely linked to optimization ...

“The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency.

*The second is that **automation applied to an inefficient operation will magnify the inefficiency**.”*

Bill Gates

... optimization with an understanding of the existing and designing the new!

What is digitalization for?

* Cost, Time, Quality

More than transformation: Digitalization as an enabler for new things

Present →Future

Present

Past

How do I get there? How do I use Digitalization opportunities?

Identify and tackle the most pressing issues that need digitalization?

Implement (many) projects that increase the degree of digitalization?

See digital functions as a way to design new processes and offers?

Try out promising technologies in digitalization (RPA, bots, workflows, ...)?

How do I get there? How do I use Digitalization opportunities?

Identify and tackle the most pressing issues that need digitization?

Implement (many) projects that increase the degree of digitization?

See digital functions as a way to design new processes and offers?

Try out promising technologies in digitization (RPA, bots, workflows, ...)?

Expect more!

Yes

Source:
How Sustainable Digital Transformation Delivers Digital Competitive Advantage

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Competitive Advantage is essential

www.boc-group.com
Competitive requires Advantage
Digital

How Sustainable Digital Transformation Delivers Digital Competitive Advantage

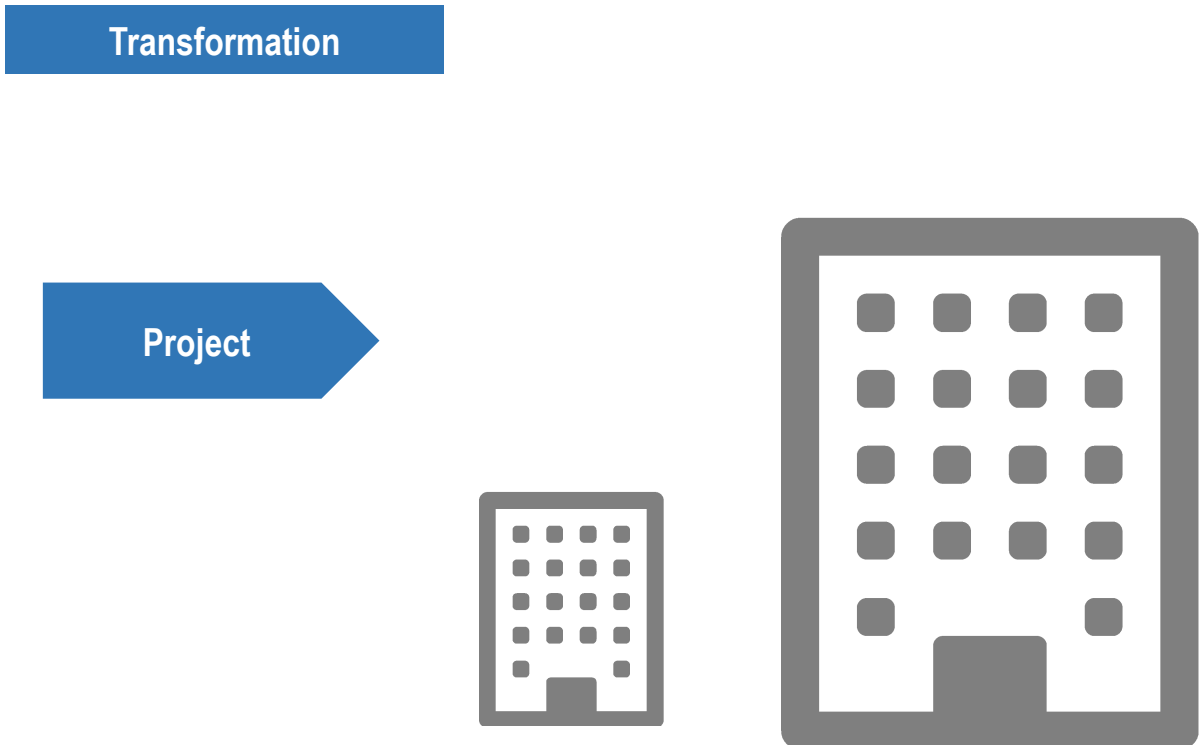
Moving from transformation projects to
an overarching transformation architecture

Next steps to understand:

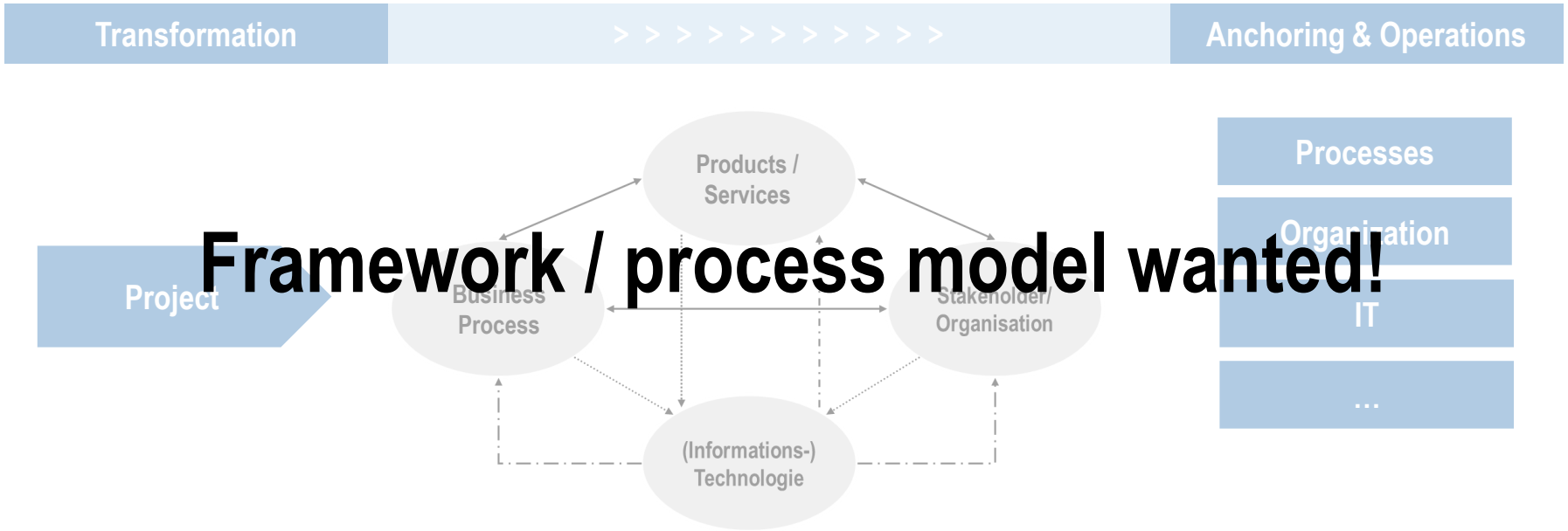
- What is a digital competitive advantage?
- What does “sustainable” mean in this context?
- How do I get there?

How do I generate a sustainable, digital advantage?

By changing something – and change usually takes place in projects ...



How do I generate a sustainable, digital advantage?



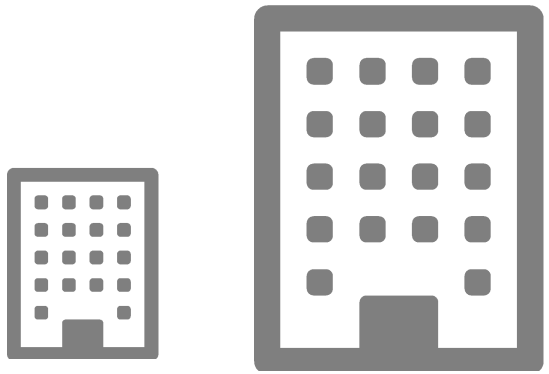
Framework / process model wanted!

Theses

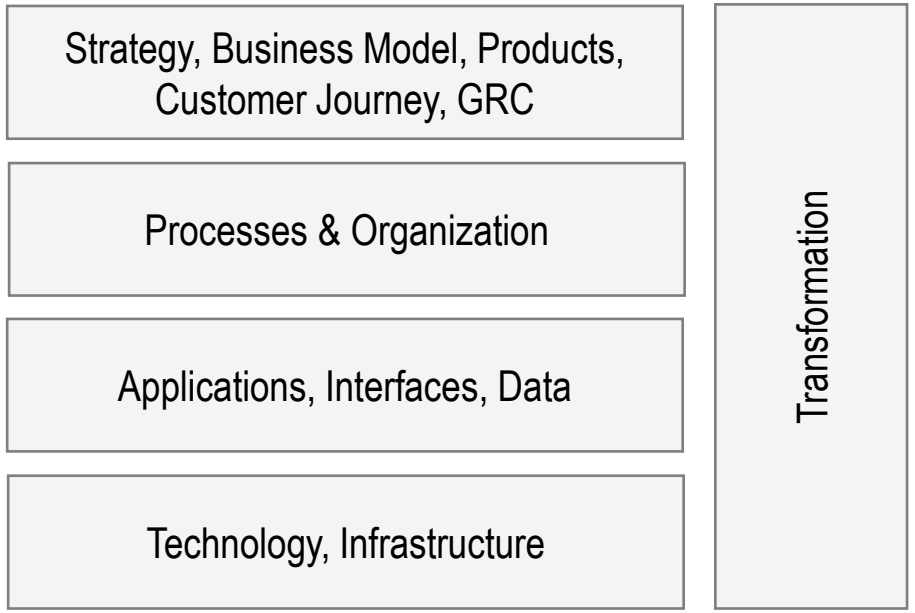
- Mastering digital change requires fundamental specialist and management skills.
- An advantage is competitive if it has a positive impact on my competitive situation.
- An advantage is sustainable if its effects are “reusable”.

Company levels as the basis of understanding & design

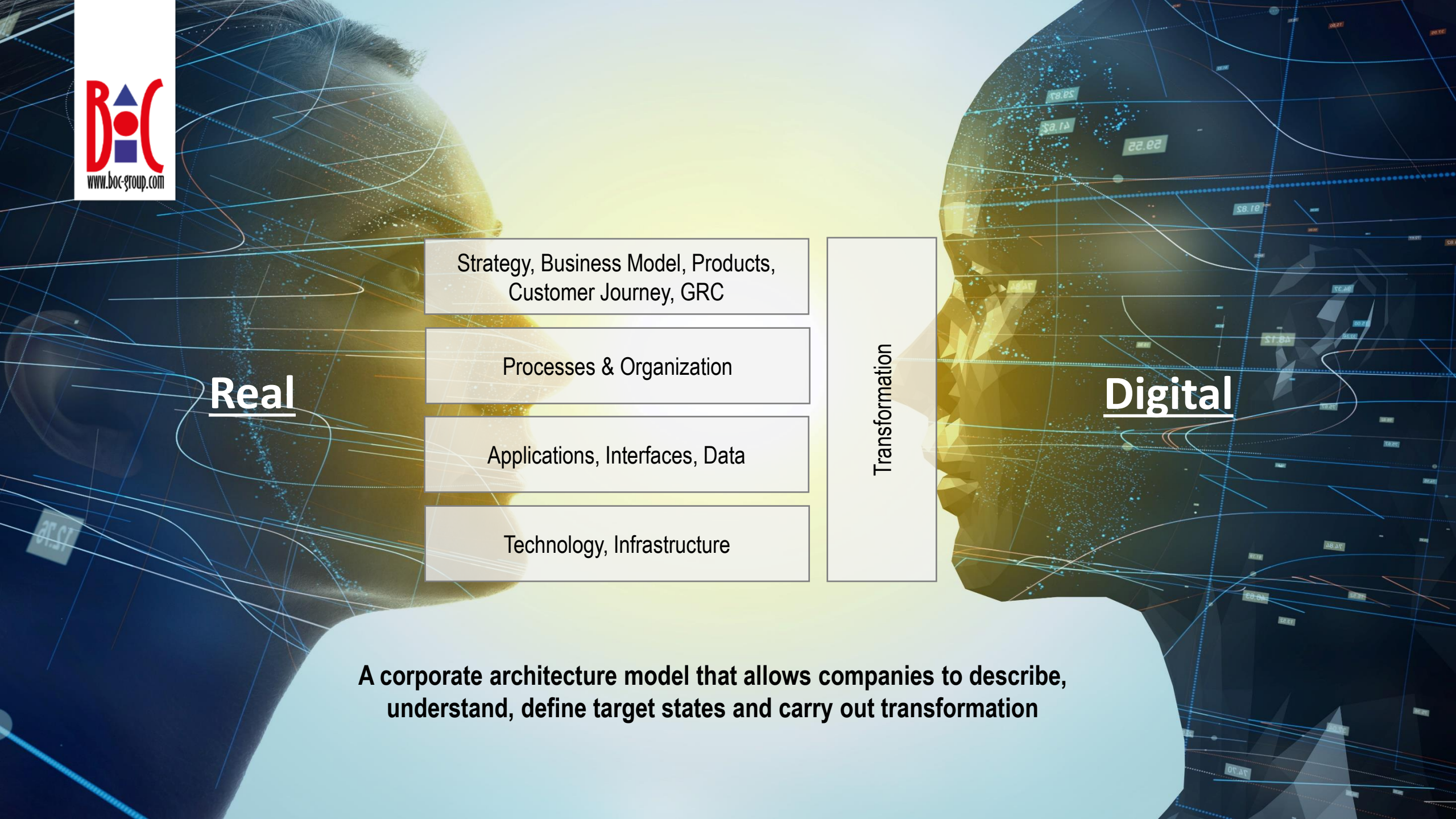
The corporate architecture model as a digital image of the company



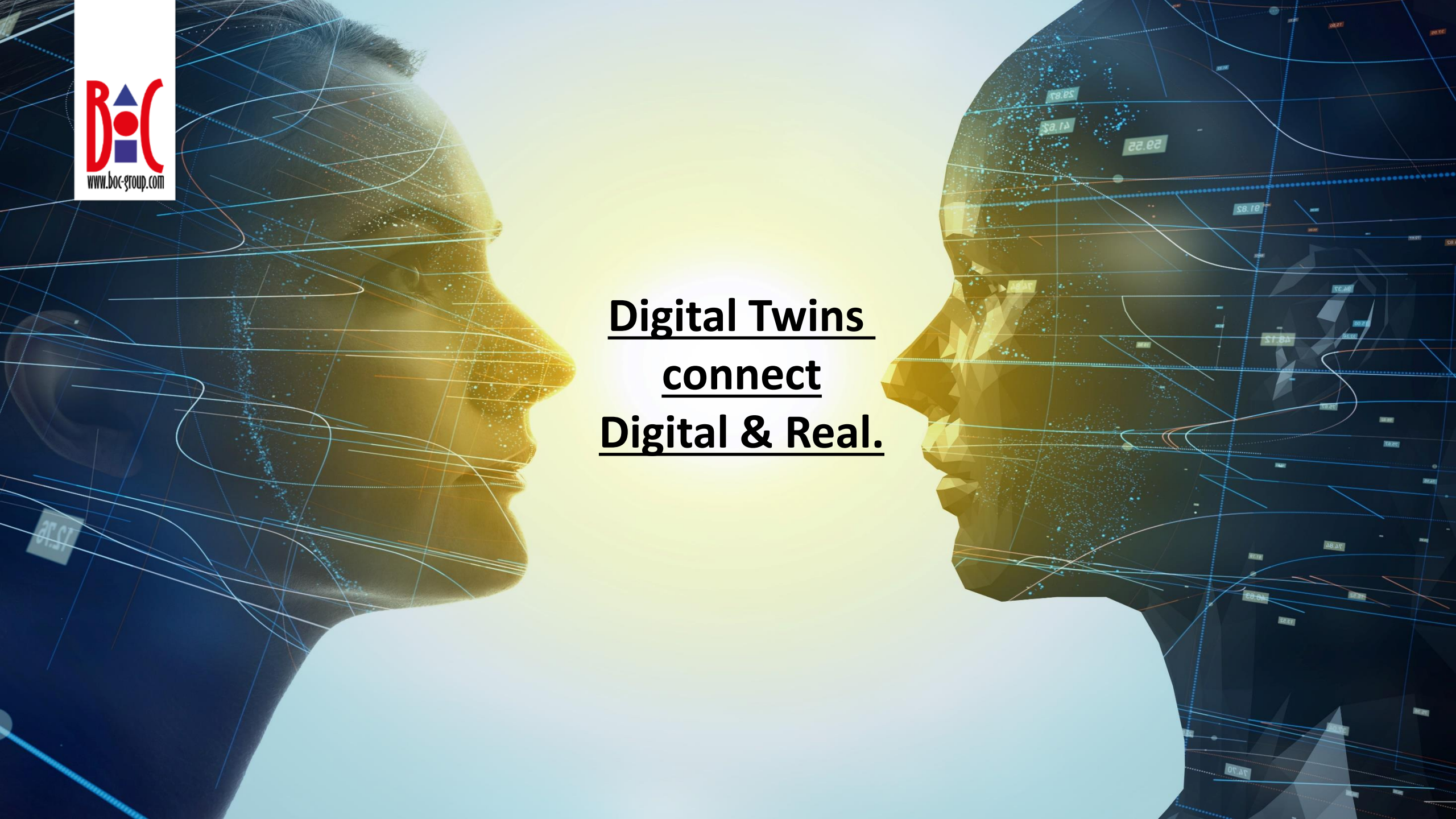
Real Company



Digital image



A corporate architecture model that allows companies to describe, understand, define target states and carry out transformation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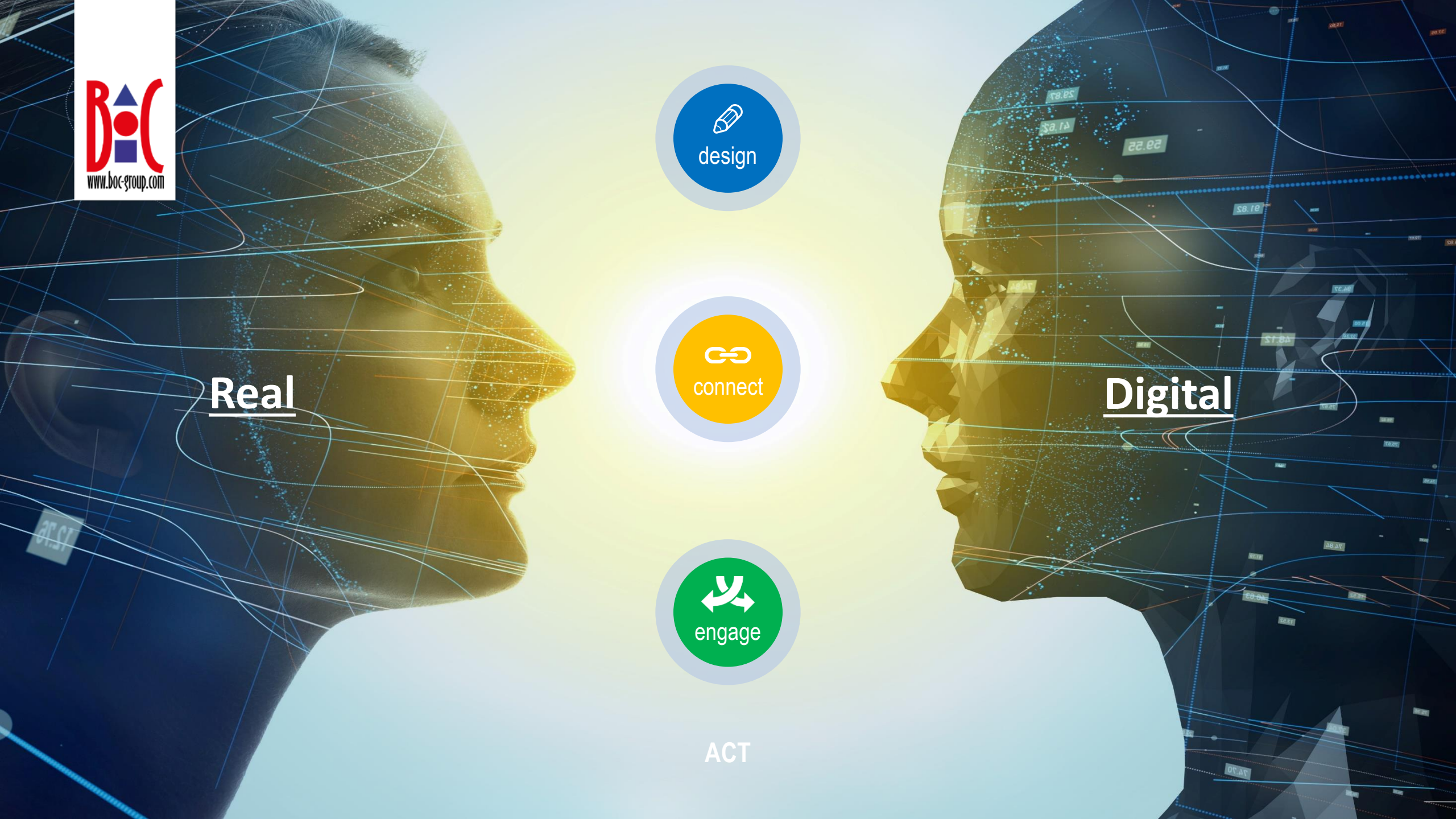
Digital Twins
connect
Digital & Real.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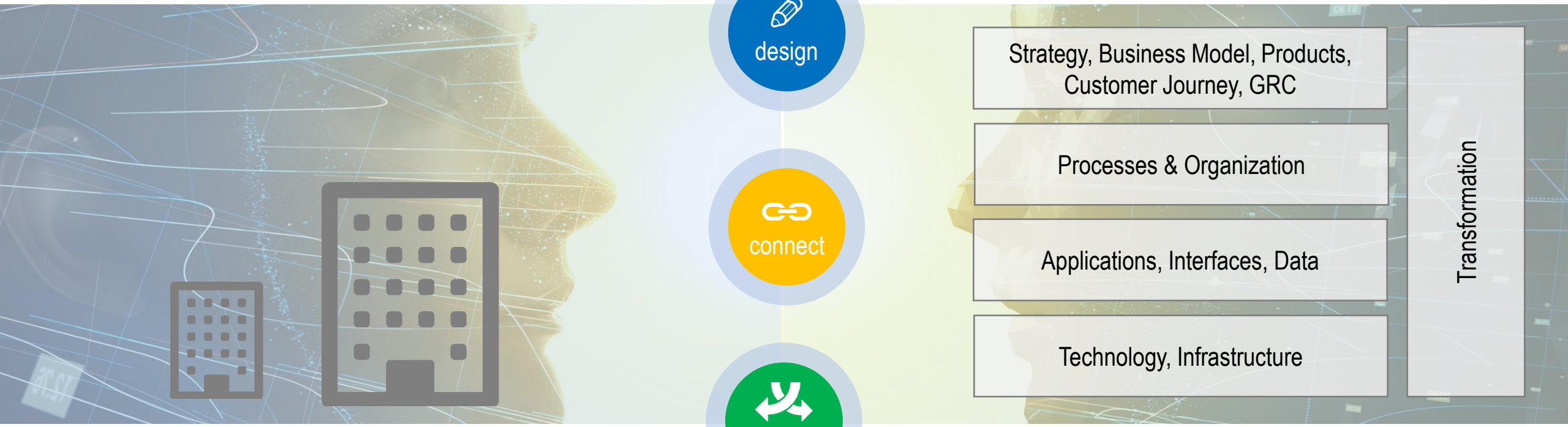
design
connect
engage
Real
Digital
ACT

Your digital twin. Sustainable digitization. Implemented.

Your company repository. Designed. Connected. Engaged.

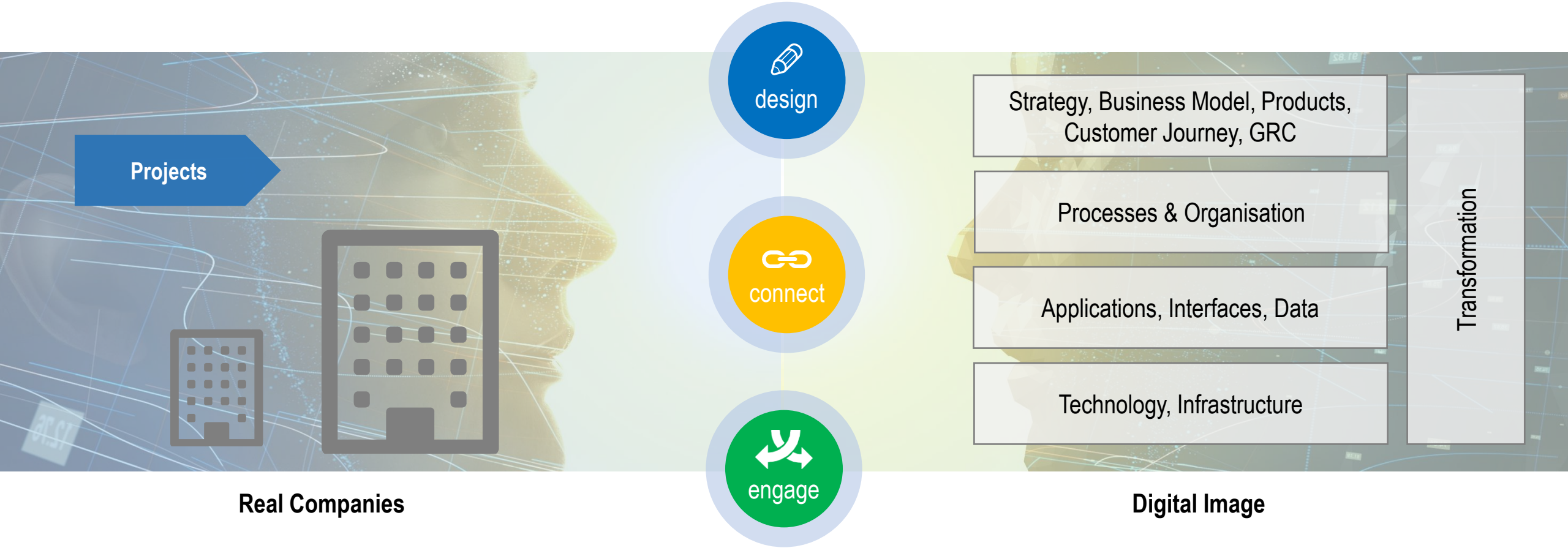


Real Companies

Digital Image

Key take-away: Move from transformation projects to an overarching transformation architecture

The corporate repository. Designed. Connected. Engaged.



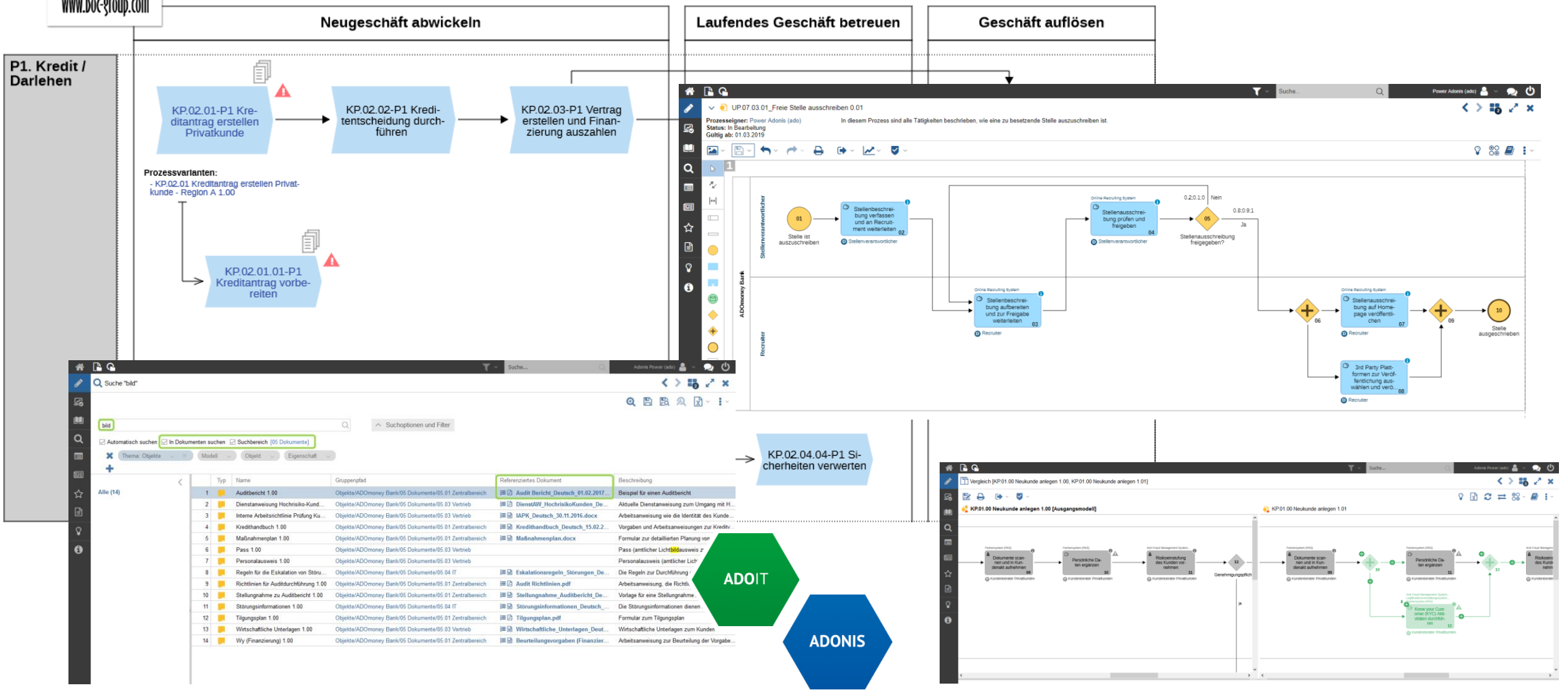
Real Companies

Digital Image

Registration, structuring and linking of all levels

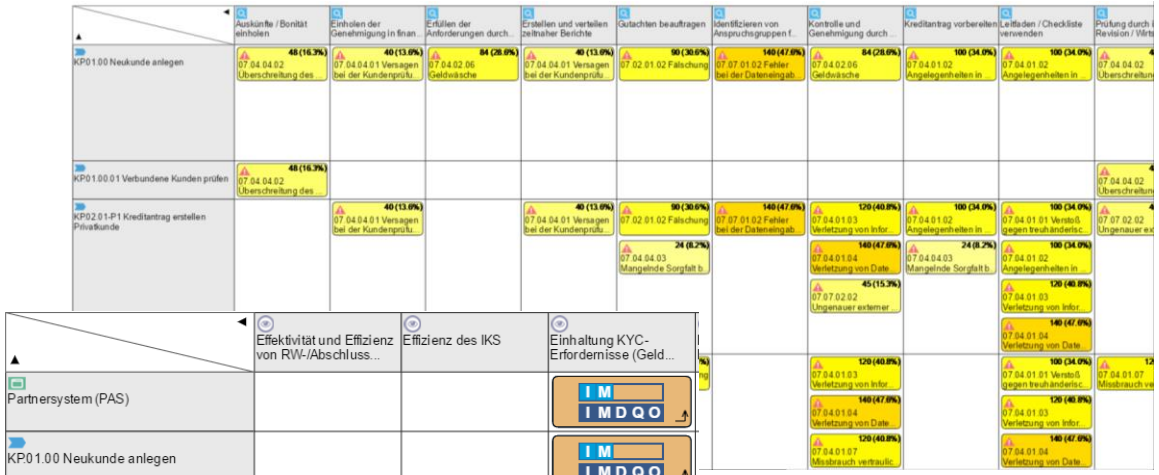
From the business, process to application, risk and data architecture

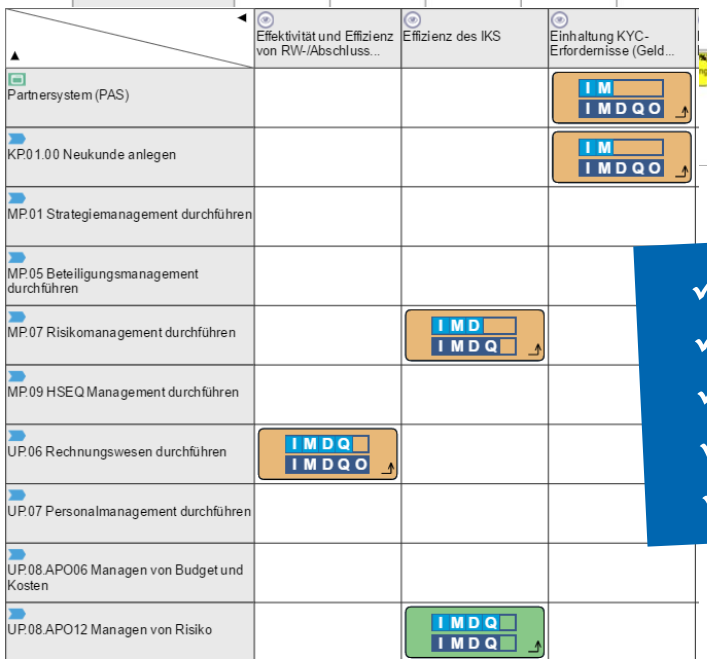
design



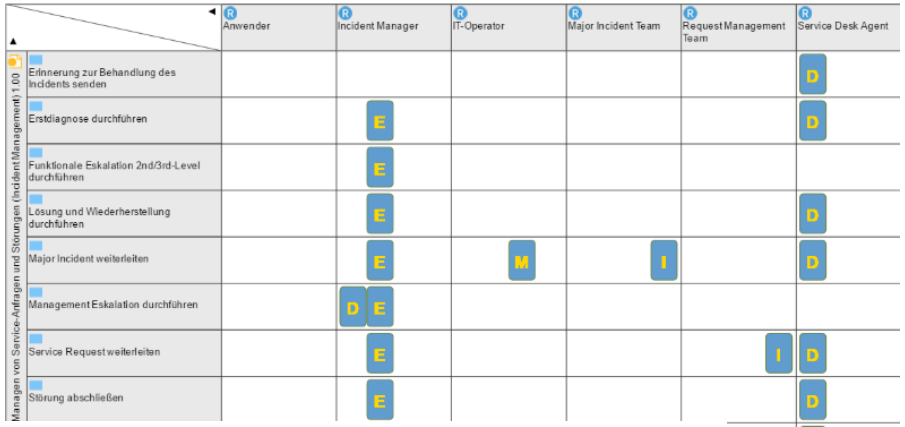
Gaining knowledge by looking at the repository

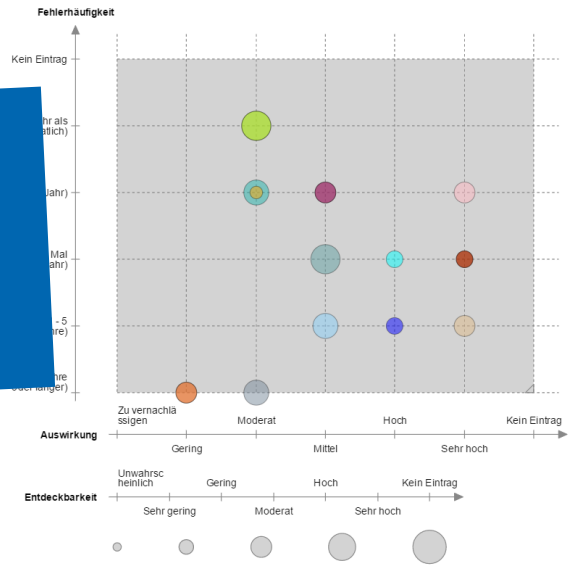
From role, test cases to risk matrix analysis as the basis for optimization

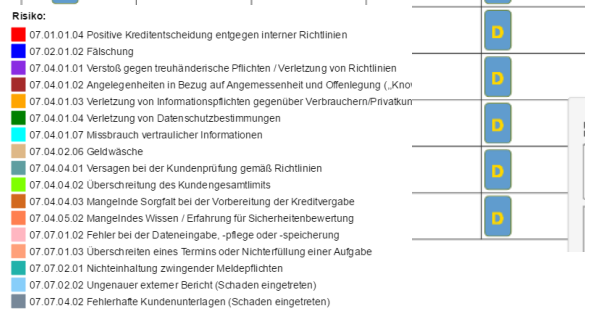




- ✓ Risk heat map
- ✓ RACI Matrix
- ✓ Compliance Matrix
- ✓ Control portfolio
- ✓ Etc…





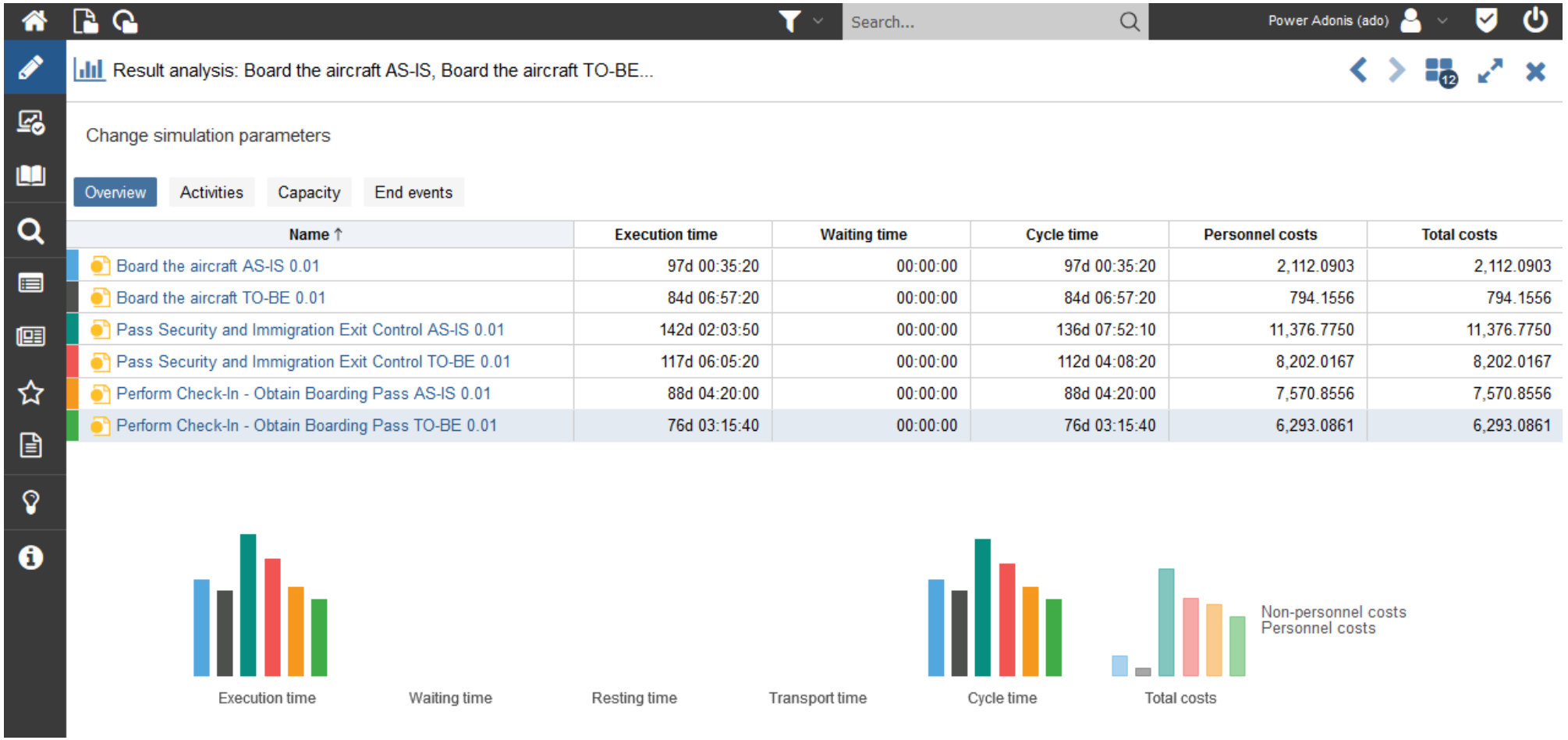


ADOIT

ADONIS

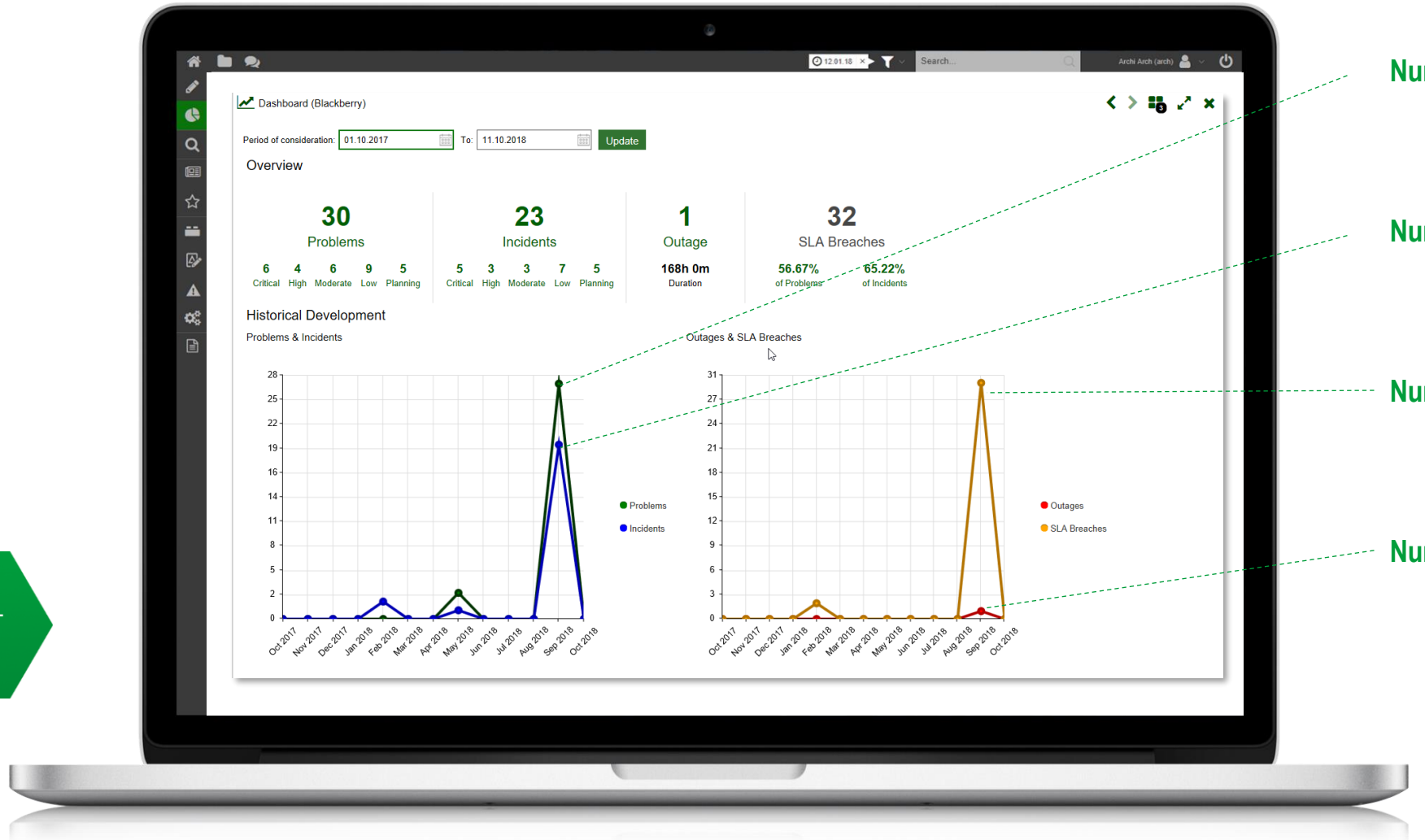
Assess the impact of transformation

Calculate, simulate – know the options before acting



Act on the basis of real data

Connect Digital and Real: Application information



Number of problems

Number of incidents

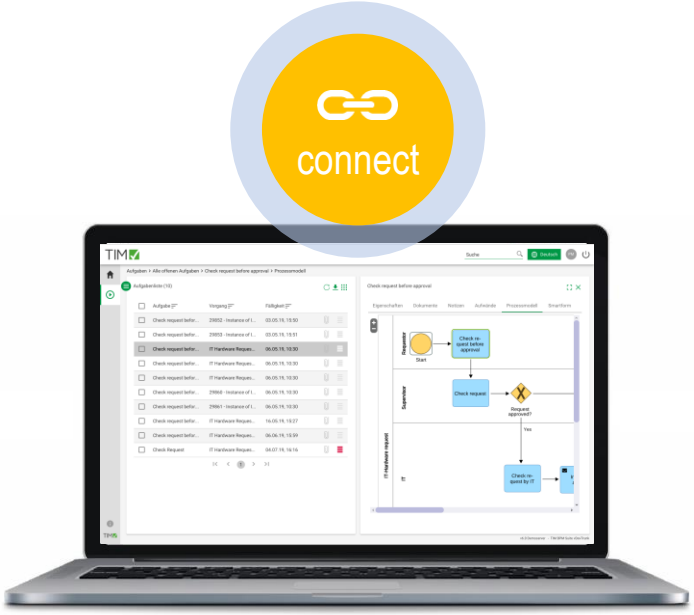
Number of SLA breaches

Number of outages

Integration with servicenow

Automate target design

Technical processes defined and executed as a workflow



Design

- Process prioritization
- From the current to the target process
- Detailing the specialist process

Automate

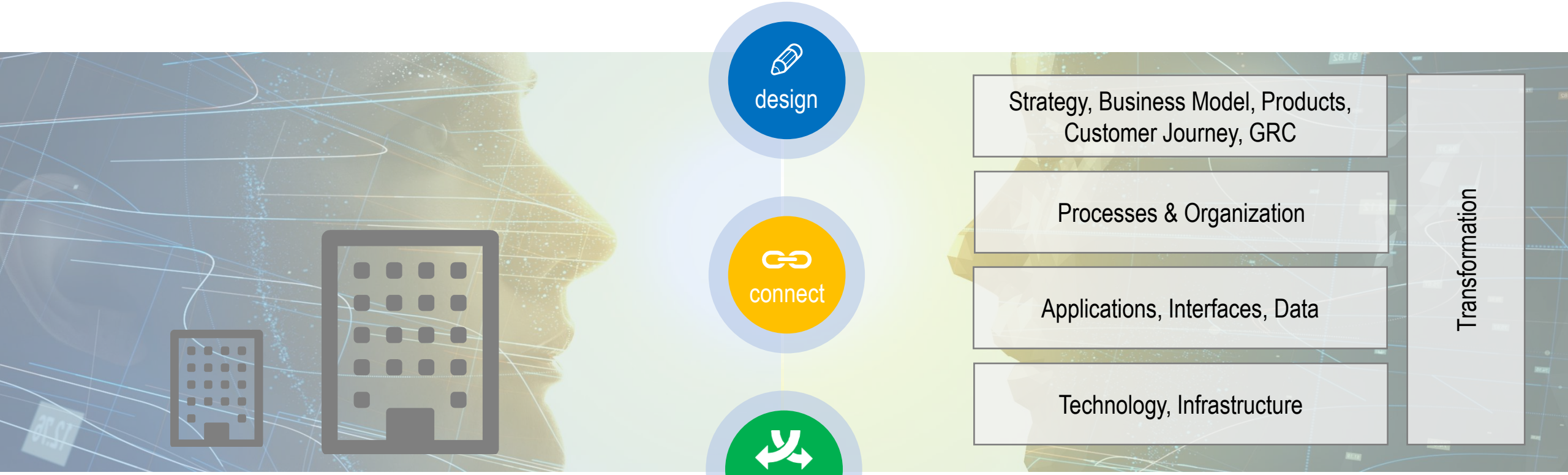
- Agile implementation and quick feedback
- Direct process execution
- Integration & scheduling

Optimize

- Monitoring – deviation analysis
- Professional & technical anchoring
- Controlling, control, deviation analysis

Your digital twin. Sustainable digitization. Implemented.

Your company repository. Designed. Connected. Engaged.



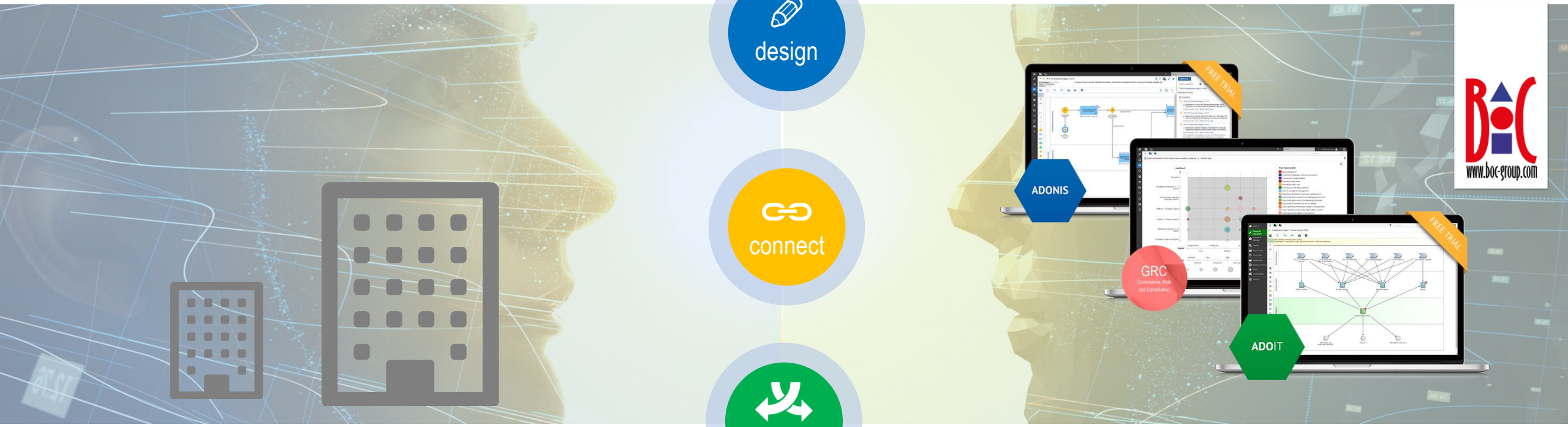
Real Companies

Digital Image

Create your Digital Advantage.

Start Simple: with BPM, EA and GRC

“Digital Twin”



Real Company

Digital Counterpart

Engage with your Digital Advantage.

Agile.

Fast. Open. Integrated.
Aligned.

Sustainable.

Because it‘s more than projects.
All levels of action under control.

Better.

Existing things improved.
New things created.

Your next Steps

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