THINK IT, BUILD IT
Implementing technology
Knowing this, clients are turning to Deloitte to help them make important technology-centred choices within a very short time frame. Deloitte understands not only their technology challenges, but also industry-specific business concerns, and can provide relevant and holistic support to ensure that choices suit business needs not only now but in the future, while continuing to keep up with customer desires and managing costs efficiently.

What makes Deloitte stand out is our ability to go beyond the traditional standalone technology implementation, and offer end-to-end business solutions which span from vision and design through to deployment, change management and operate functions. We help clients with looming on-premise versus cloud decisions, assessing options based on industry-specific, client-centric and business value understanding.

Furthermore, our deep global vendor relationships combined with our broad spectrum of experience, support our extensive capabilities across the lifecycle of complex and varied projects; this positions Deloitte as a strong and proven candidate beyond standard technology implementations.

Introduction

Today, the world of technology is evolving faster than ever before, and in the face of this change, clients are being forced to make relatively rapid decisions due to significant digital disruption within and outside of their organisations.

Deloitte’s Tech Trends 2015 report identified eight key trends surrounding technology this year, which themselves had moved on from the five major disruptors identified in the same report of 2014.

These rapid decisions are sometimes binary, like on-premise versus cloud, and others more open-ended, such as those surrounding ever-shifting customer demands. Deloitte’s Tech Trends 2015 report identified eight key trends surrounding technology this year, which themselves had moved on from the five major disruptors identified in the same report of 2014.

According to Deloitte’s Building the Lucky Country series, these changes and decisions mean that a third of the Australian economy is currently facing a short fuse, big bang scenario; that is, facing a high likelihood of significant digital disruption within three years, coupled with an impact which can expect to produce a change in 15-50% of their key metrics.

Furthermore, our deep global vendor relationships combined with our broad spectrum of experience, support our extensive capabilities across the lifecycle of complex and varied projects; this positions Deloitte as a strong and proven candidate beyond standard technology implementations.

Peter Ryan
Technology Implementation National Lead
Deloitte Australia
On-premise versus cloud

The global cloud market has grown from $40.7 billion in 2011 to $130 billion today, and is expected to reach $241 billion within the next five years.1 The question for our clients, then, will not be whether to move to cloud, but what to move, when to move it and how to transition smoothly. Not all services will be an ideal fit for cloud right now, and it will be important that the change fits in with the technology profile of the organisation. Clients will need to assess on-premise applications and solutions based on the customisation required as well as process complexity and risk in order to determine which applications or solutions can or should be moved to the cloud.

Big bang implementation versus phasing in over time

When decisions have been made about what applications, solutions or processes will be moved and to where, clients will need to consider whether the disruption, risk, cost and consumer satisfaction elements of a big bang adoption are more or less suitable than those of a phased adoption. Given the rapidly changing market, there is often pressure for imminent change, but this may be too high-risk for a given organisation to adopt, or come with too many costs to be feasible.

Dynamic customer demand

The cause of the need for shifting technology trends also comes into play when organisations are deciding which technologies they will adopt and how; consumer sentiment is evolving as rapidly as technology, and it is important to take into account not just what customers want today, but also what they will want and need tomorrow and in the future. Addressing these questions can help companies adapt themselves to and fortify themselves against future changes, without the costly expense of constantly adjusting their technology profile. A failure to address the dynamics of customer demand can lead to breakdown of an otherwise well-structured technology implementation.

Cost of technology

All of these challenges fall against the ever-present background of cost-efficiency. Maximising such efficiency means clients need to thoroughly evaluate all their options from both a technological, customer and cost perspective to maximise gains in all areas.

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1 Source: Deloitte Report ‘CFOs and CIOs: How do you know when to reach for the cloud?’ May 2014.
As a member firm of the global Deloitte Touche Tohmatsu brand, Deloitte Australia brings to the table not only its local technology implementation expertise, experience and understanding, but also a global network of professionals who bring diverse insights and proficiency across a broad range of industries, projects and environments.

Locally, Consulting within Deloitte Australia has over 1,300 practitioners, with over a fifth of these working in technology. Our technology professionals include product specialists across SAP, Oracle and cloud, functional experts, program integration specialists and strong project managers.

Our broader $5.9 billion global practice has over 30,200 practitioners and serves 100 countries, and also encompasses our Extended Delivery Centre (EDC) and our One Delivery Network (ODN).

With over 6,300 technology consultants, EDC Hyderabad supports our firm with a broad range of technology services and generates business value through reliable, cost-effective and high-quality services.

Deloitte’s One Delivery Network (ODN) is a network of over 11,300 people across 21 offices in Europe, North America, Asia Pacific, Latin America and South Africa, and like EDC magnifies our ability to serve clients globally with practitioners who have deep technology, process, and industry expertise. We also leverage Deloitte’s ODN.

Our broader $5.9 billion global practice has over 30,200 practitioners and serves 100 countries, and also encompasses our Extended Delivery Centre (EDC) and our One Delivery Network (ODN).

This significant international capacity represents the convergence of technology and business value, with EDC and ODN both leveraged to scale and extend the capabilities we have within a region or country. We globally serve our clients with complex technology service, up to and including end-to-end business solutions.
Deloitte offers a number of services in the technology implementation sphere, collectivelyspanning the scope of plan, design, build, test, deploy and support, with each specialising and excelling in its field. The service offerings can be taken up either in isolation or as part of a broad-spectrum service, integrating seamlessly across the lifecycle of a project.

Deloitte’s holistic and collaborative approach means that our services are focused not only on technology implementation, but on whole-business solutions which support vision, innovation, design, implementation, deployment, change management and support. Our broad range of services are further strengthened by our deep function capability and focus on business outcomes.

Enterprise applications

Our Enterprise Applications (EA) group are experts in implementing solutions that not only transform technology, but drive real business.

From strategy development to solution implementation, EA helps clients solve complex business issues by combining process and industry knowledge with deep expertise in enabling technologies and packages software such as SAP, Oracle and cloud solutions such as SuccessFactors, Salesforce.com, Workday, Google, Concur, Ariba, Oracle Cloud & CRM in the cloud.

Within each practice, we have expertise in end-to-end implementation, technical and functional solution architecture, projects and program management and development, cloud and AMS services.

Application management services

Deloitte Application Management Services (AMS) go beyond the traditional AMS model by focusing on business optimisation and innovation, not just point-in-time metrics, support, and service level agreements (SLAs). We offer full lifecycle technology services from strategy through to build, operate, and innovate, with deep industry specific capabilities in managing, maintaining, and continuously innovating our clients’ application platforms to achieve business results.

We have the critical ability to blend strategic advisory, program execution, near-shore, and offshore delivery resources into a customised managed service solution.
Strategy
In the technology implementation sphere, strategy is relevant in terms of developing an on-premise versus cloud strategy and roadmap, one of the key challenges clients are currently facing.

It covers planning from the present state to the future, defining the role of a given solution in the business, defining a future direction for IT, defining how the application landscape needs to change and helping stakeholders to understand performance, capabilities and investment returns.

The Deloitte IT Strategy Framework is uniquely used to provide a focused scope for the assessment and formulation of strategic direction across five key dimensions in order to support the business strategy and its objectives, as well as supporting the alignment of business strategy and IT, management and governance.

Enterprise architecture
Clear analysis is required to enable successful transformation and integration of new business and technology initiatives. The Deloitte Enterprise Architecture Methodology provides a structured approach for analysing and maintaining the current and future state of the business and the technology.

Enterprise architecture gives context to how details fit into the bigger picture; for example, how a particular deliverable fits within the overall strategic plan. It also allows dependencies to be highlighted, demonstrates the impact of change across the organisation, avoids duplication, supports the streamlining of workstreams and allows greater efficiency in delivery and operations.

Change and organisation management
Deloitte’s change approach focuses on engaging and advising executive stakeholders. We recognise that there is no best way to structure an organisation, as those at different stages of their lifecycle require different structural models, depending on market conditions. An optimal model enables an organisation to grow as its strategy develops over time, and addresses the key client challenges that are evolving. We help align organisation designs to their strategy, and support detailed design in order to realise this optimal model.

We also understand that to transform organisation culture effectively and achieve business results, people have to be aligned and fully engaged in the execution of the business strategy. Our As One method pioneers a new way to think about how to enable individuals to collaborate in order to achieve extraordinary results together, and recognises that improved performance is sustained longer if people believe in what they have been asked to do and the way in which they’ve been asked to do them.

Program management and integration
Deloitte’s program management and integration offering provides expertise in the design and operation of technology delivery programs, with a strong focus on predictability, results management, method alignment, delivery, risk, quality and estimation.

The services delivered are centred on the idea that effective program management must be measured against the delivery of outcomes and benefits, combining thought leadership, real-world experience, and proven tools, frameworks and methods that enable our teams to design, build and operate results-oriented program management functions.
Deloitte prides itself on its broad technology offerings, and its vendor alliances are a testament to this. Our strong relationship with Oracle, SAP, Salesforce.com, Google and Workday enable us to broaden the suite of products we can offer to and assist clients with, and our strong supporting skill sets enable us to further plan and govern our vendor-centric implementations.

However, Deloitte also brings to the market a unique approach to these alliances. While we have deep global relationships with these vendors, we are committed to choosing the best solution for our clients, and work closely with them to select best-of-breed solutions rather than tying projects to a single vendor.

Oracle
Deloitte has held Oracle’s highest designation of strategic alliance for over 10 years, and has recently extended this relationship by signing a value-added reseller agreement. This will permit Deloitte Australia to be a reseller of the Oracle applications and middleware product suite, and extend our offerings to further leverage our solution set and ensure that users are maximising their investment in their Oracle solutions.

Implementing Oracle products involves not only technical knowledge but an ability to help organisations use technology as an enabler to solve real business challenges; this business-led, technology-enabled approach is at the heart of everything Deloitte does.

By bringing together our deep understanding of business processes and our extensive experience in implementing sophisticated Oracle solutions, Deloitte is uniquely positioned to help organisations maximise their Oracle investment. We are focused on effectively providing implementation-related services in support of Oracle services and solutions, designed to help organisations drive revenue growth and improve operating margins.
Google
The partnership with Google provides Deloitte with an opportunity to implement true collaborative and transformational environments to its valued clients.

A core offering of Deloitte is providing thought leadership to assist clients in evaluating complex issues, develop fresh approaches to problems and implement collaborative solutions.

This provides access and opportunity to deliver industry leading collaborative and messaging tools to Deloitte’s valued client base. As a Google Premier Partner, we are authorised to deploy and provide advice on successful implementations of the Google product suite.

Workday
Deloitte is the marketplace leader in HR transformation and is recognised for its ability to integrate the full complement of its management and IT consulting services.

Through continued investments in building Workday capabilities, Deloitte can provide exceptional client service through specially trained practitioners and leveraging its recognised business-driven HR approach.

Deloitte offers worldwide reach via its network of member firms and its functional and technical depth in Workday, which can accelerate the business value associated with HR and finance transformation. In addition, demonstrated process and technology cost saving efficiencies can be achieved through strategy, assessment, planning and business case development and complete Workday implementations.

SAP
Since 1989, Deloitte’s global SAP practice has delivered award-winning levels of service and an array of solutions to clients the world over. Recognised as thought leaders by the industry and analysts alike, Deloitte helps organisations reach their business performance goals through transformation programs. Each SAP implementation focuses on an end result that supports business strategies through process improvement, technology innovation and enablement of people.

While we excel at implementing SAP solutions, it’s our overall approach of focusing on what drives business value and our ability to extract the most from an implementation that sets us apart.

Deloitte provides a robust set of tools and methodologies to complement SAP’s solutions and maximise your organisation’s business IT potential.

We also hold the highest level of strategic alliance with SAP, and have received multiple Services Partner Award of Excellence honours. Because of this, we believe we’re uniquely positioned to help you find innovative and effective ways to gain more value from your SAP investment.

Salesforce.com
Deloitte and Salesforce.com are leveraging the trends of mobility, social business, cloud computing and analytics to help our clients connect with customers, suppliers, and employees in a new and social way.

With a track record of collaboration and integration, we have more than 1,650 practitioners in over 14 countries and offer insight, proven customer solutions experience and Salesforce.com expertise.

Together, we’re at the forefront of social computing, helping clients to both create the business processes and build the computing foundation to succeed. Deloitte’s alliance with Salesforce.com combines social, mobile, cloud computing and analytics to help you connect with customers in new ways to achieve your business goals.
For Deloitte, bringing a point of view means not just revealing a novel insight to our clients, but backing that up with evidence and experience. Here’s a selection of material Deloitte has published in the technology sphere.

**Building The Lucky Country #1-#4**

**Tech Trends 2015**

**CFOs and CIOs:** How do you know when to reach for the clouds?

**Extracting business value**

**Through operational intelligence**

**Big Data:** Tougher, smarter, stronger, faster

**Transitions that Work:** Designs from the future (AMS-related)

**4 things to think about when moving to the cloud**

**The Internet of Things Ecosystem:** Unlocking the business value of connected devices

**Opportunity is knocking:** You can run SAP NetWeaver® BW on SAP HANA® today

**The Cloud:** Reality vs. myth and thinking differently

**Deloitte Cloud Accelerate:** THINK IT, BUILD IT

**The Deloitte CIO Survey 2014, CIOs:** At the Tech-junction
## Key contacts

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