

## How Globalising IT helps to create value.



For a decade and more the investments in business transformation have been vast. Multinationals have implemented better management practices, processes and technologies. According to in-depth research and benchmarking conducted by Deloitte Research, the results for many of the world's largest companies have been less than stellar. Many struggle to create value for shareholders and other stakeholders. Furthermore, changing business drivers and the ever-increasing complexity of global operations are making business improvement and transformation even harder year over year.

In order to be successful at operating globally, it is critical to leverage IT opportunities and manage IT risks globally in the most efficient way possible.

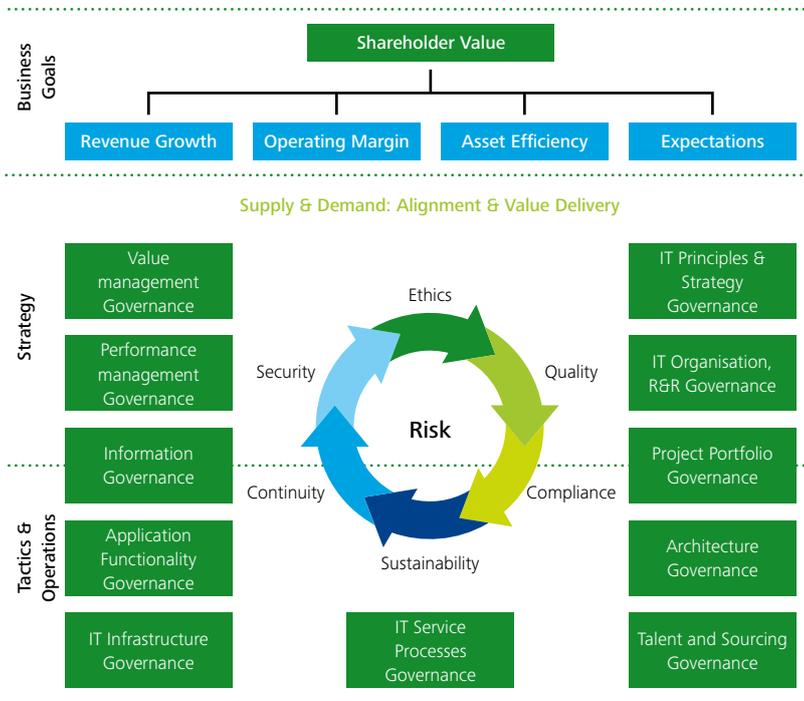
Furthermore, businesses that intend to leverage and deploy IT globally must also understand the legal and social differences in the various parts of the world as well as the opportunities and challenges associated with such differences.

### Concerns

- Harmonising IT processes across geographies;
- Achieving IT cost reduction;
- Optimising capability and capacity for IT sourcing;
- Increasing transparency within the IT organisation;
- Providing 1<sup>st</sup> line, 2<sup>nd</sup> line and 3<sup>rd</sup> line IT support 24x7;
- Complying to the various (local) laws and regulations in a cost-efficient way;
- Harmonising and rationalising IT compliance across geographies.

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“Getting value from globalization is hard. Managing the complexity is a formidable challenge, even for world class companies”



**Solution**

Deloitte’s vision on Globalising IT is that the strategic, tactical and operational IT domains should be aligned globally and harmonised with the business objectives. These interdependencies are visualized in Deloitte’s IT Governance Framework. This framework consists of the different IT building blocks necessary for a seamless Globalisation of IT.

Deloitte can support your organization in the Globalising IT:

- Defined the IT Principles;
- Develop an IT Governance model;
- Design the IT organisation with local and central representation (structure, strategy, systems, skills, style);
- Design IT processes aligned to business goals;
- Implement a global operational IT sourcing framework;
- Establish globally integrated controls and compliance;
- Defined the IT security policy;
- Establish global business continuity;
- Establishing a Risk Intelligent risk management framework.



### How we make IT globalisation work for you

In an era where IT Globalisation is strictly necessary for operating profitability, trial and error is not good enough.

Hence, Deloitte has developed a strong approach that warrants an expedited implementation that is supported by and embedded in the organisation.

Throughout the entire approach, we ensure that potential people change issues are considered and managed positively. Quick wins and strong momentum will further add to the project's success.

Whatever the maturity of your existing IT processes and compliance, we can help you take the next steps in building and strengthening it.

Once implemented, this approach will ensure:

- Global IT processes run in an effective and efficient manner;
- Single Points of Failure in human and physical resources are avoided;
- Global compliance requirements are met, in an efficient manner;
- Demands on IT are managed and met in an efficient and consistent manner.
- Appropriate and effective processes are in place to deliver quality efficiently and consider for example ITIL, CobiT and Six Sigma.
- IT Risk management is in place, turning risks into opportunities, through our "Risk Intelligent Enterprise" framework;
- Performance is measured to keep improving the way IT creates business value.

### Why Deloitte?

Deloitte is a name known and trusted by key stakeholders, including Boards, Chief Finance, Information and Security Officers, and Audit Committees. Deloitte is the only Big Four firm to decide to retain its consulting business, thus giving a unique advantage as an advisor and auditor since access is maintained to a wealth of technology and process experience our direct competitors no longer have.

Deloitte Enterprise Risk Services (ERS) can count on a highly skilled and experienced team of over 3,000 professionals in Europe and over 11,000 such professionals world-wide. All professionals conduct their work with the true client's interests in mind, observing the integrity of both the client and the firm and avoiding any conflict of interest.

We stand for providing technology assurance in its various forms: from assurance of security, quality and IT service management to assurance of value, governance and regulatory compliance. We can't guarantee that the unexpected won't happen - what we can do is ensure that all the risks are understood and flagged up early, and that they are collectively managed, so the chance of there being a problem is minimised.

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