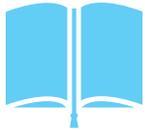


## Tools and accelerators

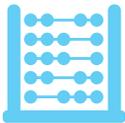
We use a vast set of tools and accelerators to deliver our work, ensuring reliable and rapid results. A few examples are illustrated below.



**IT Infrastructure Playbook** captures the knowledge and experience of Deloitte's many practitioners in thousands of projects, providing a reference guide for all IT infrastructure related topics. It binds all the areas and tooling together to form a coherent approach throughout all engagements



**Outsourcing Advisory Services Methodology & Tool Set** is a complete framework for running outsourcing projects end-to-end. Activities, templates and deliverables are set out for each phase and each stream.



**Cost reduction methodology & tool set** is a structured approach to benchmark and assess opportunities for consolidation, standardisation and optimisation covering infrastructure, applications, ITSM, PPM, and IT management.



**Infrastructure Maturity Model & Tools** offers a standard approach to assessing the process maturity and all technology areas based on industry standards and frameworks.



**IT Service Playbook** takes an in-depth look at how the IT services are structured and where they add value. The tools assess how architecture, project/portfolio management, financial management etc. are performed. A roadmap is generated based on the results from the assessment guiding the changes to be implemented.

## Why Deloitte?

This leaflet provides an introduction to the thinking and techniques that underpin Deloitte's IT Infrastructure Advisory Services.

Deloitte has extensive experience across all industry sectors assisting businesses to identify the maturity of their IT organisations and support them in designing and developing high-performing IT functions.

### Market-leading practices, tools and methodologies

Through real industry knowledge and an in-depth understanding of the needs of technology leaders in today's marketplace, we have developed a series of tools and methods which allows us to help organisations transform their IT functions into effective, efficient and adaptive entities, contributing measurable results to the business.

### A global network of talent

We have global dedicated IT Infrastructure capabilities, which enable us to offer a greater depth of skills and breadth of services with innovative solutions. We work closely with Enterprise Solutions and IT Risk & Security teams to ensure our services enhance your technology services in a safe and relevant way.

To find out more please do not hesitate to contact us.



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# Deloitte.

## Technology Infrastructure Advisory Services

Achieving stable, efficient and effective IT services is a critical part of your IT agenda



# Introduction

Achieving stable yet up-to-date IT services is a critical challenge for many organisations today. Even more so over the next few years as infrastructures become increasingly more complex and new technologies will disrupt business-as-usual.

Deloitte can help you achieve your goals.

IT Infrastructure accounts for close to half of the IT budget in most organisations, yet often receives much less attention and focus than other IT functions. In the modern hyper-connected world, infrastructure provides both the means for efficiency and the foundational structures for effective business and IT services.

Disruption is all around us, mainly coming from technology innovation, which is unfolding in front of our eyes in rapid pace, fuelled by four parts:

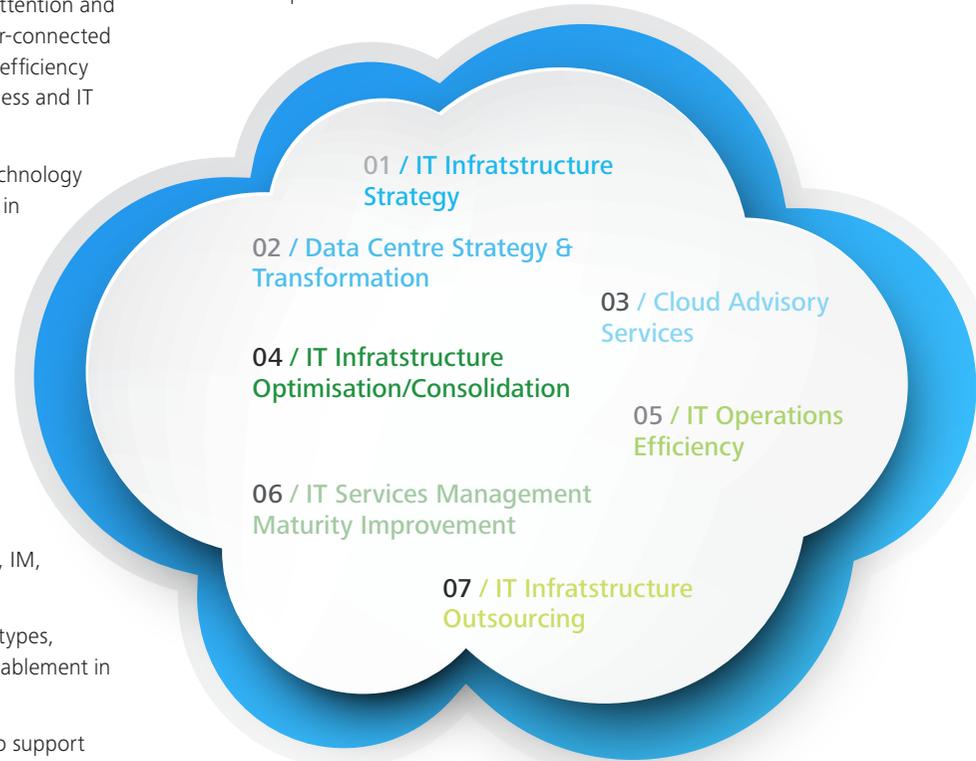
- **Connectivity revolution** enabling information to travel from anywhere, at almost any speed, and at any time;
- **Information revolution** which delivers data and knowledge at your fingertips, exactly when you need it;
- **Communication revolution** covering all channels of communication including classic e-channels as well as new such as social media, IM, blogs all via e- and m-channels;
- **Technology revolution** delivering new device types, standardisation, virtualisation, and software enablement in both the front-end as well as the back-end

To ensure your IT infrastructure services are able to support the paradigm shift taking place in IT today, you can draw on Deloitte knowledge and experience as independent advisor with relevant consultancy services, delivering transformation and transition when and where it is required.

# IT Infrastructure Advisory Services

Our consultancy covers seven services selected to assist you in your journey to efficiently deliver the IT operations of tomorrow, today!

We use a unique approach to assist IT organisations in achieving their goals, which is integrated into other Deloitte services, namely the CIO Advisory Services. The IT Infrastructure services cover the areas illustrated and explained below.



Digital readiness defines winners and losers in today's markets. This will be amplified further in the years to come where an inability to operate competitive and stable services, and take advantage of the new service types, will impact business results.

Our services can help you take your IT services to the next level, while creating a foundation for the era of disruptive technology services which is upon us.

# How can Deloitte assist you?

Our IT Infrastructure services are focused on improving your IT services, getting a clear understanding of where improvements will provide best value for money, and preparing you for the next generation of IT services.

These key services cover the IT Infrastructure challenges from strategy and transformation through to optimisation and outsourcing.

- 01 / **IT Infrastructure Strategy** – developing a clear vision linked to the IS and business goals, ITI objectives are articulated and the strategy formulated
- 02 / **Data Centre Strategy & Transformation** - selecting a DC strategy covering several dimensions including technology, real estate, GRC, finance and tax – resulting in possible large optimisation
- 03 / **Cloud Advisory Services** - evaluate requirements, assess readiness, build the business case and cloud roadmap(s), and assist with vendor evaluation
- 04 / **IT Infrastructure Optimisation/Consolidation** - analyse the organisation's infrastructure to identify cost reduction opportunities through consolidation, standardisation and process optimisation
- 05 / **IT Operations Efficiency** - assessment of operational processes and procedures to identify potential issues which could impact the business
- 06 / **IT Services Management Maturity Improvement** - a review of the complete IT Service Management function to get a full understanding of the current state as a basis for improving the future state
- 07 / **IT Infrastructure Outsourcing** - assist throughout the outsourcing cycle, starting at assessment and ending with transition & transformation. We cover all areas from strategy/value creation and people aspects, to project management and technology