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Technology Infrastructure Advisory Services
Harness the power of strategic agility

http://www2.deloitte.com/lu/technology-infrastructure
How can I run my technology infrastructure services cheaper and faster, with stronger financial transparency?

What are the technology risks I may be exposed to, and how to make sure that I am adequately protected?

Cloud services are interesting but I am not sure if I can use them and how to develop a cloud strategy!

What technology infrastructure capabilities can assist my business become more effective and efficient?

How can I ensure my technology infrastructure is scalable and can support the required business agility?

Is it possible to accelerate the technology transformation of my legacy platforms without service impact?
Deloitte expertise

Full Service Capabilities
End-to-end services (strategy to execution and cross-functional capabilities including technology, regulatory, tax, human capital, etc.) to assist unlocking greater value from Technology Infrastructure investments

Global Reach
Network of nearly 5,000 practitioners across 50+ countries trained on running infrastructure like a business

Accelerators and Tools
Significant investment in developing accelerators, tools and points of views to help you realise the full benefits, mitigate risk and drive project efficiencies

Deep Industry Expertise
Strong understanding of the business imperatives and how they manifest into different transformation drivers for each industry
What technology infrastructure capabilities can assist my business become more effective and efficient?

Using **standardisation** and **virtualisation** will improve the technology services

**Standardisation**

Is the process of developing and implementing technical standards.

- **Maximise** compatibility, interoperability, safety, repeatability or quality
- **Facilitate** commoditisation of formerly custom processes.

**Virtualisation**

Is a proven software technology that makes it possible to run multiple operating systems and applications on the same server at the same time.

- **Do more with less**
- **More time to meet business needs**
Using Software Defined DCs is now live in large organisations

“Software-Defined Data Center (SDDC) is a vision for IT infrastructure that extends virtualisation concepts such as abstraction, pooling, and automation to all of the data center’s resources and services to achieve IT as a service (ITaaS)”
Need to change technology, processes and people capabilities to match the new reality

Focus on technology should be:

- Fabric based computing
- Opex replacing capex
- Business focus on security
- Sustainable green IT
- Cloud computing and private capability clouds
- Storage efficiency based on the business value of data

All these trends have the ability to change how we select, operate, and service our data center services as well as what and how we deliver technology services to the business.
What technology infrastructure capabilities can assist my business become more effective and efficient?

Reviewing the existing capabilities and defining a roadmap is the first step.
How can I run my technology infrastructure services cheaper and faster, with stronger financial transparency?

**DC transformation roadmap aligned to business priorities**

**Trends**
- Proliferation of Big Data
- Increased demand for Cloud Computing
- Enterprise mobility and user empowerment
- Move towards Green Datacenters
- X-as-a-Service

**Drivers**
- Improve stability, supportability and agility in operations
- Enhance BCP and DR Capabilities
- Anytime anywhere access
- Compliance with environmental standards and targets
- Reduce total cost of ownership

**From ‘Service Delivery’ to ‘Service Leaders’**
Data Center Strategy is seen as a critical enabler to business agility and operating leverage often impacting competitive advantage.

It forms a large part of the IT budget and can significantly impact service quality, risk, cost and business responsiveness – all critical components of a successful Operations and Technology (O&T) Strategy

**How do we reduce costs and become more efficient?**
How do we deal with the continuous pressure to reduce the cost of IT? How do we keep up with the demand from business for new ways to apply IT to make them faster, more efficient, more agile, and more innovative? How do we enable and support the adoption of new technologies? How do we best address sustainability, enterprise resiliency and recoverability, and enhanced security controls?
Mature TOM considering IT Service Management and Smart Sourcing

Companies often see their cost structure grow faster than revenues. As a result, many IT organisations across industries continue to feel pressure to reduce cost while increasing value. IT must perform rapid reduction in overall IT cost and lays out a structured framework to realise cost reduction benefits and to achieve superior performance.

Discovery of potential IT cost savings areas
Critical insights to help drive IT investment strategies
Visibility into technology spending and comparison with industry and functional peers
Understand true costs, performance, IT infrastructure quality, applications, and services
Identification of business — IT alignment gaps
Opportunity to improve IT efficiency/effectiveness
Assists business leadership with focus on high-value measurements

Ensure vendor agnostic

SMART sourcing

Financial model transparency
Service organisation
Robust governmental management structure
Implementing technology performance management, making a leaner and more efficient infrastructure

How can I run my technology infrastructure services cheaper and faster, with stronger financial transparency?

- Look at reducing the IT organization without eroding effectiveness to the point of putting IT in peril
- Look at reducing the IT organization
- Operational review necessary to identify opportunity areas
- Look for operation efficiencies that will continue performance with fewer IT resources

- Identify savings that will not further deteriorate effectiveness
- If reductions are too significant it may put IT in peril
- Look for opportunity to restructure or reduce the organisation while gaining effectiveness
- IT organisation is performing optimally

- Look for small cost reduction opportunities
- IT organisation needs revamp
- Additional investment in IT organisation could lead to increased benefits
- No need for cost reduction
- Look at reducing the IT organisation
- Operational review necessary to identify opportunity areas
How can I run my technology infrastructure services cheaper and faster, with stronger financial transparency?

**IT optimisation and consolidation efforts throughout the IT stack**

Businesses are implementing new technologies to seek new business opportunities leading to an increased need for an adaptable and agile ICT infrastructure.
How can I ensure my technology infrastructure is scalable and can support the required business agility?

DC transformation using virtualisation on all levels

- Virtualisation
- Cloud service implementation
- Intuitive user services
- Digital business strategy

Link to 2B - Software defined DCs
Link to 6D - Enterprise architecture
How can I ensure my technology infrastructure is scalable and can support the required business agility?

Investigating how cloud service implementation can be best utilised (computer, platform, storage, applications)

- Strategies for industry vertical cloud solutions (e.g., citizen portal for governments, healthcare analytics, etc.)
- Strategies for technology solutions enablement (e.g., SAP HANA, Cloud Service Fabric)
- Strategies for enterprise collaboration (e.g., Microsoft Office 365, Google)

- Cloud migration planning
- Cloud migration deployment
- Cloud service management

- Strategy & business case
- Governance and operating model
- Organisational design and talent management
- Sourcing/procurement
- Application and infrastructure rationalisation strategy
- Security and risk management (ERS)

- Base on IA, regulatory, policy, and other mandates (e.g., NIST SP800-53, FedRAMP)
How can I ensure my technology infrastructure is scalable and can support the required business agility?

Intuitive user services and new device form-factor-devices
- On-demand
- Self-service
- Scalable

Close tie-in with the digital business strategy
Technology is driving and fueling the digital changes
What are the technology risks I may be exposed to, and how to make sure that I am adequately protected?

Cyber security implications can seriously affect the ability of the business.

Check the IT Risk framework and security mitigations:
- Integrate the management of IT risk into the overall enterprise risk management
- Make well-informed decisions about the extent of the risk, the risk appetite and the risk tolerance of the enterprise
- Understand how to respond to the risk

Legislation and regulation are changing the requirements.

Validation of systems availability, disaster recovery technology, DR processes (DRP).
Is it possible to accelerate the technology transformation of my legacy platforms without service impact?

Large legacy IT systems can be in-flexible and often do not offer the required business agility

The future of IT looks different than the classic landscape for most organisations

Changing the entire datacentre services is not an option – a strategy and roadmap is needed for incremental improvements
Datacentre strategy combined with enterprise architecture must be defined

Operating Model Approach

External Inputs:
- Industry Trends
- Technology Trends
- Leading Practice
- Deloitte’s SMEs
- Operation Model
- Trends

Internal Inputs:
- Current Operating Model
- Strategic Objectives
- Current Initiatives
- Culture & Values
- Process Architecture

1st PHASE
Identification & Assessment

- Strategy & Objectives
- Opportunity Identification
- Establish Design Principles
- Current Operating Model
- Operating Model Design/ Capabilities
- Target Operating Model

2nd PHASE
Planning & Design

- Identify Implementation Requirements
- Establish Implementation Roadmap

3rd PHASE
Implementation Planning

- Business Rationale

"What is needed"
"What changes are necessary"
"How and when will it be done"

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Cloud services are interesting but I am not sure if I can use them and how to develop a cloud strategy!
“Deloitte named a global leader in IT infrastructure consulting based on depth and breadth of capabilities by Kennedy”.

Source: Kennedy Consulting Research & Advisory: IT Infrastructure Transformation Consulting @ 2015
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1. **IT Infrastructure Strategy** – developing a clear vision linked to the IS and business goals, ITI objectives are articulated and the strategy formulated

2. **Data Centre Strategy & Transformation** - selecting a DC strategy covering several dimensions including technology, real estate, GRC, finance and tax – resulting in possible large optimisation

3. **Cloud Advisory Services** - evaluate requirements, assess readiness, build the business case and cloud roadmap(s), and assist with vendor evaluation

4. **IT Infrastructure Optimisation/Consolidation** - analyse the organisation’s infrastructure to identify cost reduction opportunities through consolidation, standardisation and process optimisation

5. **IT Operations Efficiency** - assessment of operational processes and procedures to identify potential issues which could impact the business

6. **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

7. **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