

# Deloitte.



**Human. Technology. Together.**  
Deloitte Technology Services



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# Analytics and Information Management

Deloitte's Analytics & Information Management (AIM) practice supports our clients to uncover and unlock the value buried deep inside vast amounts of data.

The most important answer to our clients' complex business challenges may be hiding within their data. Those who make sense of the large quantities of information at their disposal are coming out on top. However, in a world where the amount of information is doubling every two years, how can we keep up?

Business analytics used to be the domain of a few select teams but is now finding its way onto the agendas of most C-suite executives. Our practice addresses the continuum of opportunities offered by insight strategy, data and content management, information delivery and automation, performance management, advanced analytics, and cognitive. Within our offering, specific services have reached a high level of maturity. Simultaneously, we aim to develop and promote new services alongside the most mature ones. Here we provide an overview of our mature and forward-thinking services:



## Who we are

We are Deloitte Analytics. We believe that if you want to achieve stronger business outcomes, you need smarter insights to guide your decision-making and tackle regulatory challenges.



## The insight advantage:

Our definition, Analytics is at its best when it is providing practical insights to inform your approach to the real business challenges you encounter every day – fast. The insight advantage isn't just a good idea, it's a practical framework for achieving powerful business outcomes. Driven by business needs and issues, it delivers.



## Why is this important now?

It has never been more important for the market to hold the advantage. We have more data than has ever been available to us in FSI and in other industries – an amount that is growing every day – and we have the in depth analytic capabilities required to transform all that data into business value. Being able to do that – to influence business outcomes through data – that's the insight advantage. Today's strongest competitors are using this advantage to drive stronger outcomes for their businesses.



## Key ingredients

What does it take to deliver the insight advantage? We believe six ingredients are required:

- Driven outcomes
- Client intimacy
- Cognitive insights
- Industry-focus
- Global platforms
- Data-powered



## How do we deliver?

The list of services, capabilities, and tools we offer are growing every day. Overall, they fit into four primary categories:

### 01. Strategy:

We can help you determine and shape the big picture of what can and should be done with business analytics in order to achieve their broader business goals.

- Analytics strategy & business case
- Operating model

### 02. Science:

Our ability to bring cutting-edge expertise from adjacent arenas such as biology, the social sciences, etc., and tailor this to your business environment in order to face for instance FSI challenges.

- Insight design & prototyping
- Insight integration
- Cognitive advantage
  - Cognitive automation
  - Cognitive insights
  - Cognitive engagement
- Emerging analytics

### 03. Data:

These are all the capabilities we deploy in order to help you generate, capture and use high-quality data as part of their analytics initiatives.

- Data management
- Next gen performance improvement
- Platform modernization
- Packaged apps enablement

### 04. Sustained operations:

These are our "as-a-service" offerings designed to integrate seamlessly with yours' ongoing operations and processes. This is one important way we help clients operationalize their analytics investments such as Anacredit managed services, which will provide you both expected reports and insight on your data.

#### Questions?

If you want more clarity on any of these points, or want to discuss any of them in more detail, we are happy to discuss.



## Delivery

- Functional & Technical Design
- Build & Configuration
- Test Management and Execution
- Data Migration
- Design Authority & QA
- Environment & Release Management
- Roll-out Support

## Advisory

- IT Strategy & Business case
- Package selection
- TOM Design & Architecture
- Program Management & PMO
- Business Requirements
- Change Management & Training



# Core System Transformation

Deloitte is an eminent leader in digital business transformation, blending global reach with strong local expertise and the Temenos Centre of Excellence in Luxembourg and Poland. The Deloitte CoE provides expertise and capabilities of 500+ Deloitte experts to deliver comprehensive services in the area of digital business transformation on the latest releases of the Temenos platform.

Implementing a new system can be among the most challenging initiatives that our clients can undertake. The Centre of Excellence covers the full stack of Temenos products and is focused on business process reengineering, end-to-end implementation, integration & data migration for all types of banks. Our banking transformation capabilities are further enhanced with our extensive experience in working with a wide range of banks and financial institutions to help them understand and take advantage of the online and mobile revolution. Our service offering covers all the dimensions of banking transformation, from strategy definition to implementation. The Deloitte Core System Transformation service offering comprehends both advisory and delivery:

# Deloitte Digital

Digital technology has changed the face of business as we know it. Deloitte Digital is here to help you use this to your advantage. Our services help you advance customer—and design-centric—thinking throughout your organization, from strategy through to execution. Deloitte Digital combines Deloitte's globally recognized strength in business transformation and technology implementation with the capabilities of a world-class digital agency.

We can support your organization across the digital lifecycle—from working to define a bold digital strategy to designing and building your online and mobile presence—using agile methods that move quickly from digital concept to digital reality. Use our innovative mobile, web, and social solutions to increase the impact of digital for your customers, employees, and partners.



## Digital transformation and strategy

Digital transformation & strategy is rethinking every aspect of a business. It helps companies to embrace technology and create new business models. Fundamentally, it supports operating models' redesign by building digital capabilities and determining digital metrics for success to provide an enhanced customer and employee experience.

Deloitte Digital is able to use cutting-edge approaches embedded with deep industry expertise. We are working with you to resolve critical choices, and drive enterprise value around growth, customer experience, product and solution, for a successful business in the global digital economy.



## Digital experience

The actual added value for our clients and their customers is generated by utilizing the service design approach that leverage design thinking methodologies, behavioral analysis and user research along with testing and prototyping for the purpose of humanizing digital products, services and experience to satisfy end customers.

We help our clients create the experiences, relationships, and insights they need to be effective in today's digital market and support them in the design and implementation of their new services and products.



## Digital customer

Finding and acquiring new customers while retaining and maximizing relationships with existing ones is an ongoing challenge for businesses. Today's public sector is under similar pressure. Governments, like businesses, need to better manage how they interact with stakeholders.

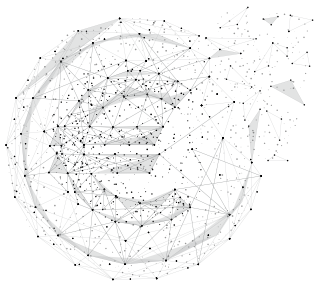
Customer relationship management (CRM) provides customer-focused solutions to solve these challenges. CRM technology facilitates improved understanding of customer needs and helps ensure that these needs are better met.

Deloitte's CRM teams bring together our customer-centric advisory services and our extensive experience implementing sophisticated CRM technological solutions to provide enhanced customer interactions.

# Enterprise Applications

When it comes to Enterprise Applications, our core ERP service offering, with a focus on SAP S/4HANA and SAP Cloud Technologies, is structured around the following:

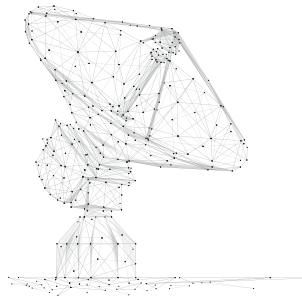
- Finance, supply chain and HR transformation,
- Business intelligence and analytics depth
- Digitalization and User Experience.



## Finance, supply chain and HR transformation

Deloitte is a leading provider in the finance/HR and CFO/CHRO arena, as well as a marketplace leader in experience and insights on how new SAP capabilities can help organizations reimagine their digital futures. In fact, we are leading large scale implementation project and co-innovate in the design, the configuration and testing of SAP S/4HANA Finance, supply chain and SAP SuccessFactors.

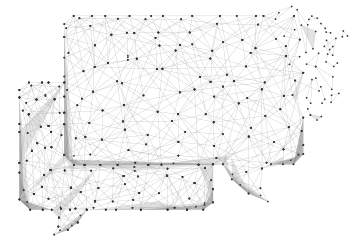
Deloitte has also been widely recognized by industry analysts for its global enterprise wide leadership. In recent years, Deloitte has recently received the SAP Pinnacle 2018 for SAP S/4HANA, Ariba, SuccessFactors and Leonardo platforms as the Workforce Partner of the Year.



## Business intelligence and analytics depth

SAP S/4HANA raises the bar on real-time, flexible business analytics. Deloitte's analytics innovations have translated into results for our customers using SAP S/4HANA and the SAP HANA® in—memory database that powers it. Everyday we are delivering results for clients, helping them make sense of Big Data, develop predictive analytics, and unlock instant insights.

Deloitte is the recipient of numerous SAP Partner Excellence Awards and SAP® Pinnacle Awards—including back-to-back SAP Pinnacle Awards for our SAP S/4HANA achievements in 2016, 2017 and 2018.



## Digitalization and User Experience

Deloitte's strength in digital is a result of combining deep experience with digital resources such as SAP® Hybris®, SAP Concur, SAP with OpenText, with an agency approach that can help extend the usability of solutions—by leveraging SAP Fiori®, UI5, and native capabilities for intuitive and enhanced user experience.

As an SAP Hybris Partner of the Year 2018, we bring with our Enterprise Value approach to developing business cases and benchmarking assets, we help clients prioritize their digital needs and realize new value where it counts.

With advanced expertise in robot per automation technology, Deloitte is able to propose scenarios and architecture of integration with the SAP Digital Suite.

Ready to reimagine everything? Deloitte can show you what it takes to explore an entire universe of ideas, possibilities, and opportunities—and deliver results with SAP solutions. If getting ahead of tomorrow's challenges is a priority for your organization, we should talk. Connect with us about SAP for the Future to get the conversation started and see a demo, or agree for a speaking session to see how Deloitte can help you reimagine everything—an entire universe of possibilities with SAP solutions.

# Systems Integration and Application Management

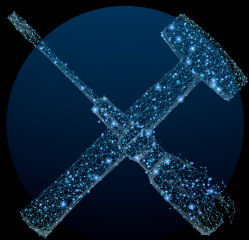
Deloitte's systems integration specialists can help companies manage the complexity inherent with technology and solve business challenges through the integration of technology—as discrete services or comprehensive solutions. To help our clients better manage their technology organizations and portfolio of technology assets, we deliver different advisory and implementation services.



## Testing strategy definition

Costs of designing, and developing an IT solution are quite well known. Usually costs for testing the quality of such developments are underestimated, or worse, predefined with minimum ratio, while this should represent an effort that is more or less equivalent.

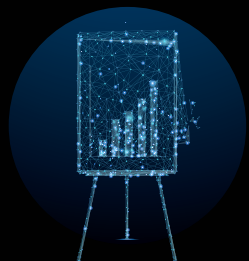
Defining a strategy for testing a development means finding the right combination of testing approach, which together, will allow the company to get an "acceptable" level of quality. Since testing everything is not achievable, and usually not relevant (why test a situation which occurs once a decade, assuming a defect will generate, worst case, a 15 minutes delay in processing manually), defining the right scope of "what is worth testing?" is a first logical step.



## Testing tools selection

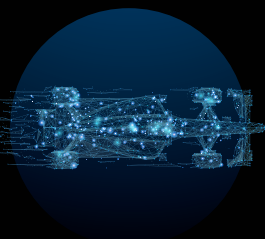
Several tools do exist and can be powerful accelerators when dealing with testing, especially large scale testing. Tools can support test case and test scenario definition and documentation, data preparation, testing cases and scenarios run automation, data comparison, testing outcome (simple gathering of results), defects (incidents) declaration and management, etc, but can also provide with maximum efficiency when connecting to releases/lots. Practically we do observe, over the years, that tools related to automation remain quite complex to use, and generate a genuine R.O.I only inside very standard situations (technology, patterns for coding and for ergonomics, changes very well documented, etc) while maximum added value is easier to achieve when connecting development, and guidance to development, with incidents and fixes. Leading editors, such as microsoft, but not only, provide end-to-end solutions, with costs that remain reasonable and produce immediate visible positive impact.

Our aim in that kind of service is to depict the variety of testing supporting tools available, and recommend, according to predefined framework, the highest value solution.



## Testing cases drafting

Test cases do represent a challenge to most organizations since defining the expected coverage of testing remains difficult, and especially since that coverage is to be considered with the value it brings. Defining all test cases, no matter the value, is generally irrelevant. Our assistance starts by defining the value, based on costs of defect in each situation weighted with the number of times this happens, then to assist companies in rating completely the test cases, then test scenarios. When this is done, we can take charge on the complete definition and documentation of these, while making the connection to the underlying environments and data.

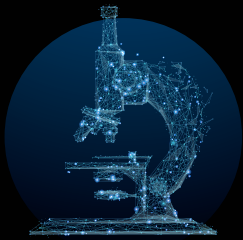


## Testing execution

Testing execution requires a mix of business skills and technical skills, which is quite difficult to meet on individual profiles. Since our testers are coming from business background, and/or are technical experts used to work on business transformation. Whenever applicable our testers can ask for specific support in referring to our business experts. Our capability is accompanied by technical solutions, and a testing strategy that we have selected or built in previous steps. In a nutshell we can take the lead on the full coverage, from strategy, to design, execution and rollout (reporting, recycling, ...).



Deloitte's application management specialists can help clients to improve application performance and achieve better business results. We provide a flexible structure that enables businesses to fine tune application management services (ams) to their it and business objectives. Our ams experts deliver the following services.



## Scenario analysis

When dealing with application management, the very first question to be raised, and addressed, relates to the definition of the level and the way a company wants to rely on external support for managing its assets.

Considering applications, whatever it is, coding, parameterization, or simply expertise in running, as assets and confronting the costs, invested for set-up, and recurring, is the usual approach for defining the stake, and move to the appropriate strategy.

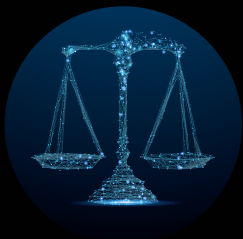
Our expertise resides in analyzing the activities that can/could be outsourced, integrating all applicable constraints (regulation, business, etc) and defining an estimate on costs savings and changes in services that may generate.



## Provider selection

For every assistance that has been defined, according to the overall strategy, we can offer our services to selecting the most appropriate vendor. We do leverage on international repositories, and the coverage of our network for identifying possible companies.

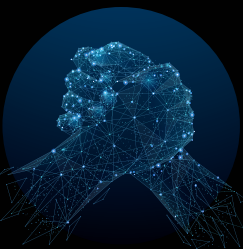
Then, in coordination with the client, as for each usual selection engagement, we define the criteria and the weights for classifying the scenarios. As an independent firm we have no restrictions, nor conflict of interests in performing these activities.



## SLA drafting

Service level agreement drafting means consolidating all relevant operational aspects that matter in regards to the expected target situation. For every single operation aspect (performance, availability, quality, etc.) we will define in accordance with our teams a proposed set of KPIs, and we will integrate these in a draft document to be shared, and negotiated with your provider.

We will take care of the feasibility for calculating the KPIs, relying on our expertise in reporting and analytics management. We will also suggest a whole framework for managing the thresholds, and the impacts (penalties, ..).



## Rollout assistance

Based on our wide expertise in large rollout operations, we will set-up the whole operation of go-live and every underlying aspect (internal change management, stakeholders and counterparts information).



# Technology, Strategy and Architecture

Deloitte's Technology Strategy & Architecture (TS&A) practice advises CIO's and other CxO's in developing and executing technology strategies that drive exceptional business value. Deloitte TS&A supports our clients through the solution lifecycle and helps clients by providing leading practices, thought leadership, solutions, subject matter experts with a global experience, and tools and accelerators to drive value quickly. Our main services offered can be summarized as follows:

1

## Technology Strategy

Our Technology Strategy offering provides CXO's with a new Technology Strategy that is aligned with the business direction and goals, and leverages the advances in technology innovation. TS&A sets the technology direction, describes the target state, and prepares strategic and tactical plans for implementation. Key areas of expertise are IT strategy definition, new technology selection, defining and putting in place the IT enablers and IT operations to support Digital transformation (API management, open architecture, Agile & DevOps, etc.), the full coverage, from strategy, to design, execution and rollout (reporting, recycling, ...).

2

## Enterprise & Solution Architecture

Deloitte's Enterprise and Solution Architecture professionals help clients set up an architecture function and review their enterprise architecture capabilities to support the new business direction, and leverage advances in technology areas such as cloud, mobile, digital, and analytics. Key areas of expertise are digital architecture assessment readiness and design, enterprise architecture design, and architect as a Service (outsourced Architecture Function).

3

## Tech-enabled innovation

Our technology enabled innovation services are focused on two distinct objectives: building an innovation capability for technology CxOs and enabling them to identify disruptive business opportunities through a combination of new technologies. Key areas of expertise are innovation strategy and organization set-up, Technology Innovation watch, identification of newTech to implement new architecture capabilities for different business needs in various industries, Innovation lab set-up, proof-of-concept and MVP development in our D.Lab.

4

## Cloud and Infrastructure

In the area of cloud services, Deloitte assists clients in selecting their cloud provider, designing the cloud operating model, rationalizing applications and data to be transitioned to the cloud, and planning and conducting the actual transition. Key areas of expertise are Cloud strategy & transformation, and infrastructure transformation

5

## IT Business Management

Our IT Business Management offering helps organizations increase the value they derive from IT through effective design, management, and governance of IT supply chains, IT operations, and IT finance. TS&A provides a wide range of services from initial assessments to fully integrated IT business management solutions. Key areas of expertise are IT Service Management and Performance IT with ServiceNow, and IT operating model review and design.

# Cybersecurity

Deloitte helps organizations prevent cyberattacks and protect valuable assets. We believe in being secure, vigilant, and resilient — not only by looking at how to prevent and respond to attacks — but at how to manage cyber risk in a way that allows you to unveil new opportunities. Embed cyber risk at the start of strategy development for more effective management of information and technology risks. Our flexible, pragmatic, and independent approach to managing cyber security means that we work with organizations — from network to boardroom — to address constantly changing threats. We ensure that our clients can continue to take advantage of the benefits of digital business without worrying about the potential pitfalls.

Our main services are integrated in the four following domains.

## Cyber Strategy

We help executives develop a cyber risk program in line with the strategic objectives and risk appetite of the organization.

## Secure

We focus on establishing effective controls around the organization's most sensitive assets and balancing the need to reduce risk, while enabling productivity, business growth and cost optimization objectives.

## Vigilant

We integrate threat data, IT data and business data to equip security teams with context-rich intelligence to proactively detect and manage cyber threats and respond more effectively to cyber incidents.

## Resilient

We integrate threat data, IT data and business data to equip security teams with context-rich intelligence to proactively detect and manage cyber threats and respond more effectively to cyber incidents.

### Key offering from the Cyber Strategy domain:

**Cyber Risk Management and Compliance:** With our experience in diverse situations with managing cyber risk and compliance, we can help your organization to: define tailored cyber risk management frameworks; support risk transfer via cyber insurance; set and implement cyber control frameworks; and ensure compliance through cyber security regulations. We can particularly help you to assess the risk when adopting cloud-based solutions.

### Key offerings from the Secure domain:

**Infrastructure Protection:** We have developed a set of services that comprehensively address cybersecurity challenges in the architecture, deployment and maintenance of traditional and new infrastructure and technologies such as the Internet-of-Things and Cloud

**Application Protection:** Our software security specialists can assist you to assess thoroughly the protection level of applications. We can help you with secure design, development and configuration of applications; for example on how to integrate security with a DevOps way of working, how to implement a Secure Software Development Life Cycle or how to use automated tooling to improve the quality of your software

**Identity and Access Management:** We have established a proven methodology to guide organizations through the full Identity and Access Management program lifecycle: from defining a clear vision and strategy for secure access to information assets with minimal friction for the user, to the actual deployment and operation of IAM platforms and integration with IT platforms. We can particularly assist you in selecting the most appropriate solutions to manage identities and accesses to cloud-based applications

**Vulnerability Management:** Deloitte offers the expertise of highly skilled security professionals to help you identify vulnerabilities. We work closely together with organizations to remedy and manage these vulnerabilities

### Key offering from the Vigilant domain

**Advanced Threat Readiness and Preparation:** We help you assess and prepare your business processes and underlying IT infrastructure for threats and breaches, by acquiring real, factual information through the use of tailored cyber-attack simulations (red teaming). For these simulations, we adopt the mentality of a motivated adversary and replicate what such an attacker would do. Analyses of these simulations lead us to improve existing security controls.

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