Introduction

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Agenda

- Next generation of ERPs
- Enabling technologies
- Why data is key
- What skills are required
- Digital Strategy
- Q & A
An Online Bookstore has more computing capacity than IBM and Microsoft combined.

40% of America’s workforce will be freelancers by 2020.

By 2020, more people will own a mobile phone than have electricity or water.

Retail pharmacy acquired an insurance company as a defensive move vs. online bookstore.

...all organisations are facing a very dynamic environment.
Next Generation ERPs
The complicated historic landscape

Heavy technical debt = High TCO

Existing ERP Investments

- Nice to have customisations
- Years of break-fix
- Outdated requirements
- Standard Enhancements
- Z Copies
- Modifications
- Custom Forms
- Custom Reports
- Custom Fields

Standard Configuration
Leveraging the power of Cloud

• The expansion of ERP cloud is enabling organisations to leverage a range of application services that are scalable, cost effective and easily available

• Investment in cloud-based ERPs has grown significantly over the last 5 years

• ERP vendors are focused on integrating front and back office solutions

• Cloud is rapidly becoming a key component of organisations IT strategy
ERP innovation

- Customers are expecting a level of user experience that matches consumer grade services and apps
- To meet the demand, organisations must adopt a new enterprise IT model that takes advantage of the latest technologies
- Focus around the Digital Core
- Start building a platform for innovation

"Forrester predicts that more than 50% of global enterprises will rely on at least one public cloud platform to drive digital transformation."
The shift to the future

Today

- Heavy technical debt
  - High TCO

Platform-driven Ecosystem

- Eliminate unnecessary customisation
- Transition dynamic, complex leading practices to Cloud & IoT
- Optimise Core-specific industry leading practices

Clean ERP
  - Agile, lower TCO

Baseline ERP

Existing ERP Investments

Baseline ERP
Where we are today?

*Here now...*

*Emerging...*
Evolving ERP vendor focus

- SaaS vendors are continuing to build intelligence into their core services
- Cloud platforms provide APIs to build intelligent applications
- Enabling users to spend less time on manual, repeatable tasks, thus increasing productivity in the workplace
- Higher quality, more relevant data will be captured in our ERP systems
Why data is key
Exponential growth of data

In general, organisations struggle to transform data into insights

Finance System
HR System
CRM
Operations System
IoT Data Stream

Enterprise Data Management Platform

Data Harmonisation
Manage Data: ▲ Create ▼ Manage □ Govern

Tsunami of data
Data is the new jet fuel...

and the definition of “Data” is still evolving...
Transforming data into analytical insights

- Technology is advancing to better consume big data and unstructured information.
What skills are required
We live in times of unprecedented change and opportunity...

Technology is everywhere
- 2.6 billion+

Jobs vulnerable to Automation
- 35% UK
- 47% US
- 77% China

Change in nature of a career
- 2.5-5

Completely new jobs
- 65% of today’s primary school children will work in jobs that don’t yet exist

Diverse Workforce
- 3 in 4 Millennials will make up half of all workers by 2020, and By 2025 they will comprise 75% of the global workforce

Tsunami of data
- 9x more

Diversity & Generational Change
- 25% global population from Africa by 2050

Explosion in Contingent Work
- 40% US contingent workers by 2020

AI, Cognitive Computing, Robotics
- £500,000 in 2008
- £22,000 today
Our workforce is evolving

Legend

- AI
- RPA
- Humans

2017

Future

2020
Red, Blue and Purple People

- Business people know what data they need and can refine requirements

- Typically, they do not have the skillset to design a data architecture to surface the insights required

- Technology people are able to build and expose insights from data

- Typically, they do not understand the business requirements but can design the data architectures
Digital Strategy
What does this mean for Shared Services

What makes Shared Services digital?

- **Experience**
  - **Personalisation**: Customised user-centric experience
  - **Accessibility**: Multi-channel access with intuitive interface
  - **Agility**: Use of agile methodology and flexible talent to pivot and adjust
  - **Integration**: End-to-end integrated ways of working

- **Insight**
  - **Analytics**: Strong analytics capability leveraging central view of organisational data
  - **Collaboration**: Effective engagement mechanisms and governance processes

- **Speed**
  - **Innovation**: Performance of increasingly strategic, value-added services
  - **Automation**: Streamlined processing via a combined human and digital workforce

- **Talent and Culture**
  - **Risk-taking**: Risk-taking, agile, continuous learning culture
  - **New Skillsets**: Diverse skills such as design thinking, user-input, technology skills

- **Process & governance**
  - **Proactive decision making**: Predictive analysis to drive decisions across the organisation
  - **Standardisation**: Continuous improvement to harmonise and simplify processes

- **Technology**
  - **Cloud**: Real time data mining and exponentially faster processing
  - **Robotics**: Automation via enabling and new technologies

- **Mobile Apps**: Reliable, on-the-go access

What do you need to get there?

- **Experience**
  - **Governance**: Proactive, adaptable governance structure

- **Analytics**
  - **Data/information availability**: Rich, clean, structured data

- **Collaboration**
  - **Talent and Culture**: Augmented teams, flexible, cross-functional teams complemented by a digital workforce

- **Innovation**
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Key questions for your journey

**ERP Instance Strategy**
Define your future ERP instance. Will you adopt cloud vs on premise? Which platform works best for your organisation?

**Standardisation**
Determine the levels of standardisation achievable across your landscape? Where do you need to drive differentiation? Why?

**Relevant Emerging Technologies**
Determine which enabling technologies would bring the most benefits to your business processes

**Cloud Readiness**
Evaluate how your organisation prepares for a modern architecture? How do you adapt to this change?

**Business Data**
Identify the information drivers for your organisation? How could these evolve or what new insights are required?