DELOITTE DIGITAL enCORE™

Reimagine your core systems as user-driven digital services

You really *can* have it your way

It used to be that core systems dictated how work got done—on the system's terms, not the user's. There's been a shift, though, and Deloitte is leading the charge to help companies create user-driven business processes, aligning current business workflow and IT systems with how users work, the devices they use, and the content they need. Processes, reports, and screens are designed around how individuals actually might and could do their jobs, empowered by digital technologies.

Deloitte Digital enCore's vision centers on giving users easy access to the information they need to do their jobs. It consumerizes the enterprise experience by improving user journeys, providing more choices and better aligning information to user needs. This means taking full advantage of digital content and data and making it available to users when and where they need it. Our user-driven approach can unlock the value of your digital information while protecting the investments you have in your existing core systems.

By adding contextual analytics to data and content, information can be more useful, relevant and engaging. Never before has so much information been available to the enterprise, and it can now be better aligned with business strategy and objectives to provide meaningful business insights. And we do it within the context of proper governance and controls while using the appropriate technologies and delivery channels.

Deloitte Digital enCore vision: put the information your users need where they look for it, then make it available anywhere, any time, on any device.

Deloitte. Digital
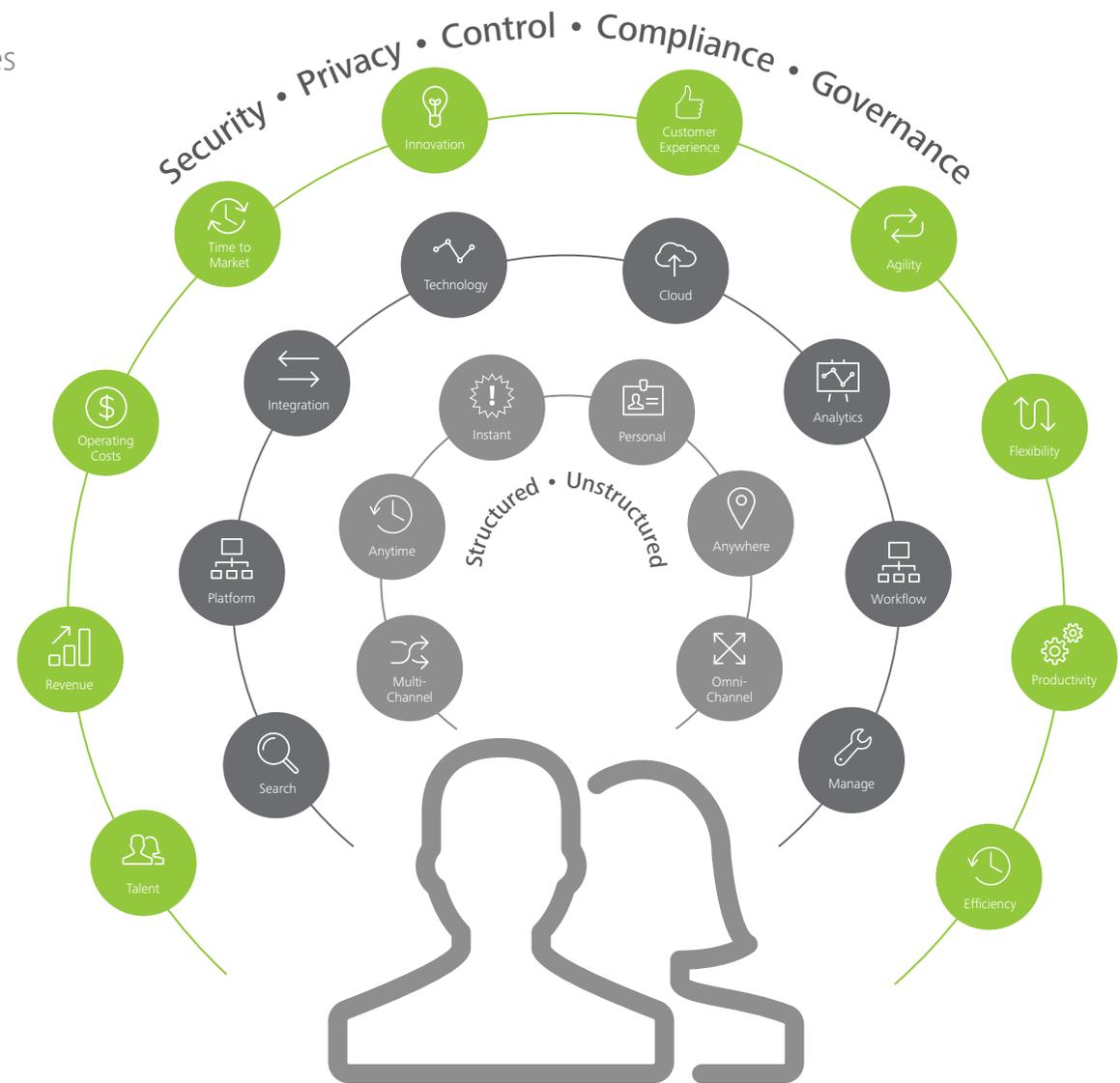
We're not just another integrator

When it comes to understanding Deloitte's value, you don't have to just take our word for it. Deloitte Consulting LLP is the recipient of many industry awards, including the Global OpenText System Integrator of the Year award every year since 2010, and we have a track record that speaks to our ability to deliver. We bring the right combination of technology skills and business experience to help you succeed. While Deloitte practitioners bring deep technical know-how, it's our ability to remain focused on business drivers that has won us many industry accolades and wide recognition.

Our practice

Producing one version of the truth requires more than the right technology infrastructure. Deloitte Digital's content consulting services are designed to provide the strategic advice that you can use to help improve business performance. Instead of a narrow focus on technology and data, we address the need for integration across technology, processes, and people.

Our practitioners are well versed at every level of the digital content stack, including enterprise content management, digital asset management, web content management, records management, online commerce, and analytics. We bring an extensive set of capabilities that are grounded in a deep understanding of the business issues that drive the industries we serve.

Our goal is to help you engage customers more fully and unlock the value buried deep in your data. Our experience from hundreds of information management delivery projects enables us to bring practical know-how and insights that can directly affect business results.

We help you disrupt the status quo and leap into a current and enabling environment. Because our professionals are at the cutting edge of these technologies, we work with you to re-imagine what's possible.

How we work

We start with users and data at the center. Next, we consider delivery methods–you'll want to give users choices for delivery channels and platforms, and provide anywhere, anytime access. The success of your systems will depend on getting clear about your business objectives, then building processes that drive toward the outcomes you want. Throughout the project, we are constantly aware of, and in compliance with, important governance and security factors, without which any system is not complete.

Our process

- **Research***:* Through research, we break down the core components of the problem set to establish a common and shared understanding of the problem.
- **Define**: Overlaying our initial assumptions and findings, we workshop to discover patterns, themes, truths and tensions — creating consensus and aligning vision to specific, customer-centric scenarios.
- **Concept**: We create proof points — artifacts that capture and bring to life theory and complexity through written and visual forms while iterating towards what success might look like.
- **Test**: Simply put: Will the vision be successful? Why? Why not? Here we work to validate assumptions, scenarios and ideas in real world environments — both digital and physical.
- **Check-in**: Does our solution hold water? Did we learn along the way? Should we course-correct?
- **Build**: With our design approach defined and validated, we support the delivery of the user experience through thoroughly-tested, agile, reusable ideas, artifacts and code.
- **Launch**: This is not the end. Go-live is where we learn how effective our designs are at scale –the insights we gain feed directly back into subsequent iterations of design to continually improve the digital experience.

Our people

Deloitte Digital is its people: We take the team thing seriously, pulling diverse minds together in our distinctive spirit of innovation. We value the sharing of ideas, insights, leading practices, and emerging trends—both within and across disciplines.

Whether on-site with clients or in one of our studios across the globe, our people deliver the kind of insightful problem solving that gets ahead of emerging trends.

Built upon the strengths and resources of our larger organization, Deloitte Digital was born out of years of investment in emerging technologies, creative, commerce, web, mobile, and customer solutions. With a global presence–22 studios in 21 countries–we work with some of the world's biggest brands, and seek meaningful, long-term relationships with our clients in order to create truly transformative results.

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