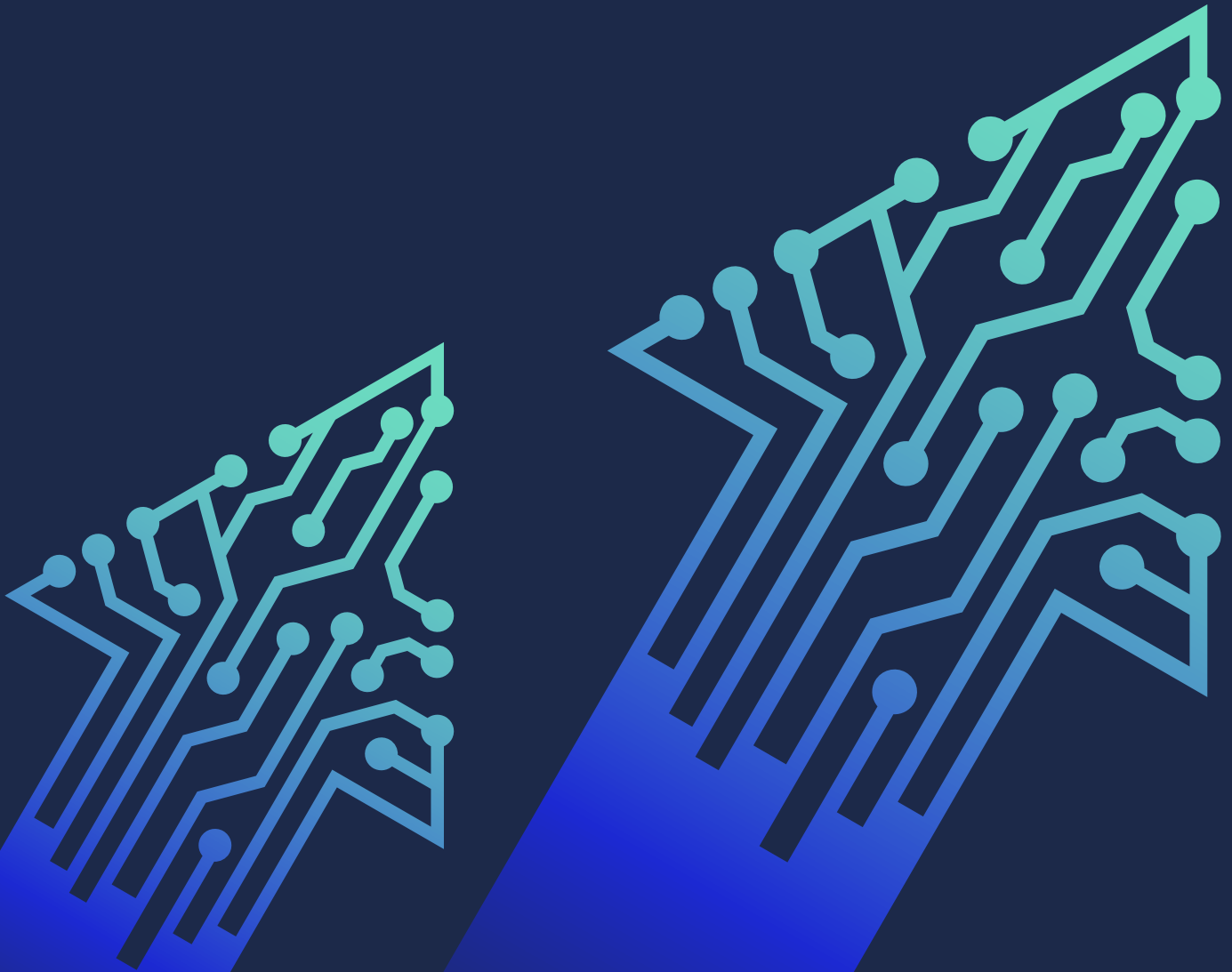


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Create lasting change  
through the Five Digital  
Fundamentals



# Introduction

Whether you are striving for competitive advantage within a mid-market or enterprise organisation, undertaking a digital transformation is integral to enhancing business agility. However, with so many avenues to explore, taking the leap can be daunting if you don't have the right guidance.

**A startling 70% of digital transformations fail.** Problematic transformations are typically the result of a lack of planning or consideration of the bigger picture, as experienced by some big brands such as GE, Procter & Gamble and Ford. Where this occurs, businesses can find themselves using an extensive, and costly, raft of technological point solutions with no consistency and reduced organisational visibility. The long-term effect of this can be extremely costly to resolve and can ultimately negate the underlying objective and impact of the transformation itself.

So, if you are in charge of planning a digital transformation, how do you set yourself up for success and avoid the pitfalls?

Start on the right path by reviewing our **Five Digital Fundamentals** and ensure you address each one in relation to your digital maturity now and understand the initiatives associated with where you want to be.

## Common barriers to scaling:



- Lack of visibility
- Complex governance
- Legacy systems
- Limited collaboration
- Quality issues
- Effort intensive processes
- Manual reporting

To ensure you have business buy-in with your digital transformation, it is invaluable to create proof points early on. Another benefit of honing in on one fundamental as a starting point is that you can identify these proof points and prioritise them. By bringing this work together, you can see ROI within the first few sprints (complexity dependant).

# What is your digital maturity?

There is no one-size-fits-all when it comes to digital transformation. Your initiatives will be driven by a number of factors that all contribute to your digital maturity.

To ensure a successful transformation, you need to understand both your current level of digital maturity and the level you want to get to. **The influencing factors affecting this maturity typically span across areas such as:**



The specific initiatives devised to drive capability maturity will change depending on your organisation's DNA and how far along a transformation journey you are.



**When reading the Five Fundamentals it is important to note that everyone starts at a different point and for different reasons.** Within the Fundamentals, there are takeaways for every organisation, from those just starting their transformation to those optimising their mature steady state.

Tyme assesses the maturity of platforms utilising its blueprint approach to identify focus areas which can benefit from uplift – whether at the design, build or operationalisation stage, which we can then address through a focused set of initiatives which would form part of a wider organisational roadmap. This enables us to realise greater ROI for our clients and enable them to operate and scale their business more efficiently.

# What are the Five Digital Fundamentals?

The Five Digital Fundamentals serve as enablers to drive a shift towards increasing delivery capacity while optimising cost effectiveness, decreasing risk, enhancing customer experience, and improving operations.



## Fundamental #1: Relentless Automation

Automating manual processes is a well-known benefit of digital transformation. By removing the human requirement of high frequency and repeatable tasks, teams can direct their focus to the most impactful tasks. When planning your transformation, it can be tempting to want to automate wherever possible.

At Tyme, we take a different approach and work with customers to identify which opportunities for automation will deliver the highest value quickly. **To do this you need to ask yourself:**

1. How will the investment required to maintain the automation over the life of the asset be considered for the period beyond development and initial implementation?
2. What are the barriers to your organisation driving more automation in an efficient way?
3. Has the opportunity cost of not automating been assessed in terms of delays, operational risk and team efficiency? Will automating these processes reduce team wait times?
4. How will automation reduce dependencies?
5. What are the subsequent implications for security, infrastructure etc?
6. Is it systematically repeatable and adaptable to the organisation's landscape?

By focusing on benefits beyond the short term, instead of taking a generalist 'automate everything' approach, it is possible to assess where potential value lies and look at it against the required investment.

Through intelligently designed automation we're able to significantly enhance delivery capacity and velocity, which in turn allows for the identification of possible defects far earlier in the delivery cycle. The earlier you address it, the easier and more cost effective it is to resolve.

By following the first fundamental of Relentless Automation you can liberate your people to focus on more important work, free up valuable time, reduce the burden of effort intensive tasks and mitigate errors caused by human input.



## Fundamental #2: Enterprise Cloud

The right Cloud solution for you will depend on your organisation's landscape. There are a lot of options these days; private; public; multi; hybrid; and beyond. By following the Enterprise Cloud fundamental, we ensure your organisation is set up correctly and to leverage the fullest benefits of cloud through the right workload in the right instance. This flexibility enables you to pivot or shift workloads quickly to suit compute and cost profiles to match the specific need.

For the foreseeable future, your infrastructure must be specifically tailored to your business, be it on-premise or multi-cloud, or more commonly a hybrid cloud, to address not only current but also future business growth.

**When exploring Cloud options for your transformation you need to consider:**

1. What is your overarching Cloud strategy and plan?
2. Which workloads and services are in use and where are they located?
3. Which services are to be migrated through a 'lift and shift' approach, such as re-hosting and which are to be re-architected to best leverage the advantages of Cloud?
4. Which operating models (IaaS, PaaS) best suit the organisation, and which should / could be used to improve user experience and efficiency?
5. Who will be responsible for managing and maintaining your Cloud environment once your migration is complete?

As with DevOps, different organisations with different leadership styles will take different approaches. Whilst empowering teams to choose and build technology stacks to suit their requirements can initially drive innovation, this momentum often subsides if the tooling choices are incongruous with the rest of the organisation's requirements. Without standardised practices defined, you will almost certainly need to spend significant time and resources to realign tools, processes and patterns across teams.

Tyme works with customers to ensure they have both the right enterprise Cloud solution along with the necessary parameters, tools and policies to ensure that it enables the business to deliver enduring and efficient change.



## Fundamental #3: Scaled DevOps

DevOps is centred around the objective of developing and deploying better software to production faster. The adoption of automation in conjunction with process and cultural changes are the key enablers of the increase in velocity. DevOps allows for greater collaboration between infrastructure and application teams throughout the development lifecycle by leveraging integrated toolsets.

Implementing DevOps on an individual team basis is pretty straightforward in concept, but scaling across multiple teams and ultimately the broader organisation is where the cracks start to show. As a result, some organisations find themselves operating multiple toolsets, processes and policies with teams all pulling in different directions. Similar to the point raised around automation, the outcome of doing it this way is generally having to revisit the issue to resolve and streamline it, which again can prove very expensive.

To overcome this, Tyme works with organisations in how to establish a Scaled DevOps holistic system that gives staff freedom to innovate in their teams within organisational parameters. This allows business leaders to maintain control and visibility at the same time as having a scalable capability.

**An important note:** For us, DevSecOps shouldn't warrant its own separate designation, because if it's not secure by default then it's simply not fit for purpose!



## Fundamental #4: Intelligent Operations

How will your platform be designed for robustness and scalability? The traditional approach for digital transformation can often overlook the platform's interoperability and the need for creating a unified view of performance across all IT domains. Often we see project teams being given a project brief and building to spec. This isn't wrong by any means, but it can be at risk of lacking a longer term view.

**To ensure you implement long-lasting change, you need to address:**

1. How will the platform perform from an availability, supportability, and operational standpoint?
2. What implications will these plans and changes have across the associated teams in the business?

3. What can you do to address these issues pre-emptively?
4. What market opportunities are there which could be better exploited through greater flexibility and scalability within the business?
5. What are the current processes for incident identification, management and resolution?
6. Is the organisation's monitoring strategy clearly articulated?

By applying an engineering-focused lens when working with organisations to design or enhance a platform, the Tyme team can address these broader considerations, leveraging analytics and automation to bring together the view and drive a holistic solution.

As an example of proactive monitoring, synthetic transactions can also be used on a consistent basis to check the platform operates as intended, shortening the time for identifying and resolving production issues.

By looking through not just the 'how' but the 'why' and the 'what next', Tyme ensures delivery of a singular view across all areas of performance and create actionable insights, allowing the business the flexibility to scale systematically.



## Fundamental #5: Integrated Security

Security should be front of mind at every stage of a transformation.

While security has fortunately become a higher priority item on the agenda, it can all too often be seen as a barrier to timely delivery. Security shouldn't be an afterthought, but all too often it is shown to be in poorly planned transformations. Both mid-market and enterprise organisations need to have security as integral to their digital transformation to ensure they remain sustainable.

A recent survey revealed that digital transformation and Cloud security were among the leading topics for enterprises at 79%, followed by threat and vulnerability research (62%), and risk and compliance (49%).

The results led the survey to the conclusion: "To survive is to innovate and take up new technologies."

To be effective, you need to build security into the process, the tooling, applications and how teams will work. Providing a secure environment allows teams to move faster and more efficiently, as opposed to incorporating security measures at the end of the process to tick a box.

Ensure that your transformation plan has security in mind when looking at operations, scalability, and availability. How will your plans in one area affect security in another?



# How do the Fundamentals integrate together?

The Five Digital Fundamentals are not static. The way in which their directives are followed need to be adapted and moulded to suit different organisations. Typically, an organisation might start their digital journey with a primary focus, such as Enterprise Cloud or Relentless Automation.

By starting on one fundamental and building out, you can create an evolving plan with proof points along the way.

**The Fundamentals don't exist to be a checklist of must-dos.** More so, they offer focal points for a digital transformation by ensuring you identify priorities, opportunities, and current maturity to create an effective and pragmatic approach.

The best place to start is with assessing the most pressing opportunities for realising improvements, and through the Fundamentals, build a view of the initiatives required to mature the organisation's capabilities while creating buy-in and momentum by proving value early.

While the ROI of a successful transformation is typically yielded over the lifespan of its outcomes, by demonstrating the benefits early on, it is possible to build greater momentum. Through increased buy-in from leadership and key influencers, a greater positive effect on rates of transformation adoption can be realised.



# About Tyme

At Tyme, our approach to engineering enables our clients to accelerate business transformation and gain a competitive advantage through technology and process. Our focus is on increasing delivery capacity, enhancing customer experience, lowering risk, improving speed to market, optimising cost, and driving greater governance to deliver engineering focused products and platforms.

By following the Five Digital Fundamentals, Tyme is able to create holistic initiatives that yield enduring change with increased adoption.

Rather than developing platforms for today's needs, Tyme helps organisations to shift focus to the asset's lifespan with the technology's maintainability and operationalisation in line with business value streams.

This is done by considering the ramifications of future changes and the required flexibility of a platform in its organisational context. The focus is on enabling and uplifting teams via effective, inclusive strategy and execution.

**Talk to us about your digital transformation today.**

**It's really important to get it right, in fact some might say it is fundamental.**



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