



Digital Workplace Strategy

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 **essere digitale**
La direzione del digitale nell'azienda contemporanea

Digital Enterprise

To be successful in the new global business economy, Enterprises must transform themselves and follow the new key drivers of the Digital Business. Leveraging new Digital Technologies they can create value business streams, be more agile and have a Competitive advantage.

Digital Transformation impacts the Strategy of the Company: it must be designed including the new capabilities provided by technology.

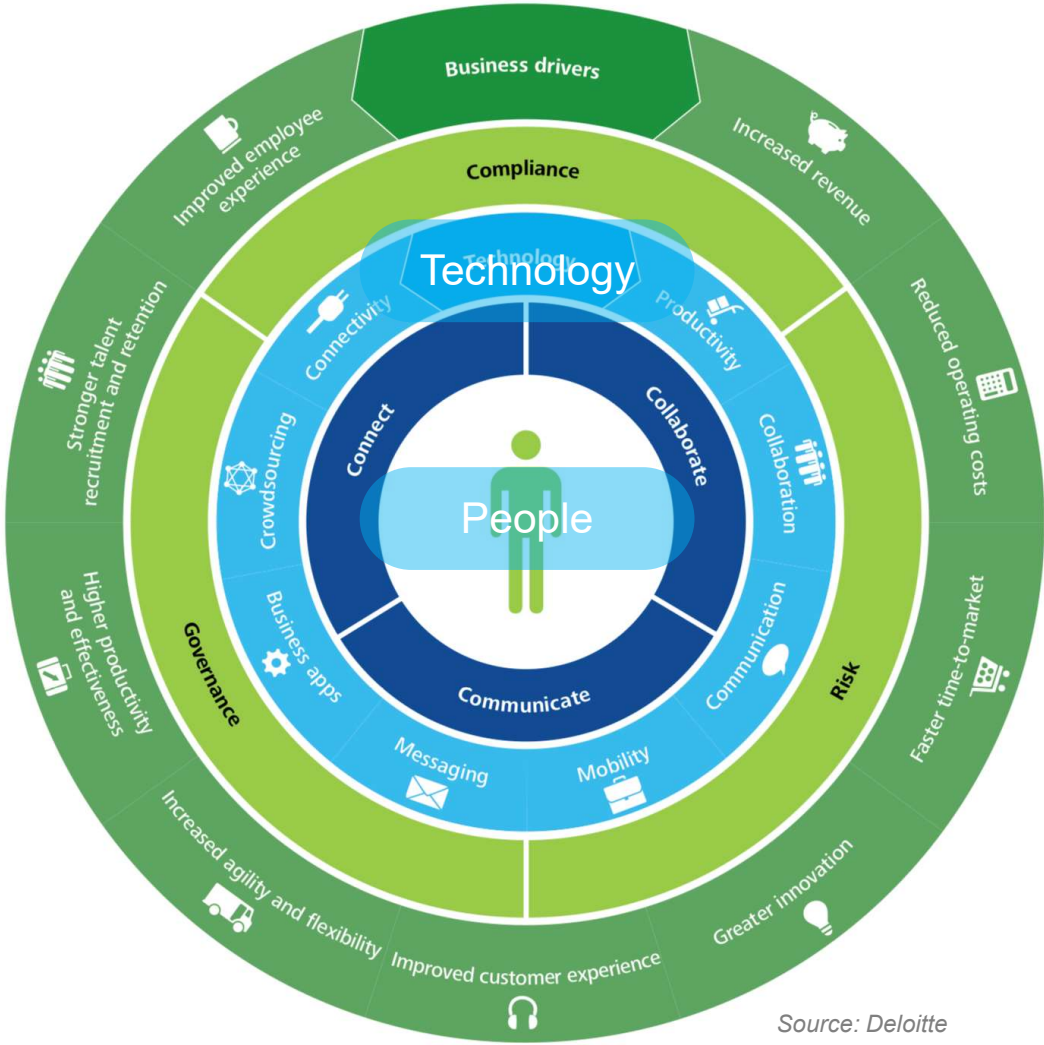
That means be a Digital Enterprise.



This is the era of the **digital business**

Competition takes unexpected forms,
opportunity is global, and all industries are impacted

Outcome

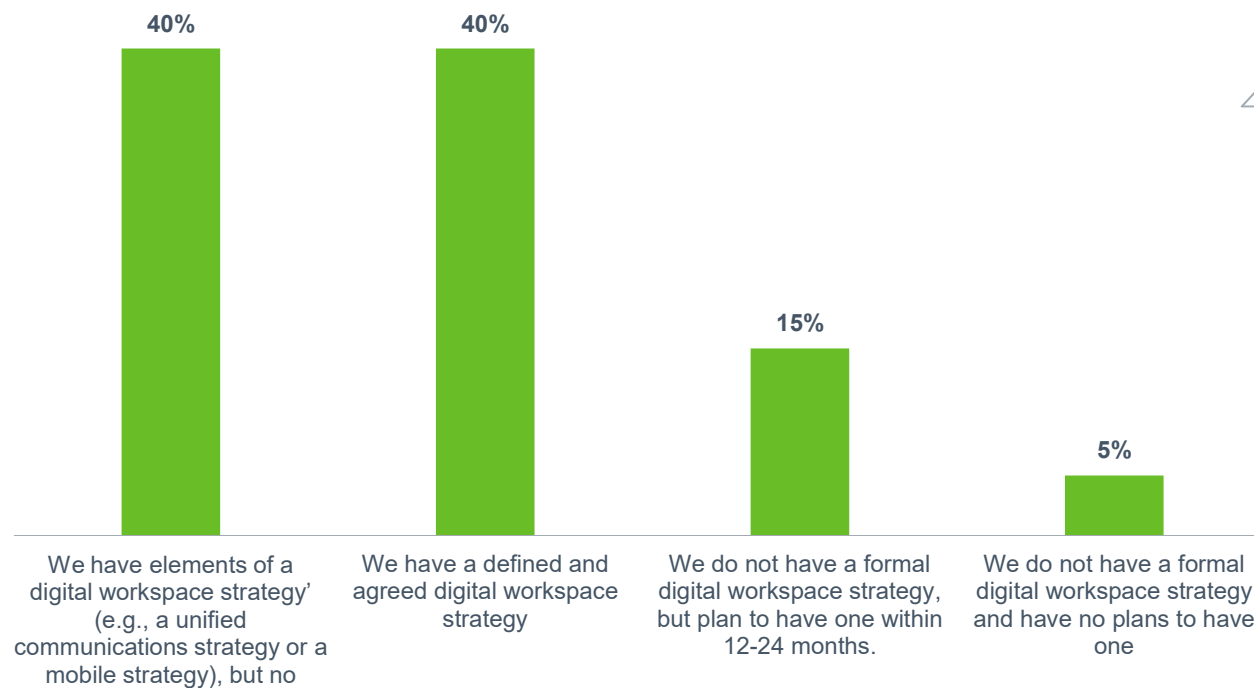


Source: Deloitte

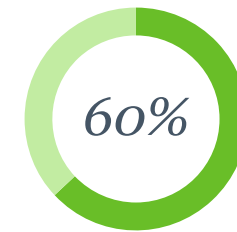
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European businesses take holistic approach to the digital workplace

Does your organisation have a digital workplace strategy?



Digital workplace strategy still missing



of European organisations **don't have a formal and comprehensive strategy** around how they deploy or plan to benefit from workplace technology, although many of them have parts of a strategy in place

Source: Dimension Data

Europe in context

Similarities with enterprises *elsewhere in the world*



CEOs, CIOs, and IT directors are the most influential people in driving workstyle changes - only 10% of enterprises say that line of business (LOB) heads are the most influential here.



IT and organisational issues, as well as compliance requirements, *are mostly likely* to hold organisations back from adopting new workstyles



Business goals dominate digital workplace strategy.



Cloud services continue to attract large enterprises executing on a digital workplace initiative, due mainly to a more attractive opex-oriented cost model.



Europe in context

Distinct from *enterprises worldwide*



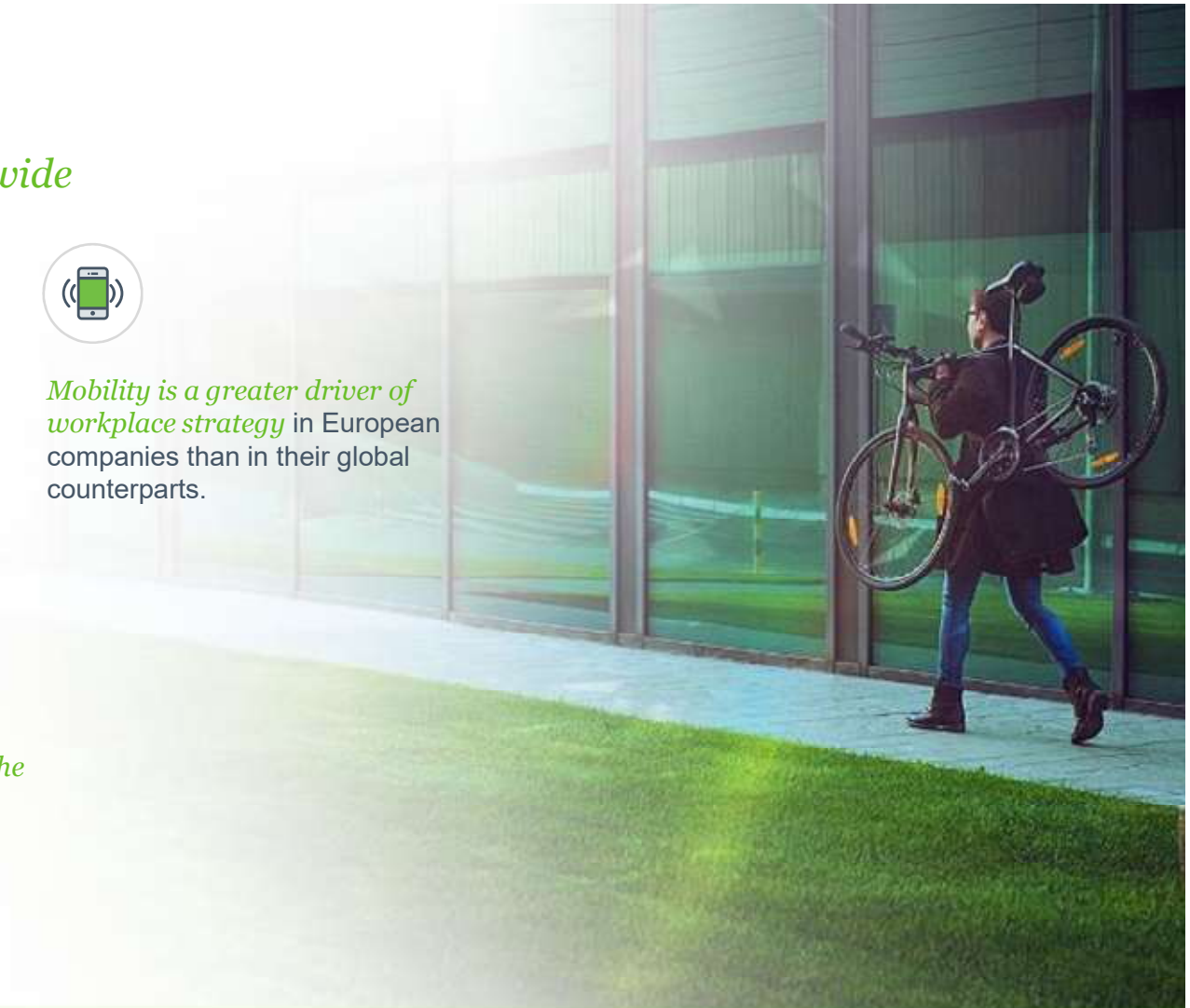
The foremost driver of workstyle change in Europe is *employee demand for greater flexibility, with employee productivity improvements and environmental policy* also being top factors.



Mobility is a greater driver of workplace strategy in European companies than in their global counterparts.



While companies have a *similarly tolerant attitude toward consumer applications in the workplace, the main reason for their acceptance is the employee need to communicate and collaborate with customers* and others outside the company.



Strategic Assets – The Digital Balance Sheet



Stakeholder experience

How people are understood, engaged and satisfied, creating advocacy and loyalty



Information value

How information is leveraged to enhance relationships, operations, governance and strategy



Portfolio development

Approaches to increasing organisational capability and the competitive edge of market offerings



Smarter processes

The execution of business processes to optimise business efficiency, integrity, assurance and quality



Business models

The structures and models defining relationships and flows across a value chain or ecosystem



People & culture

How people lead, work together and innovate for the business and how their efforts are measured and incentivised



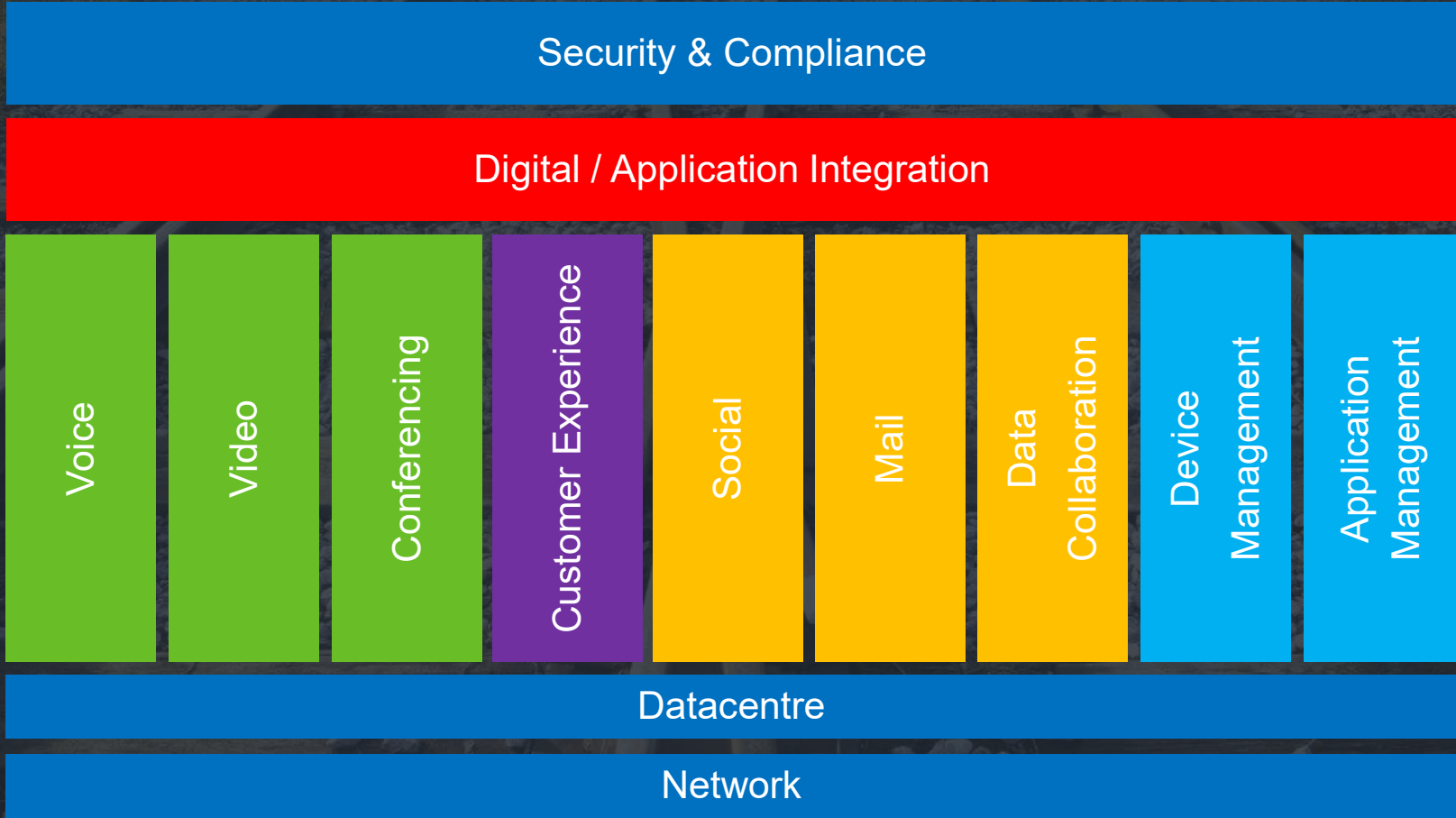
Technology fabric

The technology architectures, standards, systems and service models that digitise functions and enable the business strategy

Dimension Data Digital Enterprise Capability Maturity Model



“True” Digital Workplace



True Digital Workplace

Office 365
CITRIX® Enterprise Mobility + Security
CISCO
FORTINET
paloalto NETWORKS
CARBON BLACK
f5
Check Point SOFTWARE TECHNOLOGIES LTD.

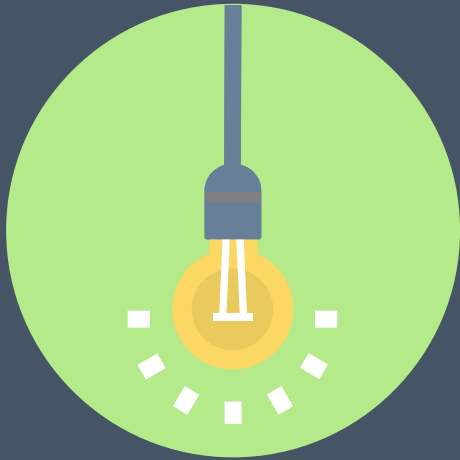
Microsoft Azure
Salesforce
SAP
Microsoft Dynamics
service now

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Datacentre

Network

Dimension Data: Change Management Approach



Engage

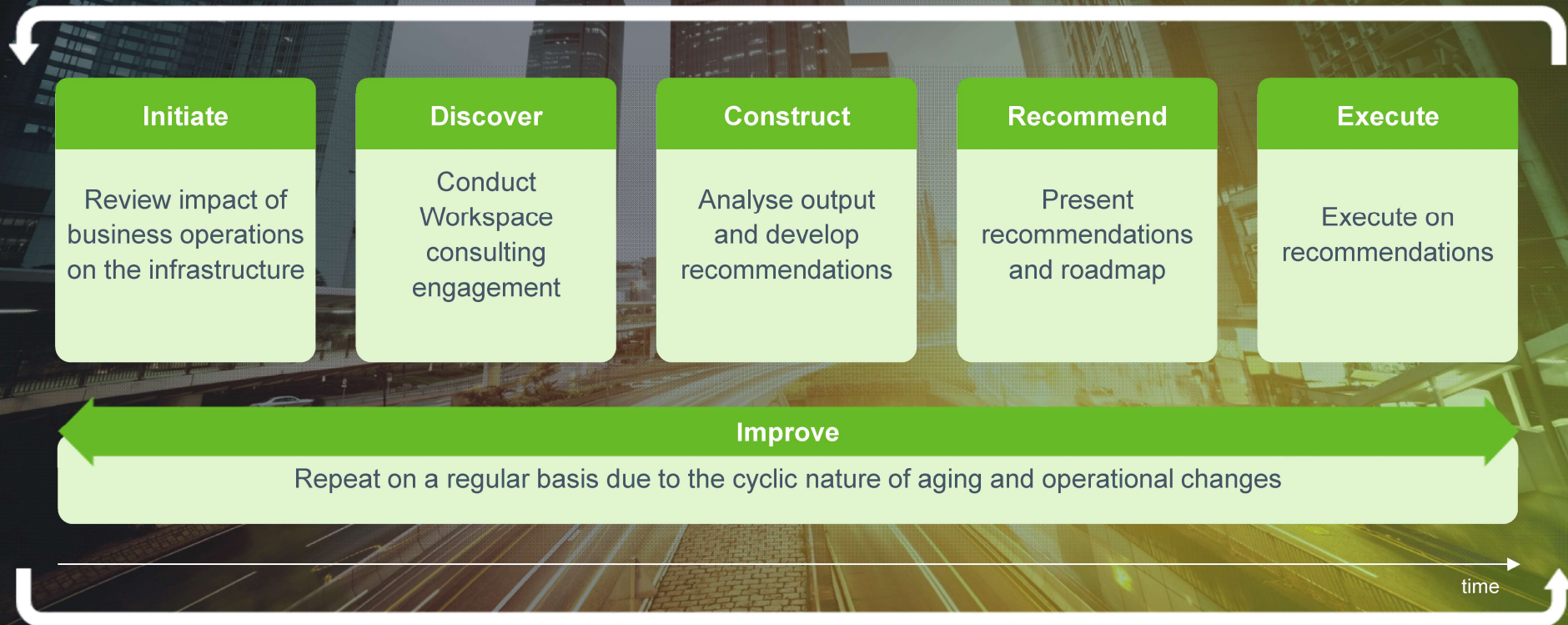


Equip



Embed

Our approach starts with understanding current business problems and desired business outcomes



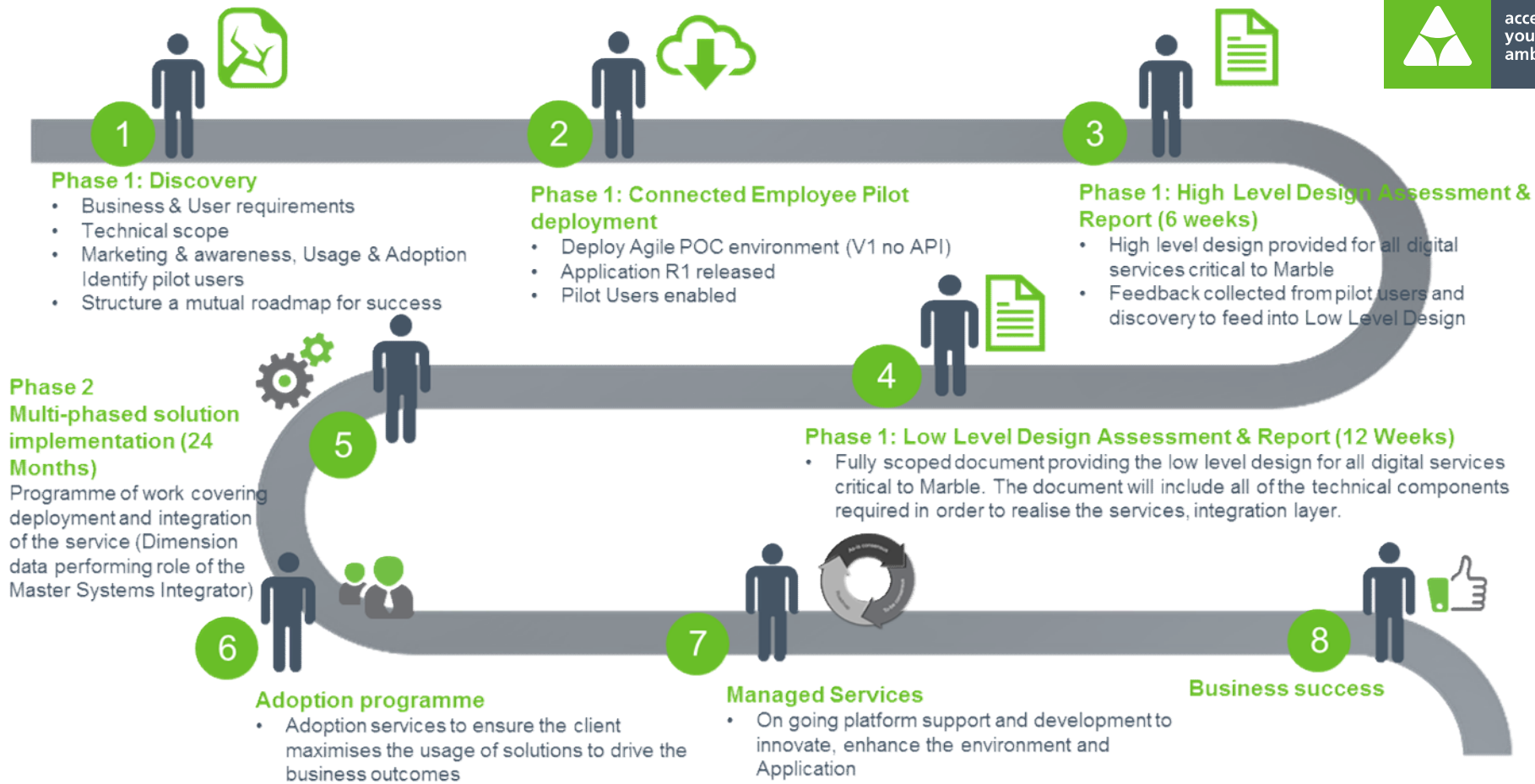
Workspace Assessment

Plan for a digital transformation and accelerate your productivity and collaboration with our Workspace Assessment



Digital Workplace Framework

- The Workspace Assessment delivers a level of clarity to the organisation regarding their IT estate, whilst simultaneously providing a defined and concise roadmap, with a clear starting point, for the enterprise to deliver the outcomes spoken to.
- A consultative workshop engagement with senior level business, HR, Facilities and technical stakeholders involved in development & implementation of workspace solutions.
- The workshop starts by using our Digital Workplace framework to identify focus areas *
- We provide a bespoke framework taking you from an 'as is' state, to future state, with the user at the centre.
- A final plan is delivered. It defines resources, timescales and interdependencies needed to deliver on your digital transformation.
- Completed over 200 assessments across key industries



Why *Dimension Data*



Wholly-owned
*subsidiary of
NTT Group*



Global Systems Integrator,
Offices in 49 *countries*
and a network of
Preferred Partners in
100+ countries



Consulting Led
Approach to Enable,
Manage and Transform



Clients across all industry
sectors including 70% of
Fortune 100 and nearly 60%
of *Fortune 500*



Official Technology
Partner of
A.S.O., *organiser of
The Tour de France*



Title partner of
*Team Dimension Data
for Qhubeka*



Global Top Employer
of 30,000 *employees*
FY16 turnover of
USD 7.4bn



*Strategic partnership with the
most relevant technology
players in the Market*



Thank You

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