

IT Function Transformation

An overview of our capabilities

June 2020





“I am really proud of the work that we have done for our clients and how we have repeatedly played the role of a trusted advisor.”

It gives me immense pleasure to share this overview of PwC’s IT Function Transformation practice and how we support our clients in delivering some of their most important and complex transformations.

This is an exciting time for chief information officers (CIOs). The speed of technological change creates opportunities for all of us, but also exposes organisations to certain threats. The cost of technology is falling, new technology consumption models are now available and digital businesses are looking for on-the-go technologies to deliver new functionalities within short time periods.

We help our clients to understand how they can align their information technology (IT) functions with their business, and source, organise and manage IT to evolve and adhere to the modern day technological demands of businesses.

At PwC, we are clear about what we stand for and have the right vision, people and leadership to help our clients succeed in becoming more technologically advanced.

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Technological challenges – common questions asked by organisations



“Why do our IT projects overrun and fail to deliver?”

“We have too many IT systems doing the same thing.”

“We struggle to keep up with digital.”

“How can I be sure that my IT function isn’t going to fall over?”

“How do I know that I am getting what I expect from my IT programme?”

“I believe I have an underperforming IT function. How does it compare to others?”

“How do I know my IT function can adapt to changing priorities?”

“We are not getting the value we need from our technology partners”

“I need to integrate the underlying technology following an acquisition very quickly.”

“Is my IT function compliant with existing and new regulatory requirements?”

“We need to adopt new emerging technologies but don’t know how to proceed.”

“We have too many issues with IT and I’m not confident about their processes.”

“My IT costs are too much.”

“We don’t know how to do digital.”

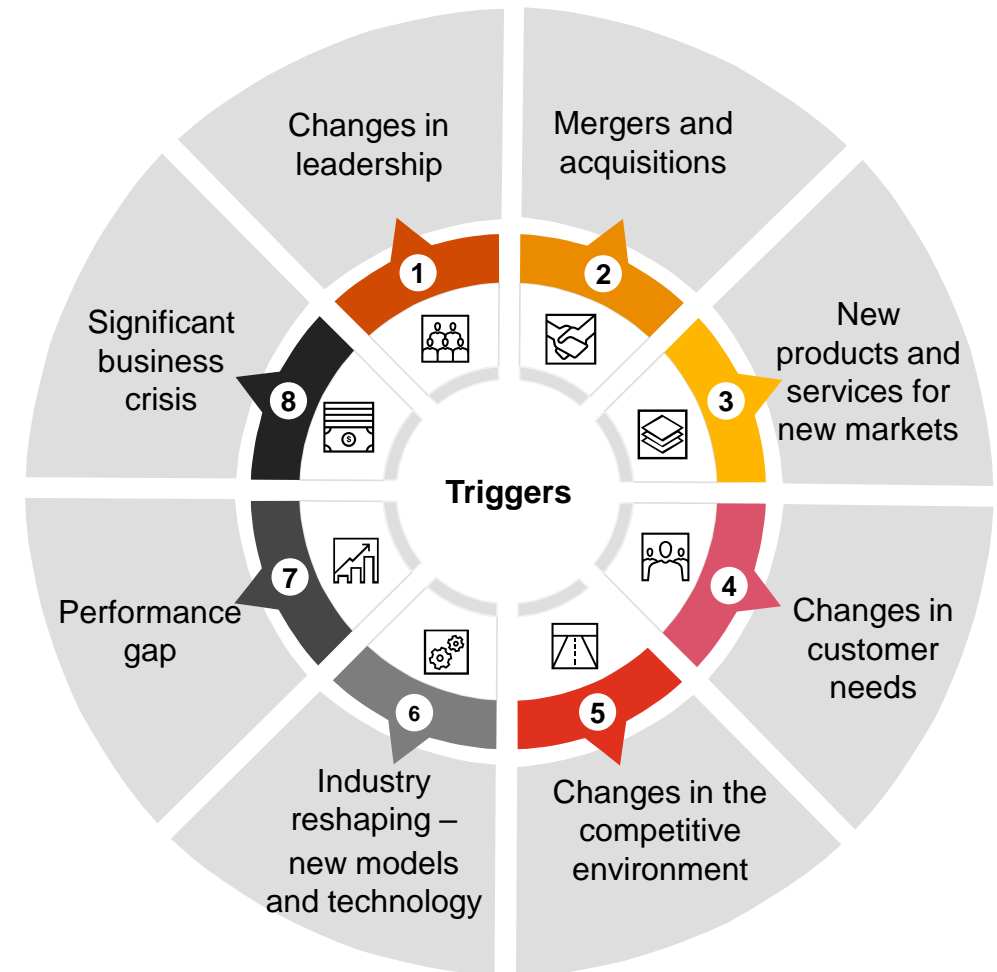
Our services

“We help to align IT with core business drivers and help organisations use technology as a business lever.”



We advise chief experience officers (CXOs) to enable their businesses with:

- **directional clarity** and greater IT investment value through better IT governance, lower IT-run costs and new technology adoption
- **greater IT operational value** through optimised IT service delivery to an organisation’s employees, partners, and customers
- **rapid transition** through disorderly, high-risk IT events like outsourcing, mergers and acquisitions (M&A) and divestitures
- **adoption of** strategic technologies (cloud, social and mobile) into the existing technology landscape.



Our credentials

PwC won the **CIO CHOICE 2020** award for the most trusted brand in the **IT Advisory** category for Large Enterprise Segment.



Recognised as the 2019 Microsoft Software Asset Management (SAM) Contributor of the Year



Oracle Excellence Award in Cloud HR for the Asia Pacific region awarded at the Oracle Open World, San Francisco (2017)



Best Consulting Organisation for Healthcare Award in the fourth edition of the Businessworld Healthcare Summit



Leader in Gartner's Magic Quadrant for Enterprise Architecture Consultancies (2015)



MarketScape Leader for business consulting services in Asia/Pacific – IDC Vendor Assessment (2017)



Top transaction advisor for private equity deals for the last 5 consecutive years (CY14–CY18)

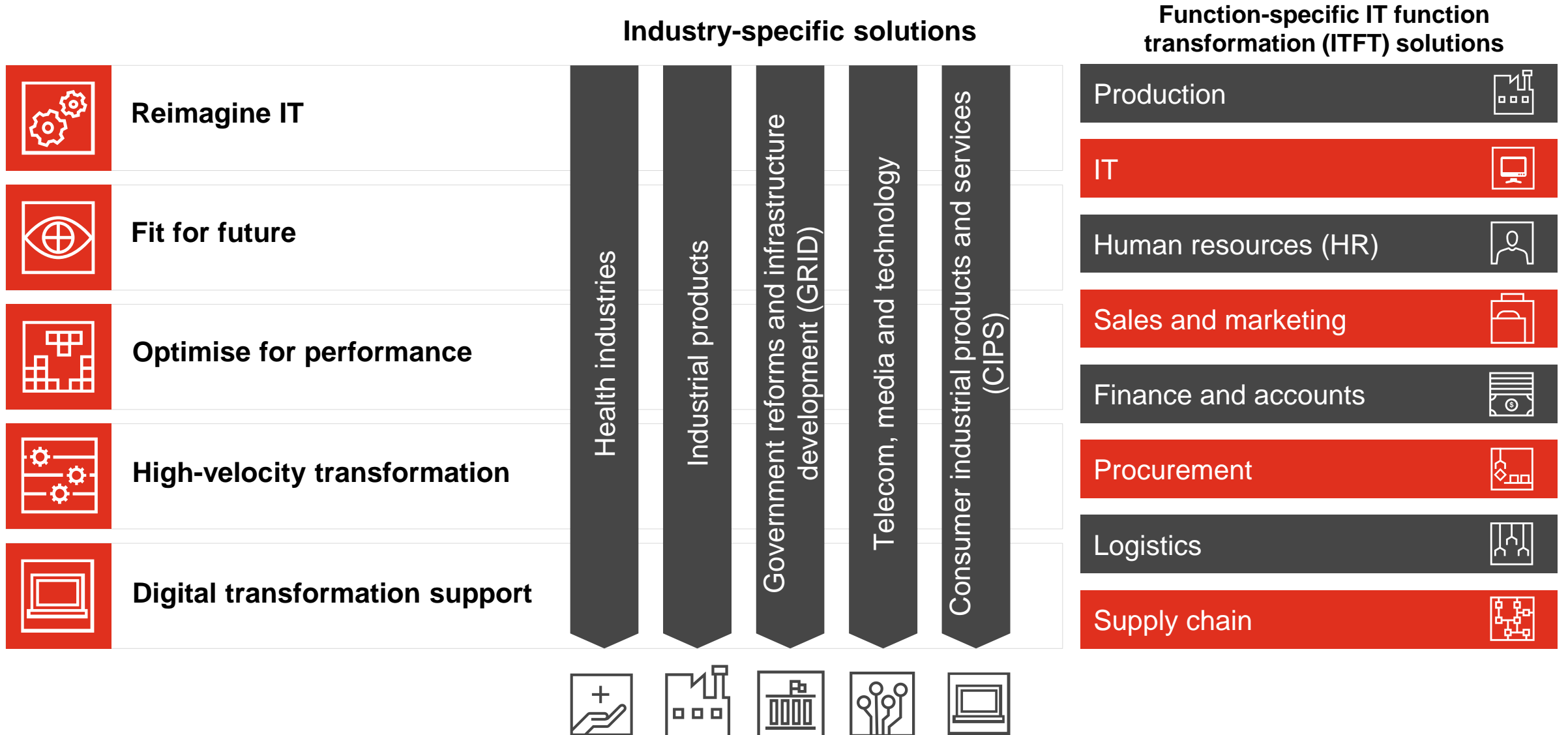


Leader in The Forrester Wave™: Enterprise Architecture Service Providers (2015)








Leader in strategy consulting (worldwide) and leader in business consulting (worldwide, Asia Pacific and EMEA) – IDC 2015

Our competency and industry focus



We help our clients to manage all aspects of IT effectively through our robust go-to-market propositions, tailored as per client needs

1	Reimagine IT	2	Fit for future	3	Optimise for performance	4	High-velocity transformation	5	Digital transformation support
	<ul style="list-style-type: none">• IT strategic visioning and roadmap• Digital strategy and business transformation• IT benchmarking• Technology-led business process improvement	<ul style="list-style-type: none">• IT operating model• IT organisation design• Enterprise architecture• IT policies, procedures, and standard operating procedures (SOPs)• IT governance• IT infrastructure• IT cost reduction• Business continuity planning (BCP) /disaster recovery (DR) strategy	<ul style="list-style-type: none">• IT sourcing – IT product and vendor selection• Emerging technologies like Internet of things (IoT), cloud and others• Mature technologies like enterprise resource planning (ERP), customer relationship management (CRM) and others• IT contract review	<ul style="list-style-type: none">• IT due diligence• Deals• Mergers• Acquisition• Divestitures	<ul style="list-style-type: none">• Chief information officer (CIO) office advisory• Project management office (PMO) governance and transition• Change management• Resource management• Vendor management• Risk management• Quality management				
									

1. Reimagine IT

“How do I know my IT function can adapt to changing priorities?”



Definition and client opinion

A technology strategy is often an afterthought that lags behind a corporate strategy. An effective technology strategy should be tightly integrated with business strategies to maximise effectiveness.

What our clients say:

“Business priorities change pace, but technology can’t keep up.”

“Technology is being implemented, but we aren’t realising benefits, at least not in the short term.”

“The business wants more support and innovation but we’re struggling to provide it.”

“I’d like to be able to benchmark my IT function to get a clear view of where we are and where we need to be.”

“We need to have an IT strategy that enables business change, not one that follows in its wake.”

“We need to have a grip on an upcoming legislative or regulatory change.”



How we can help

- IT strategic visioning and roadmap:
 - Business-aligned strategic vision
- Digital strategy and business transformation
- IT benchmarking
- Technology-led business process improvement



Case study

IT strategy development for a leading Indian fashion retailer

Issues

- The client was using a custom-built ERP from a dedicated vendor for more than a decade. Although the ERP was serving the purpose sufficiently, it didn’t align well with the future vision of the organisation’s leadership.

The solution

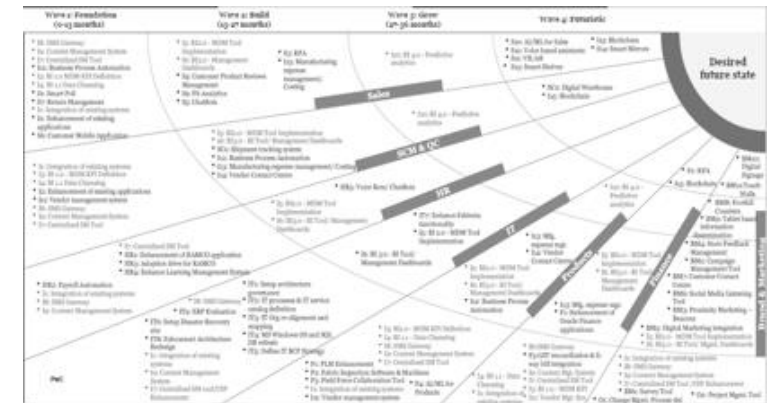
- Assessed the client’s current maturity for IT applications, IT infrastructure, IT operating model and IT adoption in business.
- Assessed standard out-of-the-box ERPs to replace their custom-built ERP.

Designed a target state for IT maturity and recommended initiatives for achieving the target state.

- Developed a roadmap and business cases for the identified initiatives.

Client benefits

- View on capabilities and their match with the client’s intrinsic requirements
- Immediate cost benefit and higher negotiation power on existing ERP vendor
- IT roadmap and business feasibility of the recommended initiatives aligned with the client’s leadership vision



IT strategy roadmap

2. Fit for future

“We need an integrated business and technology future vision. Where do we start?”



Definition and client opinion

Digital business models and technologies are changing the way businesses work. The modern CIO needs to understand how to effectively harness these technologies and ensure that technology platforms are kept up to date with a strong architecture at the enterprise level.

What our clients say

“Our IT function can’t keep pace with ever-changing business demands.”

“Change is difficult due to complex apps, dependencies and integration issues.”

“We have to be able to quickly consolidate technology platforms following a merger or acquisition.”

“The business is struggling to identify key IT requirements and the skills required to implement and run them.”

“We have too many legacy systems supporting outdated business processes, which are not fit for purpose and are expensive to support.”



How we can help

- IT operating model:
 - Design and operationalise IT operating model, IT governance framework and RACI
 - Enterprise architecture
 - IT policies, procedures, processes and SOPs
 - IT cost reduction
 - IT BCP/DR strategy
- IT organisation design:
 - Design and change management for organisation restructuring



Case study

Enterprise architecture (EA) blueprinting for a leading water utility company in Saudi Arabia

Issues

- There were no artefacts or blueprints for existing enterprise architecture (EA).
- Absence of full-fledged enterprise architecture management and governance body that can define policies, principles, processes and accountability.

The solution

PwC worked closely with the client team to:

- develop an enterprise architecture framework
- document the current and target architectures along with a IT Function Transformation

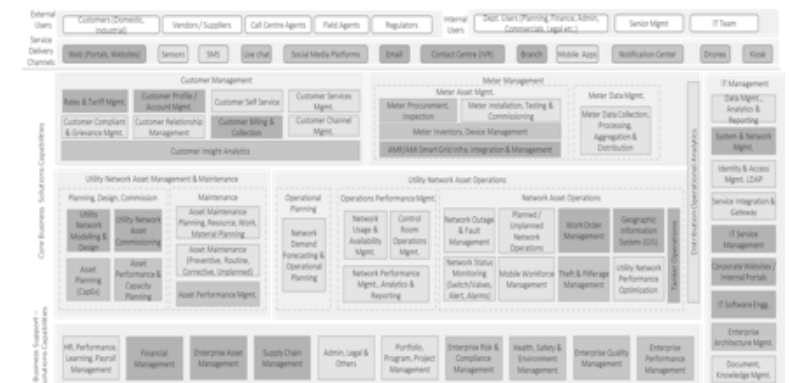
PwC

transition plan, for application, data and infrastructure domains

- run the EA office for smooth enablement and adoption of global EA practices.

Client benefits

- The client got an in-depth understanding of existing EA maturity and initiatives required to achieve the target EA maturity.
- The client started using a centralised EA tool for impact analysis of architectural changes, which helped them in taking the right at decisions at the right time.



As-is and to-be architecture

3. Optimise for performance

“How can I get the IT/digital framework that I need for the right price?”



Definition and client opinion

Businesses need to drive more value from technology investments in an environment of ever-shrinking budgets. IT sourcing is about helping our clients improve the quality and value of the services they receive.

What our clients say

“How do I know what the salesman tells me to buy is really what I need?”

“Can I safely move some of my team to a cheaper location without affecting the service?”

“Am I paying the right amount for what I am buying?”

“Will the contracts we put in place today meet the needs of the business as they change?”

“Do I have the control I need over my cloud providers?”

“How do we preserve standards if most of my team is provided by a supplier?”



How we can help

- IT sourcing – IT product and vendor selection
 - Emerging technologies like IoT, cloud and others
 - Mature technologies like ERP, CRM, health information system (HIS) and others
- IT contract review



Case study

Evaluation of ERP solutions for a leading non-ferrous metals manufacturer

Issues

- The client was using a home-grown ERP system for more than a decade. Although this ERP system was serving the purpose sufficiently, it didn't foster a standardisation of process and discipline in the team.
- The client was apprehensive about using a standard ERP system as it might not serve all the complex workflows in their organisation.

The solution

PwC worked closely with the client team for:

- business process re-engineering in-line with the industry's best practices
- preparation of the request for proposal (RFP)
- facilitation of vendor selection and evaluation process, including on-site working demos of the client's critical use cases.

Client benefits

- Service providers with highest technical qualification and demonstrated capabilities were identified
- Optimised business processes

Functional Criteria	Product #1	Product #2
Procurement	85%	95%
Inventory	93%	92%
Production and Production Plan	77%	92%
Product Costing	84%	99%
Sales & Distribution	91%	90%
Quality Control	60%	92%
Taxation	88%	86%
Finance & Accounting	87%	92%
Fixed Assets	94%	100%
HR & Payroll	52%	81%
Total	78%	91%

Evaluation criteria scorecard

ERP demo script

4. High-velocity transformation

“I need to integrate technology following an acquisition.”



Definition and client opinion

Getting IT effectively integrated post an M&A deal is a key enabler for unlocking the anticipated business synergies.

What our clients say

“How do we measure the effort to integrate the target company more confidently?”

“A haphazard approach to technology due diligence often drains the value from an M&A plan.”

“Lack of documentation and detailed business and system process flows can impact integration.”

“Legal bottlenecks covering technology usage, transitional service arrangements (TSAs), etc., add to complexities, increasing costs and risk.”



How we can help

- IT due diligence in the context of deals, mergers, acquisitions and divestitures:
 - Rapid assessment of IT organisations, applications and infrastructure, assets, processes and capabilities
- PMO for post-merger integration (PMI):
 - PMI planning
 - PMI programme management



Case study

Leading global pharmaceutical firm: Set-up of integration management office for IT Infra

Issues

- Multiple locations needed to be integrated
- Data formats used between two entities were very different
- Till the deal is legally signed, both companies are still competitors, hence additional restrictions are in place for interactions and data exchange

The solution

- PwC performed the following tasks:
- developed a programme plan and governance for IT

IT Function Transformation

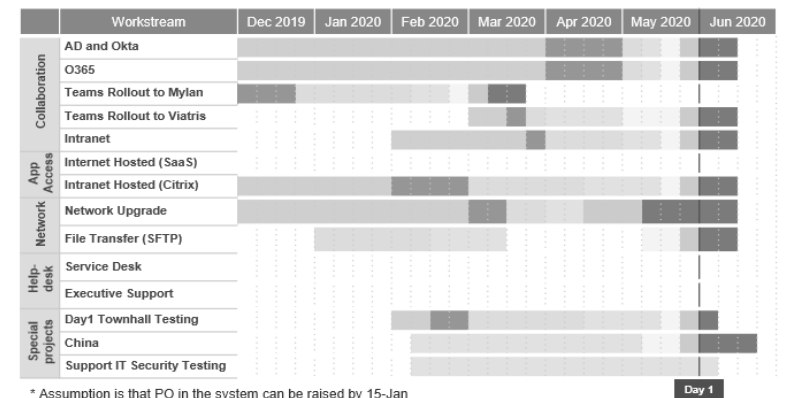
PwC

infrastructure, end-user devices, collaboration and IT operations

- executed the programme for IT infrastructure, end-user devices, collaboration and IT operations
- provided, integration checklists, programme schedules or support for status/update reports and notes prepared in connection with the engagement as requested.

Client benefits

- Defined the programme structure and integration opportunities.
- Decentralised business teams were aligned towards common integration timelines.



IT infra integration roadmap

5. Digital transformation support

“We have too many issues with IT.”



Definition and client opinion

The benefits of standardizing and streamlining IT services delivery are easy to understand but difficult to achieve. Developing a pragmatic approach that allows benefits to accumulate consistently is the key to delivering sustainable change.

What our clients say

“Why is dealing with IT always so complicated?”

“Many of our biggest issues are caused when we are making changes.”

“I have so much management information about IT that I can’t make sense of it.”

“No one really knows how many servers/ PCs / licences we have.”

“We should be able to predict when we are going to run out of storage space.”

“It feels like I’m firefighting production problems all the time.”



How we can help

- CIO office advisory:
 - Temporary staffing of the CIO office
- PMO governance and transition
 - Execute and manage high-value digital engagements
- Change management
 - Ensure stakeholder goals are aligned to those of the organisation; ensure effective change management



Case study

CIO KPIs and IT budget programme management for a leading FMCG company

Issues

- The client was facing adoption challenges from various IT stakeholders because of lack of awareness and understanding of technology business management (TBM) methodology. Also, the client’s organisation did not have a central team to drive KPIs’ compliance and bring it back on track.

The solution

- Developed accelerators to compute the total cost of ownership (TCO) based on data provided by the client’s finance team for

validation against the TCO on the tool.

- Identified and closed gaps in current processes to capture IT forecast.
- Carried out multiple knowledge sessions on the tool’s functionalities and key concepts to drive its adoption.
- Analysed and managed the status of CIO KPIs centrally.






Client benefits

- Developed accelerators to compute and validate IT-run TCO.
- Facilitated adoption of the tool among all service lines within the client’s organization.
- Achieved KPI targets by efficiently managing CIO KPIs centrally.

Total EA YTD Spend (Global + Local):		Total Apptio Spend (Global + Local):		
€ 170,574,022		€ 170,504,631		
MU4 – Global and Local Costs – YTD and Apptio				
MU4	Global YTD	Global Apptio	Local YTD	Local Apptio
Service Line 1	€ 7,623,803	€ 7,612,072	-	-
Service Line 2	€ 11,946,941	€ 11,946,773	-	-
Service Line 3	€ 71,712,534	€ 71,712,535	€ 22,988,785	€ 22,988,784
Service Line 4	-€ 176,977	-€ 223,932	-	-
Service Line 5	€ 218,799	€ 218,799	€ 16,210,198	€ 16,210,197
Service Line 6	€ 1,536,398	€ 1,536,398	-	-
Service Line 7	€ 9,680,944	€ 9,680,727	€ 2,826,181	€ 2,826,181
Service Line 8	€ 10,081,870	€ 10,071,716	-	-
Service Line 9	€ 2,773,374	€ 2,773,213	-€ 100,788	-€ 100,788
Service Line 10	€ 13,251,956	€ 13,251,956	-	-
Grand Total	€ 128,649,646	€ 128,580,257	€ 41,924,376	€ 41,924,374

TCO validation sheet

We are helping our clients transform their businesses and become more agile and resilient in the post-COVID world

6	Strategic PMO	7	IT cost leadership	9	Cloud transformation strategy	9	Business continuity and resiliency	10	WFH platforms
<ul style="list-style-type: none">• Manage transformation through value realisation linked to business outcomes, not IT.• Manage end-to-end accountability for the entire transformation programme, not just an IT implementation.• Design and drive change management for the transformation. 		<ul style="list-style-type: none">• Identify cost control initiatives and business cases across IT towers like infrastructure, applications, IT services, sourcing, organisation/processes and digital.• End-to-end ownership of identifying cost initiatives and handholding through the realisation of IT cost optimisation initiatives. 		<ul style="list-style-type: none">• Develop cloud transformation diagnostics and roadmaps.• Develop cloud migration plans.• Migrate to cloud and enable hosting with leading cloud service providers 		<ul style="list-style-type: none">• Assess current BCP for gaps in the post-COVID era.• Redesign BCP to ensure resilience. 		<ul style="list-style-type: none">• Perform a current-state assessment of work from anywhere (WFA) readiness for return to office.• Implement an integrated cloud-based platform to define, monitor and enhance workforce productivity in a WFA environment. 	

6.1 Strategic PMO

“How do I know my transformation initiatives are aligned to my business goals?”



Definition and client opinion

The objective of the strategic PMO is to achieve end-to-end accountability for large-scale technology-enabled transformation and provide clear visibility into benefit realisation in terms of business goals. It also empowers teams to manage increased complexity and greater uncertainties/risks.

What our clients say:

“How do I ensure that the transformation is able to impact the business KPIs that it was intended to?”

“I don’t know if my transformation initiatives are taking me in the right direction.”

“There is no sustainable roadmap to achieve the vision and overall organisation strategy.”

“There is a lack of accountability within the management hierarchies.”

“There is no cross-functional alignment of business with IT.”



How we can help

- Define KPIs/KRAs linked to business outcomes to enable value realisation.
- Design and develop an enterprise-wide dashboard for tracking the defined KPIs.
- Manage cross-functional stakeholders by increasing accountability towards business goals.
- Ensure end-to-end accountability of the transformation.



Case study

Transformation management office for a multinational technology company

Issues

- The client, an American multinational software products company, has implemented a continuous quality improvement programme for its IT operating model. The programme is headed and sponsored by the company CIO.

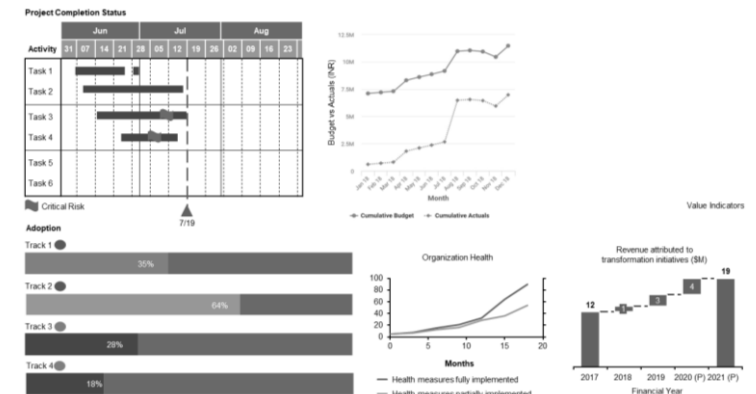
The solution

- PwC worked closely with the client on the implementation of the following:
 - a preferred supplier programme focused on reducing the turnaround time for new service requisitions

- automated processes to reduce the manual effort and manage business KPIs to ensure that the newly implemented tracks are in line with the expectations and can manage any deviations
- robotic process automation (RPA), event-driven automation, set-up of an automated testing platform and managed platform as a service (PaaS), and automation of the implementation of new frameworks such as the General Data Protection Regulation (GDPR).

Client benefits

- In the first year after the set-up of the transformation management office (2018), a total of 52,170 hours of manual effort was saved through all the umbrella initiatives of operational excellence.



SPMO Integrated Program Health Report Dashboard

6.2 Change management (part of Strategic PMO)

“How can I ensure sustained user adoption of the change during the transformation journeys?”



Definition and client opinion

The objective of change management is to drive the continuous adoption of change via adequate stakeholder alignment, change planning, impact communication and evaluation to ensure reach effectiveness of the change.

What our clients say:

“There a disconnect between the leadership and the rest of the organisation about the benefits of the change programme.”

“It is difficult to bring all stakeholders and multiple business units on board during a transformation journey.”

“We have had past failures in adoption after a large transformation.”

“We need to maintain sustained enthusiasm for change in large and lengthy transformations.”

“We have not undergone any large transformations and employees may be resistant to change.”



How we can help

- Align stakeholders, build and drive the change management plan for the transformation journey.
- Periodically evaluate and track the effectiveness of the change programme using change readiness surveys.
- Adapt the change communication and change programme to align to the needs of various stakeholders in the transformation journey.



Case study

Change management for ERP upgrade for one of India’s leading heavy chemical manufacturing companies

Issues

- The client is among the global leaders in chemical manufacturing and required support in managing the end-to-end SAP S/4HANA transformation programme, along with change management and quality assurance.

The solution

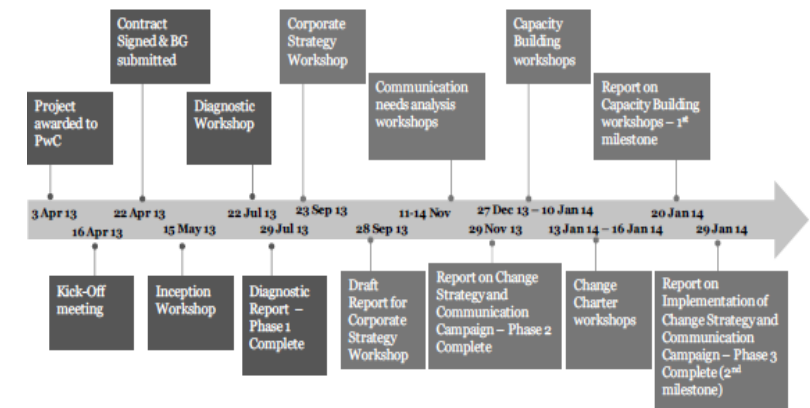
PwC offered a holistic solution which included:

- dedicated real-time engagement for project plan driving
- monitoring
- client and SAP partner stakeholder engagements

- weekly reviews and steering committee reporting with client leadership and quality assurance (QA)
- implementation and facilitation of the change management programme
- driving change communication
- measuring effectiveness of the change programme via periodic surveys.

Client benefits

- The change adoption is monitored and reported to the leadership periodically and stakeholder alignment is ensured via ‘what’s in it for me’ (WIIFM) communication.



Change management plan

7. IT cost leadership

“How do I reduce IT costs and maximise the value derived?”



Definition and client opinion

Businesses need to derive more value from technology investments in an environment of ever-shrinking budgets. PwC can leverage a range of technical and business capabilities to bring a holistic and analytical view to IT cost optimisation.

What our clients say:

“A cut in the current FY budgets is anticipated, with the expectation of operations being run as usual without disruption.”

“The cost of looking after our IT operations slowly goes up year-on-year, regardless of what we do.”

“The business demands more complex technology but isn't prepared to trade off capability for cost.”

“The cost of our big contracts is far higher than when we originally shook hands.”

“We've squeezed suppliers, outsourced all we can and downsized, but costs continue to rise.”

“We seem to have very high fixed or 'trapped' IT costs IT that we can't seem to reduce.”



Case study

IT cost-optimisation strategy for a leading Indian private sector engineering, procurement and construction (EPC) company (subsidiary of a Japanese MNC)

Issues

- As part of a global cost-optimisation drive, a leading Indian private sector EPC company wanted to explore outsourcing arrangements for reducing the IT TCO.

The solution

PwC worked closely with the client on:

- exploring various IT cost-reduction options
- IT outsourcing overview and value proposition

- IT outsourcing trends in the industry peer group
- business case for IT TCO reduction and additional revenue streams
- IT outsourcing planning and roadmap.

Additionally, PwC defined a global delivery framework for the Japanese parent, outlining services that can be leveraged by using India as a service centre for IT services.

Client benefits

A detailed outsourcing strategy was created along with an approximately **10% cost reduction** plan.



How we can help

IT cost optimisation

- Identify possible cost-control initiatives and associated business case across IT areas like infrastructure, applications, IT services, sourcing, organisation/processes and digital.
- Manage IT budgets and expenditure. Identify new approaches to reduce costs, run and operate.
- Facilitate implementation of cost optimisation measures.



Report on cost optimisation options

8. Cloud transformation strategy

“How do I realise the cost benefits envisioned from my cloud transformation journey?”



Definition and client opinion

Cost savings are the main driver for public cloud adoption. However, realisation of cloud costs is the primary pain point for companies leveraging public cloud. To mitigate this risk, a cloud transformation strategy focused on actual business workload needs to be clearly defined before embarking on the cloud journey.

What our clients say:

“Public cloud adoption is high but often there is a gap between envisioned and realised cost benefits.”

“Current data centre infrastructure is too complex to manage.”

“Need to have a clear business case and a cloud transformation planned for our enterprise.”

“We need to leverage the power of IoT, analytics, etc., to enable business innovation.”

“We need to consolidate our data centre and release assets that are no longer required.”



How we can help

- Provide a diagnostic report on cloud migration readiness.
- Calculate IT cost optimisation potential.
- Develop a business case for cloud adoption.
- Develop a cloud transformation roadmap.
- Monitor the value-realisation report.

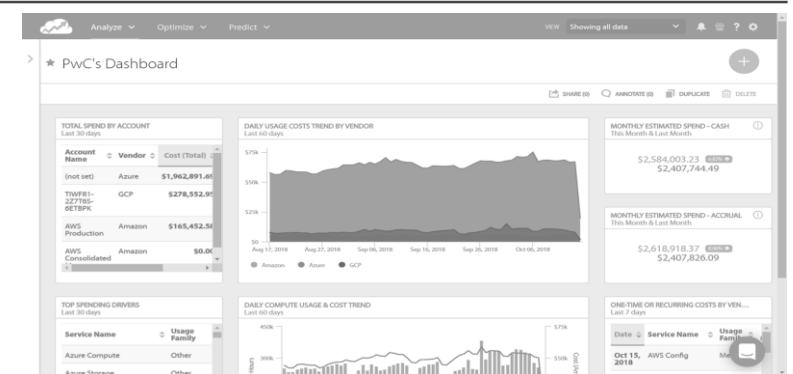


Case study

An F500 cyber security software company expected to reduce nearly **USD 400 million** in enterprise-wide infrastructure costs by moving to the public cloud.

A French electric supplies distributor was able to achieve nearly **30%** cost savings by migrating its IT infrastructure to cloud.

A global bank achieved savings worth nearly **USD 6 million** in infrastructure and licensing costs over a period of five years by adopting cloud.



Cloud transformation business case

9. Business continuity and resilience

“How to ensure continuity of business operations and build resiliency in the new normal?”



Definition and client opinion

Traditional BCP does not take into account the impact of a prolonged disruption on a global scale. Hence, organisations need to focus on developing an agile BCP that can be redesigned to ensure continuity of business operations.

What our clients say:

“My existing BCP cannot cater to a pandemic-like disruption.”

“How can I ensure continuity of activities across not only my key business functions but all business functions?”

“I need to have a renewed focus on enabling WFA for all my workforce in a secure and uninterrupted manner.”

“Data recovery (DR) is only enabled for most critical applications.”

“My BCP needs to be agile and evolve as the situation around us changes.”



How we can help

- Assess the current BCP for gaps and new capabilities.
- Design a BCP that is effective in the new normal.
- Assist in rolling out a new BCP (train, test, manage).
- Redesign the existing BCP to ensure business resilience.



Case study

IT BCP, DR strategy and work from home (WFH) enablement for a leading global chain of hospitals

Issues

- The client wanted to assess its current state of IT from a WFH/business continuity perspective and create an IT business continuity plan covering disaster recovery strategies across 10 geographical locations.

The solution

PwC worked closely with the client for:

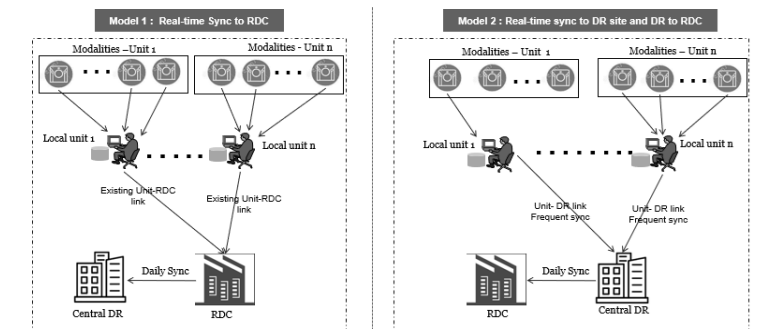
- assessment of current IT continuity maturity across people, process and technology

- assessment of applications across all areas of business and infrastructure (network, compute, storage, security, etc.)
- risk assessment and mitigation for IT components failure
- DR plan for each application
- cloud vs on-premise DR model comparison
- IT BCP documentations and structure.

Client benefits

- A detailed BCP plan as well as a digital roadmap was prepared for WFH enablement.

PACS DR strategy - Options Comparison



Proposed recovery models

10.1 Work from anywhere

“Is my organisation ready for an agile work environment?”



Definition

As part of the endeavour to help clients adopt new ways of working and create an agile work environment, PwC has designed a survey to assess their as-is WFA readiness state.

As organisations start to reopen offices and return to pre-lockdown normalcy, it is important for us to realise the benefits of building an agile workplace. While many organisations have been quick to adopt a remote working model, sustaining an

agile WFA environment needs careful planning and investment.

To reap the long-term benefits of an agile workplace, it is crucial to estimate the costs and savings of a WFA operating model. PwC has launched a business case builder tool to enable organisations take the right decisions on their investments in an agile workplace.



How we can help

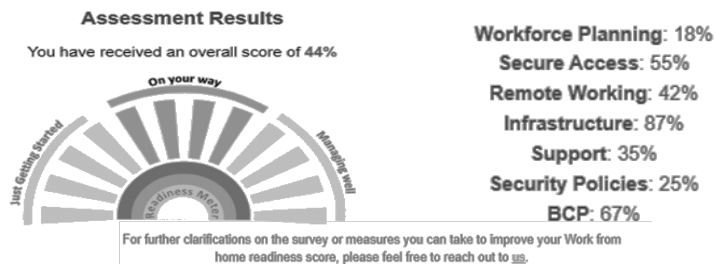
- Assess current state for WFA readiness.
- Draw a future roadmap to help clients become ready for an agile work environment.
- Project costs and savings for a five-year period for clients to understand what can be achieved from the adoption of WFA practices.



Outcome

WFA readiness

- Overall WFA-readiness scores and area-wise maturity scores are provided at the end of the assessment.



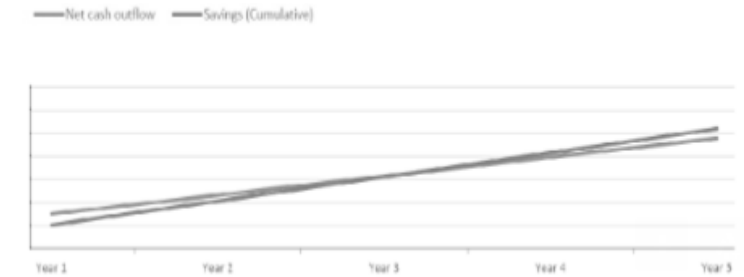
WFA readiness scores

Business case

- A detailed breakup of various cost heads and quantified savings from expected benefits is given below.



YoY net savings



Payback period

10.2 Workforce productivity platform

“How would we run the organisation effectively in the new normal?”



Definition

To help clients create an agile workplace in the new normal, PwC aims to address key client concerns such as:

- “How do I keep my business operational while working from anywhere?”
- “How do I measure the productivity and performance of my employees?”
- “What infrastructure do I need to put in place in order to increase the productivity of my employees?”
- “How do I manage the bandwidth of my employees to enable them to deliver on business objectives?”



Building blocks of an agile workplace



How we can help

The future of organisations and their operating models will see an intersection of critical vectors such as:

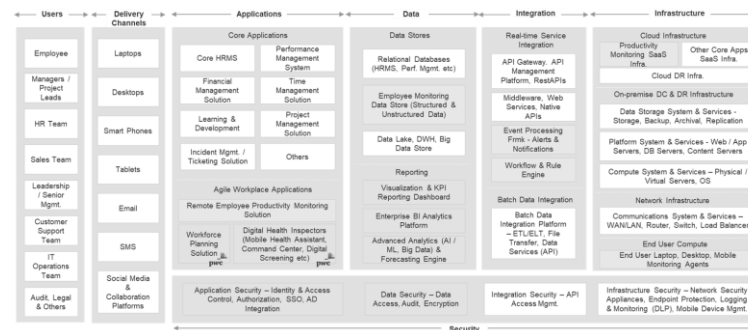
- design principles of future process to enhance employee experience
- “Fit for purpose” platform and technology
- development of capabilities to adopt change in process and technology
- upskilling and training of employees.



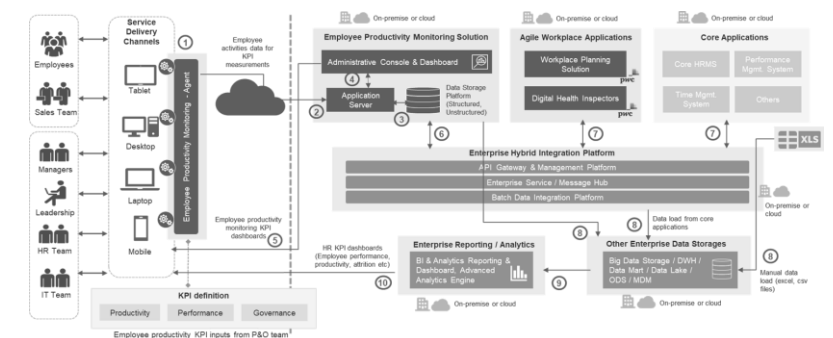
Outcome

PwC’s agile workplace proposition provides the building blocks required to define the architectural capabilities of an agile workplace of the future.

Our solution enables process-led transformation by bringing together several workplace technology tools built on a robust architecture to ensure a seamless employee experience.





High-level functional architecture for an agile workplace



High-level technology architecture for an agile workplace

Select IT function transformation engagements

 Reimagine IT	Client	A global tyre manufacturer	A leading fashion retailer	A major Indian multinational conglomerate	A leading real estate builder in India	A leading pharmaceutical company
	Industry	Manufacturing	Retail	Engineering, procurement and construction (EPC)	Real estate	Pharmaceutical
	Engagement brief	IT strategic roadmap	IT strategic roadmap	IT strategy	IT strategy	IT strategic roadmap
 High-velocity transformation	Client	A leading data analytics company	A leading financial services group in the Caribbean	A large venture capital fund	A multinational electrical equipment manufacturer	A large Indian conglomerate holding company
	Industry	Financial services	Financial services	Financial services	Engineering and manufacturing	Multiple
	Engagement brief	IT and product due diligence	IT due diligence	IT due diligence	IT integration PMO	IT and product due diligence



Select IT function transformation engagements



Fit for future

Client	A leading water utility company in the Middle East	A leading general insurance company	A multinational FMCG company	A leading engineering and technology solutions company	A large aluminium and copper manufacturing company
Industry	Utilities	General insurance	FMCG	Engineering and manufacturing	Manufacturing
Engagement brief	EA blueprinting	IT governance	IT cost and IT service management for KPIs	Enterprise architecture	Network review
Client	A leading oil company in the Middle East	A multispecialty healthcare provider	A global power transmission and infrastructure company	A large infrastructure financing entity	An oil and gas major in Kuwait
Industry	Oil and gas	Healthcare services	Energy utilities and infrastructure	Financial services	Oil and gas
Engagement brief	IT operating model	DR strategy	Organisation structure, policy and procedure	IT policies and PMO	IT operating model and organisation restructuring

Select IT function transformation engagements

 Digital transformation support	Client	A leading financial services company	A multinational food, snacks and beverages company	A multinational software company	A leading chemicals manufacturing company	A leading airport operations and infrastructure conglomerate
	Industry	Financial services	Food and beverages	Software	Chemicals manufacturing	Infrastructure and airport operations
	Engagement brief	Workday PMO/identity and access management business analyst (IDAM BA)	Shared service center (SSC) setup PMO	PMO	SAP-PMO	PMO
 Optimise for performance	Client	A leading realty private equity fund management company	A leading global securities dealer in the Caribbean	A leading fashion retailer	A leading healthcare provider in Southeast Asia	A leading Indian non-ferrous metal product manufacturer
	Industry	Financial services	Retail	Retail	Healthcare services	Manufacturing
	Engagement brief	PropTech selection	Vendor selection	Assisted transformation	HIS assessment	ERP selection

Thank you

Contact us

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