THE
TRANSFORMATION
JOURNEY

THE TRANSFORMATION JOURNEY

We have developed a best practice approach to systems design, implementation and management that helps drive innovation and delivers long-term value to your organisation.

Business transformation is a multi-step process that enables larger organisations to realise business outcomes that foster an advantage over the competition and build a compelling business case for investing in a modern IT and communications architecture.

Customers who have been through the process typically realise up to 30% reduction in operating costs. At the same time, they benefit from a simplified infrastructure, core process efficiencies and an improved user experience.

Our proven approach leverages a flexible framework that can be tailored to suit your specific organisation requirements; delivering a comprehensive service that encompasses people, process and technology.

A core component of business transformation is an agile IT infrastructure; one that combines availability with reliability and security. Technology is the ultimate enabler. The provision of management information, business applications and collaboration tools helps accelerate the transformation process and deliver a great customer experience.

Before starting out on your transformation journey, it is essential to have a clear destination in mind. The journey will have an impact on your organisation as a whole, so any technology or process decisions need to be aligned to the broader, organisational strategy. Setting specific, achievable objectives is the first step on the path to performance improvement.

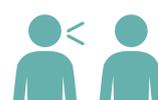## BUSINESS OBJECTIVES

Reduce Total Cost of Ownership	Increase Business Agility	Optimise Your IT Environment	Improve Workforce Productivity	Enhance Customer Experience	Drive Increased Revenues

Throughout the process, ONI is on hand to provide advice and expertise; from building the initial business case, through systems design, implementation and integration, to a programme of ongoing service management.

THE TRANSFORMATION JOURNEY

ADVISE
Setting Objectives
Building a Business Case
Identifying Stakeholders
Mapping the Journey

AUDIT
User Experience
Performance Optimisation
Security Audit
Data Utilisation

DESIGN
Objective Based
User Centric
Systems Integration
Flexible Deployment

IMPLEMENT
Project Management
Quality Assurance
Stakeholder Engagement
User Acceptance

OPTIMISE
User Feedback
Health Check
Performance against KPIs
Systems Optimisation

MANAGE
Managed Services
Proactive Support
Life-cycle Management

1. EXPERT ADVICE

For more than 20 years we have been working with organisations across the UK to deliver tangible, long-term business benefits. Our solutions are designed to transform organisation performance, with the emphasis on scalability, flexibility and cost-efficiency.

Technology is transformative. Modern business operations are wholly dependent upon the IT infrastructure that supports them. As organisations embrace mobility, collaboration and cloud services, technology has evolved beyond a purely IT consideration to become a critical, board-level discussion.

More than half of all technology spend comes from outside the IT department. Line-of-business stakeholders are more involved in technology decision making than ever before and expect business outcomes from their expenditure.

ONI looks beyond the technology itself to make sure it is aligned with your business objectives and supports you every step of the way along your transformation journey.

The IT and communications technology markets are constantly evolving. New technologies emerge every day and it can be difficult to stay abreast of the latest and greatest solutions available. That's where we come in. We make a point of keeping on top of all the latest developments and how they may impact on our clients in the future.

ONI provides independent advice on all aspects of your IT infrastructure, from the latest technological developments to financial planning, setting business outcome expectations to internal resource levels.

- Objective setting

- Stakeholder identification and engagement

- Aligning IT to business objectives

- Managing complexity

- Building the business case for change

- Legacy systems integration

- Maximising the return on your investment

- Road-mapping

WHY ONI?

ONI consultants provide educated, pragmatic guidance on how technology can benefit your business. Our systems are designed to not only provide performance improvements but deliver against wider business objectives and maximise the return on your investment.

Our expert advice enables clients to make informed choices as a part of their business transformation strategy and ensure their technology delivers against a wide variety of business objectives:

- Increase profitability

- Increase business growth and productivity

- Reduce operating costs

- Meet compliance and regulatory obligations

- Maintain an advantage over the competition

- Improve the quality of products and processes

2. AUDIT

As your organisation evolves over time, the underlying technologies used to support your day-to-day operations need to evolve with it. Managing an IT estate to deliver optimum performance over the long-term requires regular maintenance and review. As new people and process are brought on-board, incumbent technologies can become over-stretched or redundant.

Incompatible infrastructure components can have a negative impact on process efficiencies and the user experience. Worse still, they could lead to system vulnerabilities or even failure

TECHNICAL EXCELLENCE

Our team of technical experts provide a range of infrastructure audit services. Our comprehensive post-audit reports contain a detailed analysis of your current systems, along with recommendations as to how you can make the most of established or emerging technologies to future-proof your ICT infrastructure.

We will identify ways in which you can extend the life of your current infrastructure and make the most of your current investment in technology.

INSIGHT WITH IMPACT

As a part of the transformation process, we provide a range of technical, process and strategy reviews; designed to help you maximise the return on your investment in technology:

- Profile your current infrastructure and capacity

- Maximise systems availability and performance

- Address security issues and system vulnerabilities

- Reduce systems and process inefficiencies

- Develop a sustainable roadmap for future deployments

3. DESIGN

The intelligence and insight gained during the audit stage is used to inform the design of your new solutions.

Each solution is tailored to the specific requirements of your stakeholders (including users, managers and customers) and designed to deliver on your business objectives; whether that be cost savings, process innovation, customer service excellence, business continuity or a combination of all of these.

Systems design extends way beyond simply picking a set of industry leading hardware and software solutions. Technology is, inevitably, a large part of it; but so is legacy system integration, business process, user adoption and the provision of management information.

Unified Communications

Enterprise Networks

Disaster Recovery

Managed Services

Cloud Computing

Contact Centre

Mobility & Collaboration

Datacentre & Colocation

Business Connectivity

CLOUD VS. ON-PREMISE

The deployment model for your new solution will have a major impact on the design process. Cloud computing has become increasingly popular because of the inherent advantages of scalability, flexibility and cost efficiency.

Cloud computing offers many benefits, but it isn't always the best or only answer. Because we offer cloud, on-premise or hybrid deployments, we are in a position to recommend the solution that best fits your requirements.

Increasingly, organisations are adopting a hybrid infrastructure; one that leverages the best of what cloud and on-premise solutions have to offer. In many cases, ONI helps organisations employ a hybrid infrastructure to leverage the best of both worlds.

SYSTEMS INTEGRATION

Transformative solutions frequently require process change alongside new technology. Extending the life of your existing systems is a core component of systems integration. It is rare that a technology change requires a complete rip-and-replace solution so legacy systems and process integration play a major role in maximising your return on investment.

A degree of familiarity can aid in the adoption of new processes and technologies. Ultimately, it is the users of a system who will be the judges of its efficiency.

Our highly skilled team of solutions architects and engineers are exceptionally talented and have experience of the design and implementation of a wide range of communications and IT systems. We also maintain the highest standards of accreditation amongst the industry's leading hardware and software vendors.

4. IMPLEMENTATION

IT deployments can be complex. Given the critical nature of most business technology it is essential that any project is managed professionally, from start to finish, to ensure minimum disruption to day-to-day operations.

PROJECT MANAGEMENT

Project management is more than simply overseeing an installation. Our project managers act as the lynchpin for technology upgrades and new deployments. The central point of contact for clients, the project manager is involved in every aspect of the project; from initial systems design and configuration to installation, testing, user training and acceptance.

QUALITY ASSURANCE

ONI project managers are ultimately responsible for ensuring we deliver on our promises. They work closely with our team of consultants and systems designers throughout the stages of project delivery and are responsible for overall risk identification, assessment and mitigation.

The project manager is responsible for overall quality assurance and project delivery; including -key-stage sign-off, customer engagement, reporting and change control.

BEST-PRACTICE METHODOLOGY

ONI adhere to two Project Management methodologies; MSP (Managing Successful Programmes) principles and PRINCE2 Project Management.

MSP is a best-practice framework for delivering complex, transformational programmes. Change is aligned to your long-term strategies and the goal is to deliver new capabilities, which in turn deliver business benefits.

Like PRINCE 2, MSP was developed for (and is owned by) the UK Office of Government Commerce (OGC). It draws on a combination of proven practice and innovation to establish a framework of best-practice principles for programme management.

All projects start with identifying the business case and establishing defined roles and responsibilities. The framework allows for greater control over both project resources and risk management.

By adopting a consistent, repeatable approach to project management we are able to maintain transparency, ensure effective communication to both technical and managerial stakeholders and monitor project performance across a range of KPIs.

CUSTOMER ENGAGEMENT

Your ONI project manager will pro-actively report on all aspects of project delivery, host progress meetings and provide regular updates on project timelines, deliverables, risk analysis and change controls to all key stakeholders.

ONI project managers have many years of experience and have delivered successful projects for a wide range of organisations; including deployments in complex environments, those that feature fast-paced technological change and those in sensitive or hazardous locations. They pride themselves of their ability to safely deliver a project on time and on budget.

USER TESTING & ACCEPTANCE

When any new system is implemented, there will naturally be a period of testing and user acceptance. During the early stages, ONI provides on-site support and training to ensure the transition is as smooth as possible.

Post-implementation they will also ensure users receive the right training so you can make the most of your investment in technology.

MITIGATING RISK

Risk Management throughout the lifecycle of your implementation is a core component of effective project management. The project manager will maintain responsibility for all aspects of potential risk; including health and safety, quality assurance, financial controls, logistics, systems integration, contingency planning and the go-live process.

They will be tasked with delivering the new solution in accordance with project guidelines and agreed service levels whilst minimising the impact on day to day operations.

5. OPTIMISE

Once the technology is live and has had a chance to settle in, we carry out a post implementation review.

This review process is designed to ensure that the technology is working as planned, the processes that have been defined are fully optimised and utilised and that people are using the technology to its full potential.

Post implementation reviews are an opportunity to ensure best practice is maintained and identify areas for optimisation:

- Gather service/experience feedback

- Health check assessment

- Performance against objectives and KPIs

- Realise operational efficiencies through optimisation

CONTINUOUS IMPROVEMENT

Once your system is up and running, with real users and real data, it is essential to monitor its performance and make any adjustments where necessary. Systems optimisation could involve amends to routing procedures, changing methods of feedback, creating bespoke reports or providing additional user training.

6. MANAGE

Your IT infrastructure is the vital system that keeps your applications running and your business both operational and profitable. Maintaining the health of this system is essential; if the underlying infrastructure fails, so do your business critical applications.

As IT has become an essential component of organisation processes and activities, it has become necessary to adopt a pro-active approach to systems monitoring and maintenance. Pro-active monitoring and analysis of your systems provides information on the essential components of network performance, availability and capacity.

Stay one step ahead with real-time, actionable intelligence that enables you to diagnose and address issues before they impact on your business. If an issue arises, the first symptoms will often impact on network performance. If a failure is imminent, the lack of an early warning system could lead to costly downtime, impacting both the user and customer experience.

MANAGED SERVICE SOLUTIONS FROM ONI ASSURE SERVICES

Assure services from ONI are designed to create a strategic support partnership that delivers a reliable, secure and flexible IT strategy, aligned to your overall business objectives.

By offering a service that forms an integral part of your overall strategy, we are able to address some of the wider challenges facing the business; such as adding customer value and improving user acceptance and satisfaction. By raising the profile of IT within your organisation we can reposition it not as a cost centre, but as a source of revenue with a positive impact on the bottom line.

An added benefit of delivering this level of strategic support is that we can relieve in-house IT support teams of day-to-day tasks, so they can focus on critical business projects.
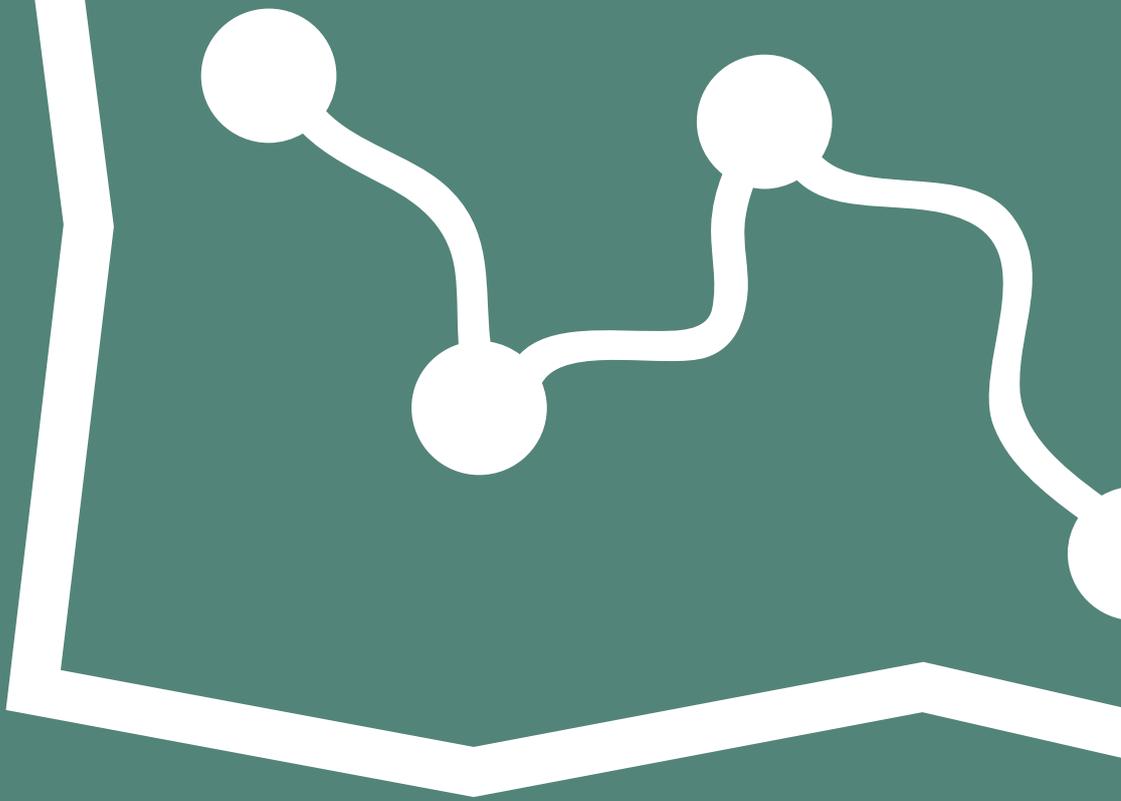
AVAILABLE FROM ONI:

- Managed Services & Support

- Hosting & Colocation

- Networking & Connectivity

- Back-Up & Disaster Recovery

- Cybersecurity Solutions

- Contact Centre Solutions

- Mobility & Collaboration

- Unified Communications