DELLTechnologies

Achieve **Transformation Plans** in **6 Weeks** or **Less**

ProConsult Advisory Services
for IT, Application and
Workforce Transformation

Gain alignment among your stakeholders

Transformation—an overused term, an under-achieved desired state, or both? Transformation initiatives pose challenges for organizations around how and where to start.

How can you and your stakeholders gain alignment on the best approach to tackle your application, IT and workforce transformation initiatives? You need to dedicate time to gather the concerns of your team, articulate the key issues and formulate a compelling vision for your transformed future.

You'll gain an unbiased, end-to-end assessment that addresses internal and external obstacles to create your future state plan.

IT
TRANSFORMATION

- ✓ Multi-cloud
- ✓ Business resiliency
- ✓ Data center modernization

APPLICATION
TRANSFORMATION

- ✓ Infrastructure as code
- ✓ Application profiling
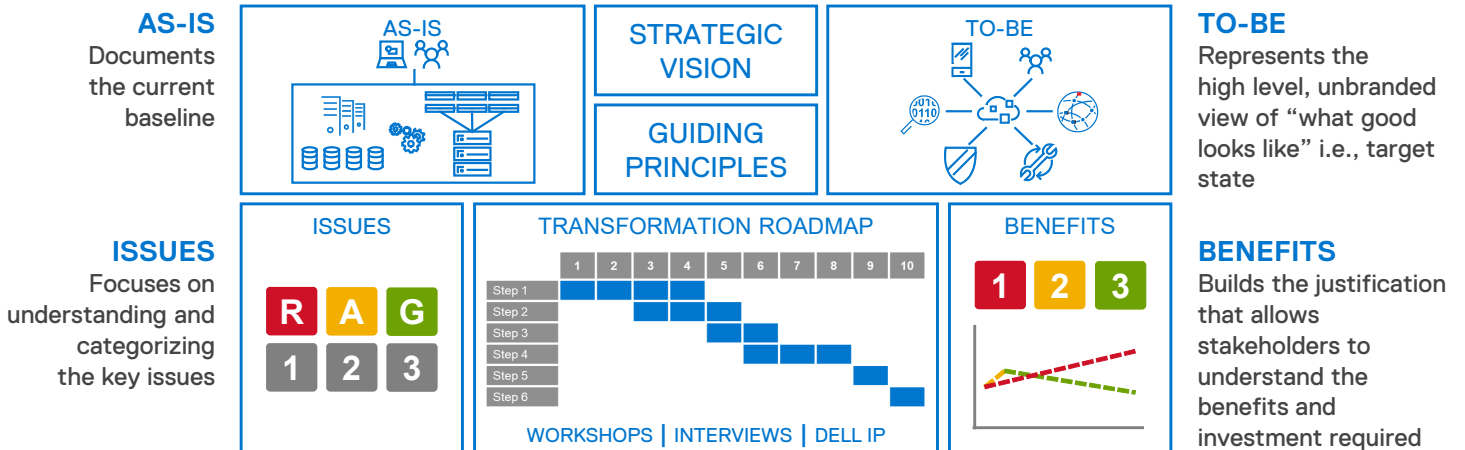- ✓ Data analytics

WORKFORCE
TRANSFORMATION

- ✓ End user computing
- ✓ Digital portals
- ✓ Office 365

Pictures are more impactful than words

STRATEGIC VISION and GUIDING PRINCIPLES
creates consensus on what you are trying to achieve

AS-IS
Documents the current baseline

TO-BE
Represents the high level, unbranded view of "what good looks like" i.e., target state

ISSUES
Focuses on understanding and categorizing the key issues

BENEFITS
Builds the justification that allows stakeholders to understand the benefits and investment required

AS-IS

STRATEGIC VISION

GUIDING PRINCIPLES

TO-BE

ISSUES

R A G
1 2 3

TRANSFORMATION ROADMAP

	1	2	3	4	5	6	7	8	9	10
Step 1										
Step 2										
Step 3										
Step 4										
Step 5										
Step 6										

WORKSHOPS | INTERVIEWS | DELL IP

BENEFITS

1 2 3

TRANSFORMATION ROADMAP
A clear roadmap on how to achieve the TO-BE vision

Your engagement outcome is an easy-to-reference pictorial representation of your transformation plan with immediately actionable initiatives. We actively engage your stakeholders throughout the process using our proven AS-IS / TO-BE methodology to gain alignment across your organization.

> " The collaborative approach we took with Dell enabled us to create a transparent view of how we operate today across a highly autonomous and federated business. The Dell Technologies Consulting team engaged our businesses with an open and honest conversation, which created the trust and independence that was required to create the vision for the future. They highlighted the inefficiencies we'd built and carried over the last decade, and gave us the validation to create a new direction. "

**IT Director,
UK-based Distribution and Outsourcing Company**

How we work with your team

IT Stakeholders
- CIO
- Operations executive
- Application lead
- Enterprise Architecture lead

Business Stakeholders
- Strategy/Innovation lead
- App Development lead
- Security and Compliance

Stakeholders Interviews → **Facilitated workshops** → **Collaborative design sessions** →

Through workshops and stakeholder interviews, our consulting service experts work with your team to:

Capture the AS-IS current state of your environment to develop topology diagrams and document key systems	Understand related projects in progress, with a summary of objectives, approximate duration and team structure	Determine the strategic vision and guiding principles for your TO-BE future state
Identify and categorize the issues in your environment impacting cost or service delivery	Understand your planned investments, long-term strategy decisions, organizational and financial information	Build your proposed TO-BE future state
Develop a holistic roadmap with actionable initiatives to achieve your TO-BE future state	Create a benefits analysis including your current, future and transformational costs	Present the pictorial representation of your plan to sponsors and stakeholders

ProConsult Advisory Services for IT Transformation

Modernize IT infrastructure services to cost-effectively drive business growth.

> **How will you achieve a multi-cloud consumption model for your IT services?** **?**

Multi-Cloud

Fuel business innovation with outcome focused multi-cloud IT services leveraging cloud infrastructure platforms and service-focused operations.

How do you achieve an actionable strategy and roadmap for your multi-cloud vision?

Re-envision out-come focused IT services in a multi-cloud world with a plan that powers your business growth. Planning considerations span applications, infrastructure, platforms, operating model implications and current capabilities. Leverage solutions such as the Dell Technologies Cloud, as well as auto-mation technologies including ServiceNow.

BusinessResiliency

Leverage modern cloud-based approaches to ensure application and infrastructure availability.

How can you leverage the cloud to modernize data protection services and operations?

Develop a resiliency plan, architectural approach and roadmap that reflects modern application and cloud recovery capabilities, meets risks and service objectives, with cloud and on-premises recovery solutions from Dell Technologies.

Data Center Modernization

Drive efficiencies and optimize service levels through data center consolidation or migrations.

How can you minimize risk and cost for your data center modernization initiatives?

Create a data center strategy that aligns with your multi-cloud service objectives including evaluation of build vs. buy options, organizational challenges, site locations and CapEx/OpEx trade-offs. Craft a plan that helps you reduce cost and risk with our application-oriented approach and purpose-built migration toolsets.

ProConsult Advisory Services for Application Transformation

Accelerate innovation using modern data and application patterns and technologies through expert-lead workshops.

> **How will you unlock the full value of your enterprise data and applications?**

Infrastructure as Code / DevOps
Accelerate and simplify infrastructure management and software development.

How can you maximize automation while improving the way development and IT teams work together?

Create a plan that leverages continuous integration / continuous delivery approaches and technologies to automate your infrastructure operations and software development with consistency. Our approach includes best practices from software development and release management disciplines to drive IT agility and performance.

Application Portfolio Optimization
Cut complexity and cost from your application portfolio by determining the optimal cloud consumption model.

How can you quickly identify the right platform for your applications?

Develop a strategy to maximize the business value of your application portfolio using delivery platforms such as SaaS, PaaS, IaaS, CaaS and FaaS. Our experts evaluate key business, technology and financial drivers to align your application portfolio with the best cloud.

Data Analytics
Transform your data into actionable insights.

How can you optimize your infrastructure and analytics solutions to drive high-impact use cases?

Create a strategy for a more intelligent and competitive business by incorporating best practices for information management, big data, IoT and data science. Our experts develop a plan to unlock your data capital and apply advanced techniques such as artificial intelligence (AI) and machine learning (ML) with analytics solutions and modern infrastructure.

ProConsult Advisory Services for Workforce Transformation

Enable dynamic teams to innovate faster with the most productive technologies and consumer-grade, personalized experiences.

How do you create more productive, personalized worker experiences?

End User Computing

Enhance worker experiences with Dell Client devices and EUC services.

How will you achieve fully-configured just-in-time computing workspaces for your workforce?

Develop a strategy to securely deliver computing workspaces with solutions such as Dell client devices, Unified Workspace and Microsoft Windows 10. Determine how a persona-based operating model will help you improve worker experiences while balancing costs.

Digital Workplace Portals

Re-imagine worker experiences with intuitive, personalized, consumer-grade portals.

How will you apply industry best practices to achieve your digital workplace vision?

Leverage our expertise with experiential design and workforce personas to envision a strategy for Office 365 based intranets, ServiceNow based IT portals and Dynamics 365 business applications.

Microsoft Office 365

Modernize worker experiences with collaborative, chat-centric workstyles from anywhere, at any time.

How will you realize the full value of your Office 365 investment?

Build a persona-centric adoption plan that identifies which Office 365 applications will have the most impact on your workers' experiences and productivity. Our approach includes how to help your workers transition to the new way of working.

Choose the level of detail and depth you want

Activities	ProConsult Advisory Base	ProConsult Advisory Core	ProConsult Advisory Plus	ProConsult Advisory Custom
Service duration	1 day	3 weeks	6 weeks	>8 weeks
Strategic vision and guiding principles	✓	✓	✓	✓
AS-IS current state summary and issues mapping	High level	✓	✓	✓
TO-BE future state	Best practices	High level	✓	✓
Roadmap		High level	✓	✓
Benefits analysis			✓	✓
Business case and ROI				✓
Workshops	1	2	4	>4
Stakeholder interviews		3	10	>10
Executive summary	✓			
Executive vision map		✓		
Transformation canvas			✓	✓

> " *We consider Dell Technologies Consulting a strategic partner. It was important for us to have an outside-in view to help ensure that we didn't miss anything, that we sequence projects properly and partner with an advisor that has helped other companies deliver their digital journey.* "
>
> **Client Computing Work Cell Lead, US-based insurance company**

ProConsult Advisory Base example deliverable

1 OVERVIEW / AS-IS

Acme seeks to develop a new strategy and roadmap which must (a) serve the evolving needs of Acme's strategic customer initiatives, (b) shift the balance of resources more to "innovating" vs "maintaining", and (c) transform IT operations to be services oriented with standardized, efficient, and automated processes. This work must:

- Establish a holistic strategy across the IT organization that will both serve current business needs as well as enable new strategic endeavors
- Define a roadmap of initiatives needed to execute on the new strategy, to include applications, operating model, infrastructure, and digital considerations
- Build a business case and financial model that reflects the implementation of the target state strategy
- Achieve consensus and buy-in from stakeholders

2 ISSUES

CATEGORY	ISSUE
Strategy	Lack of strategy to balance differing needs of: • Digital – move fast & innovate • IT – optimize • OT – maintain
Strategy	Cost pressures drive priorities in vision - need strategy and buy-in to align with all business KPIs
Operating Model	IT organized by technology "siloes": • Struggle to get critical projects/programs started • Difficult to assemble right cross functional team • Lack cohesive cross organizational strategy, processes, & standards
Operating Model	Most resources consumed with "keeping the lights on" & it is difficult to find time to work on new initiatives
Operating Model	Resources will need to be re-skilled to support needed digital & cloud services
Applications	CMDB lacks important/accurate information necessary for proper service management and modernization considerations: • Application to server mapping • Application to application relationships/dependencies • Application characteristics
Applications	Need holistic digital strategy for data to address: • Collection of large amounts of data • Re-use of data
Services	Need service maturity: • Consistent service definition and standards • Process improvement and automation • Monitoring, measurement, and governance
Services	Lack cloud capabilities & model
Network	Network will not be able to handle throughput associated with strategic new initiatives
Cyber	Interactions with cyber operations is inefficient: • Lack of framework, security reference architecture

3 STRATEGIC VISION & GUIDING PRINCIPLES

Strategic Vision and Desired Outcomes

- Develop and deliver next generation IT services that anticipate & meet the changing needs of Acme business objectives and serve as a strategic enabler
- Transform Acme's IT consumption model to superlative self-service experience for all IT infrastructure and platform services
- Develop agile infrastructure & processes while safeguarding & protecting Acme's critical infrastructure and operational technologies
- Create data platforms that will serve as corporate assets that can be monetized to achieve Acme's business objectives

Guiding Principles

- Favor hybrid, private and public cloud offerings, favor SaaS over PaaS, PaaS cloud over IaaS, and IaaS cloud offerings over traditional infrastructure
- Prefer market-based solutions over complex in-house engineered solutions
- Place the right workload onto the right platform, based on objective workload analysis
- Meet regulatory and corporate compliance requirements to protect the business, employees and shareholders from liabilities
- Protect IT assets through alignment with cyber security standards and guidelines based on IT, OT and digital business goals

4 HIGH LEVEL TO-BE

A multi-modal delivery model to support Acme digital, IT & OT aspirations

Work with business and developers to define services and APIs

Build and support services and service catalog

Ensure governance, compliance and standards

Configure, upgrade, scale, and operate infrastructure

Design, manage, maintain and support cloud environment

Build and expose infrastructure APIs

IaaS / CaaS / PaaS services APIs

SERVICE MANAGEMENT

AUTOMATION

PROVISIONING | BUILD AND RELEASE MANAGEMENT | METRICS AND MONITORING

CLOUD / INFRASTRUCTURE OPERATIONS | PLATFORM OPERATIONS

Traditional | Private | Hybrid | Public

Fulfill service requests

Automate CI/CD pipeline processes

Provide framework for app, data and systems connectivity

Monitor and measure infrastructure and applications

Configure, upgrade, scale, and operate platform

Build and expose application APIs

Digital, IT & OT applications utilizing multi-cloud infrastructure in accordance with policy-driven workload placement

5 RECOMMENDED NEXT STEPS / TIMELINE

ProConsult Advisory Plus

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6

Kickoff

ANALIZE CURRENT STATE
Services, Operating Model, Applications

DEFINE TARGET STATE
Services, Operating Model, Applications

STRATEGIC OPTIONS DEVELOPMENT

FINANCIAL MODEL & BUSINESS BENEFITS

ROADMAP PLANNING

Executive Presentation

6 DELIVERABLES

- **Transformation Canvas** – Summary 36" x 48" canvas which communicates the transformation as-is, issues, vision, guiding principles, to-be, roadmap & business benefits.
- **Digital/Cloud Transformation Strategy & Roadmap** – Comprehensive strategic framework and roadmap for transformation of IT operations, to include operating model enhancements, Infrastructure evolution & digital/cloud services and applications optimization & placement strategy.
- **Identified Digital/Cloud Services** – Identifies the digital & cloud services necessary to support Acme's strategic initiatives. Includes initial set to be prioritized for definition, development & implementation in the next phase.
- **Business Benefits** – Analysis and quantification of the estimated investments and returns to be achieved from implementing "target state" as compared to the "status quo" run rate. Includes ROI, breakeven assessments.
- **Project Closure** – Finalize documentation and project handover.
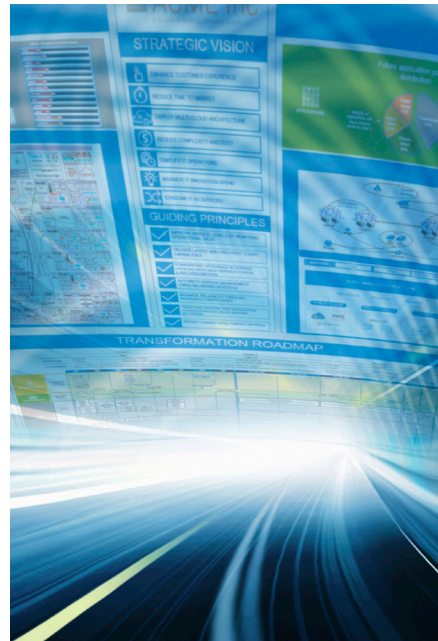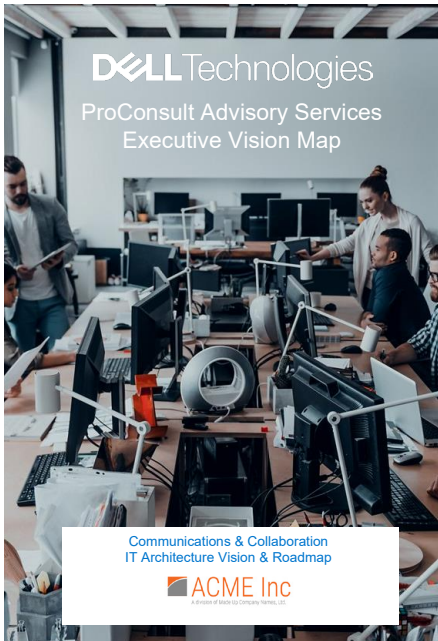
7 BENEFITS

✓ A holistic IT transformation strategy with input across the organization and agreed stakeholder consensus to position **IT as a strategic asset**

✓ Simplified and reduced time to stand up application and test environments to support **Acme's digital initiatives** to achieve new business models

✓ Ability grow with the business, through the flexibility and agility of **a secure trusted hybrid cloud platform** that meets Acme's regulatory/compliance requirements

✓ Develop a **business benefits analysis** and an understanding of operational expenditure & financial model

✓ Defines a 3 year **roadmap of initiatives** to achieve the desired to-be state with interim **milestones and outcomes** aligned to transformation metrics

8 INVESTMENT

Executive As-Is / To-Be Transformation Canvas	
Digital/Cloud Transformation Strategy & Roadmap	$328,000
Identified Digital/Cloud Services	
Business Benefits	

The **Executive Summary** visually represents our 1-day engagement delivered in a single-sided 12"x17" brochure. It includes a high-level summary of the AS-IS current state and identifies issues blocking transformation based on a single workshop with your team. Considering your strategic vision and guiding principles we will create a high-level TO-BE future state with recommended next steps based on best practices. The engagement concludes with a presentation of the Executive Summary to your sponsors and stakeholders.

ProConsult Advisory Core example deliverable

The **Executive Vision Map** represents our 3-week engagement expressed in a tri-fold brochure. With your strategic vision and guiding principles in mind, it includes a high-level TO-BE future state and high-level roadmap resulting from 2 workshops and 3 stakeholder interviews. Our consulting experts will present this to your sponsors and stakeholders at the conclusion of the engagement.

ProConsult Advisory Plus example deliverable

Dell Technologies ProConsult Advisory Services Transformation Canvas — Dell Technologies Consulting
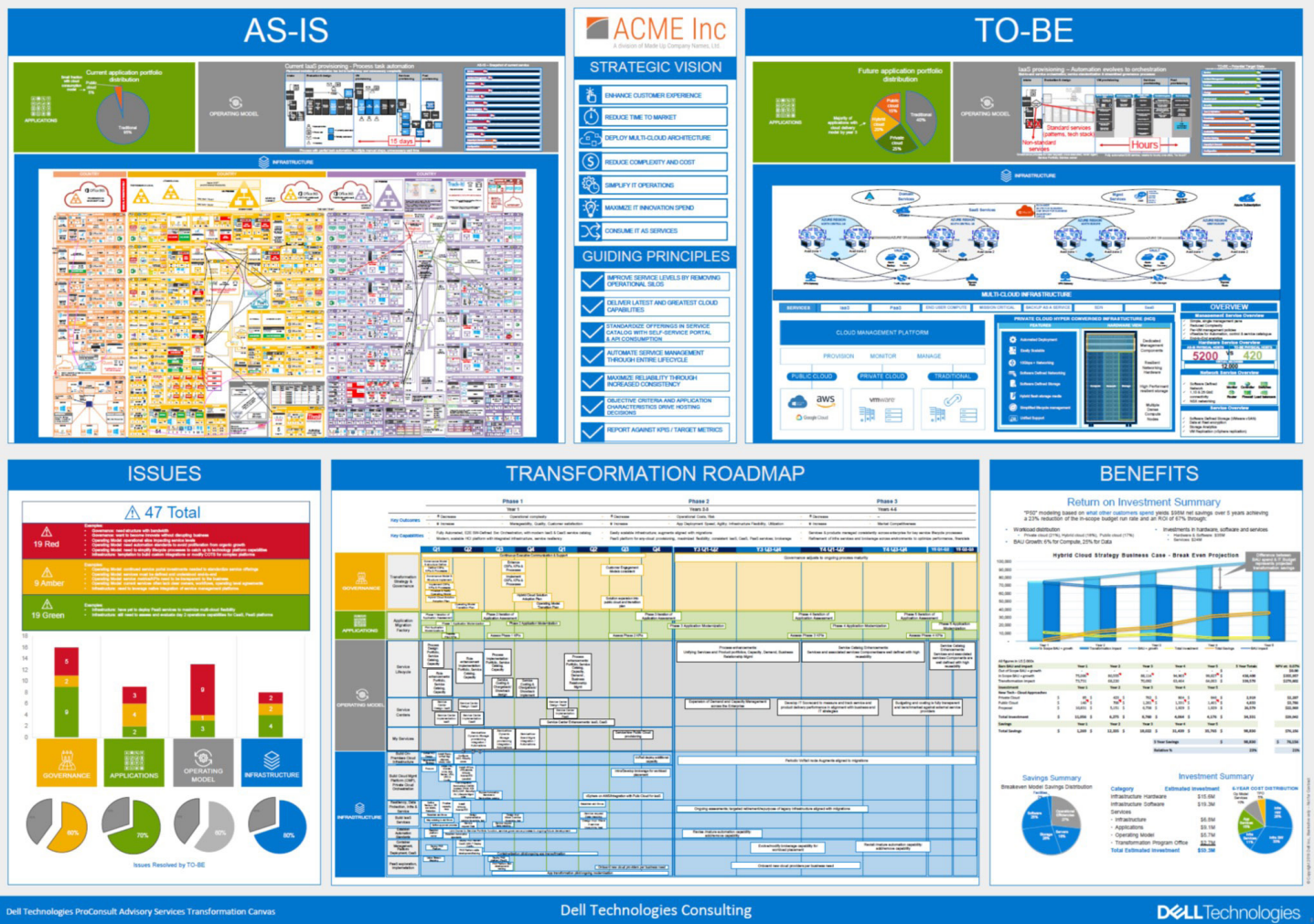
The **Transformation Canvas** represents our 6-week engagement delivered in a one-sided 33"x47" poster size plan, ideal for displaying in your war room for all to see. Our most comprehensive service, it includes 4 workshops and 10 stakeholder interviews. With your strategic vision and guiding principles in mind, it includes detailed representations of your AS-IS current state, prioritized issues blocking transformation and your TO-BE future state. A comprehensive transformation roadmap and benefits analysis provides you with a plan and justification to begin immediately executing. At the conclusion of the engagement, our consulting experts perform a walk-through of the Transformation Canvas to your sponsors and stakeholders.

Experience the value of our approach

Easy to consume transformation plan

Gain consensus with stakeholders on issues and priorities

Establish a strategic vision and guiding principles for your TO-BE future state

Leverage our experience of "what good looks like" and how other customers have done it

Realize results in weeks rather than months with our AS-IS / TO-BE methodology

Identify immediately actionable initiatives with our end-to-end assessment

Realize transformational business outcomes with Dell Technologies Services

Drive rapid adoption and optimization of your digital technologies

CONSULTING Services

Achieve business outcomes with strategic guidance and expert execution

DEPLOYMENT Services

Accelerate technology adoption with deployment designed for you

SUPPORT Services

Maximize productivity with expert support backed by proactive, predictive technology

MANAGED Services

Realize digital transformation value for client systems, storage, backup, and converged infrastructure

EDUCATION Services

Develop and retain valuable IT talent through continuous learning

Learn more about Dell Technologies Services

Contact a Dell Technologies Services Expert

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