

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

**ProConsult Advisory Services**  
for IT, Application and  
Workforce Transformation



**Dell Technologies Consulting Services**

# 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

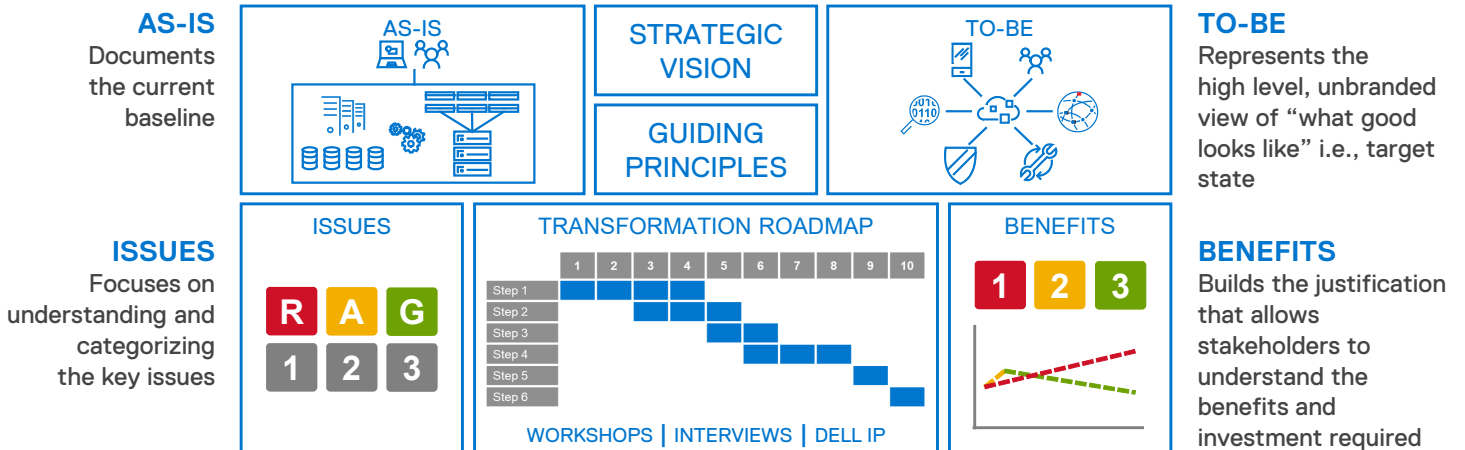
- ✓ End user computing
- ✓ Digital portals
- ✓ Office 365



# Pictures are more impactful than words

## STRATEGIC VISION and GUIDING PRINCIPLES

creates consensus on what you are trying to achieve



## 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 automation technologies including ServiceNow.

## Business Resiliency

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

### 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

### 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.

### 2 ISSUES

CATEGORY	ISSUE
Strategy	Lack of strategy to balance differing needs of: <ul style="list-style-type: none"> <li>Digital – move fast &amp; innovate</li> <li>IT – optimize</li> <li>OT – maintain</li> </ul>
Strategy	Cost pressures drive priorities in vision - need strategy and buy-in to align with all business KPIs <ul style="list-style-type: none"> <li>Struggle to get critical projects/programs started</li> <li>Difficult to assemble right cross functional team</li> <li>Lack cohesive cross organizational strategy, processes, &amp; standards</li> </ul>
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: <ul style="list-style-type: none"> <li>Application to server mapping</li> <li>Application to application relationships/dependencies</li> <li>Application characteristics</li> </ul>
Applications	Need holistic digital strategy for data to address: <ul style="list-style-type: none"> <li>Collection of large amounts of data</li> <li>Re-use of data</li> </ul>
Services	Need service maturity: <ul style="list-style-type: none"> <li>Consistent service definition and standards</li> <li>Process improvement and automation</li> <li>Monitoring, measurement, and governance</li> </ul>
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: <ul style="list-style-type: none"> <li>Lack of framework, security reference architecture</li> </ul>

### 4 HIGH LEVEL TO-BE

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

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

### 5 RECOMMENDED NEXT STEPS / TIMELINE

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Week	Task
Week 1	Kickoff
Week 1	ANALYZE CURRENT STATE (Services, Operating Model, Applications)
Week 2	DEFINE TARGET STATE (Services, Operating Model, Applications)
Week 2	STRATEGIC OPTIONS DEVELOPMENT
Week 3	FINANCIAL MODEL & BUSINESS BENEFITS
Week 3	ROADMAP PLANNING
Week 5	Executive Presentation

### 7 BENEFITS

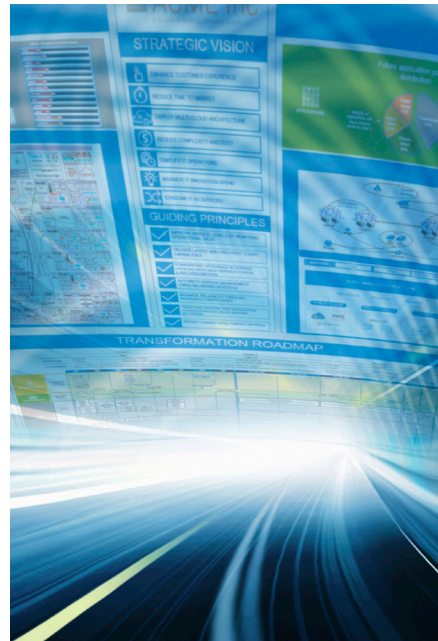
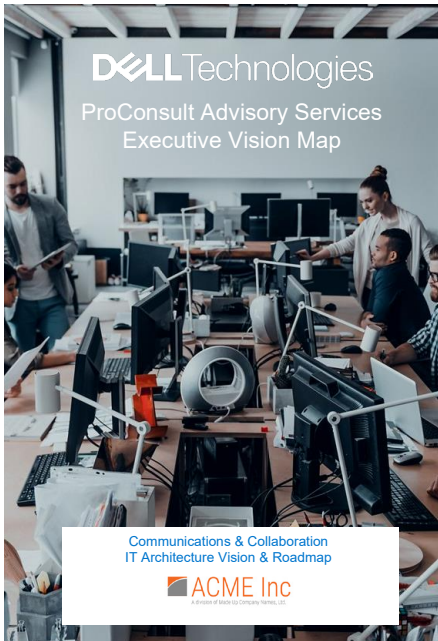
- A holistic IT transformation strategy with input across the organization and agreed stakeholder consensus to position IT as a strategic asset
- Simplified and reduced time to stand up application and test environments to support Acme's digital initiatives to achieve new business models
- Ability grow 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



### DELL TECHNOLOGIES ANALYSIS & INSIGHTS

Acme Inc. objective is to achieve a more efficient, streamlined set of services with the aim to continue moving those to the cloud where possible. Further use of collaborative tooling to allow removal of legacy services and provide a modern service that is both agile and flexible which will allow Acme Inc. to best serve its clients as well as attract and retain world class talent.

#### IT 'Promote / Avoid' Strategy Focus

<b>Promote</b>	<ul style="list-style-type: none"> <li>Continuous review of existing cloud platform solutions to adopt new features or expand functionality in preference to selection of new systems.</li> <li>Define, publish and maintain an IT vision and roadmap, including strategic use of cloud platforms.</li> <li>Communicate a move to continuous improvement - smaller changes, more frequently.</li> <li>Optimization for cloud from network to desktop to apps.</li> </ul>
<b>Maintain</b>	<ul style="list-style-type: none"> <li>Existing cloud based specialist systems selected for organizational need.</li> <li>Existing flexible working approach, expanded to be universally available.</li> <li>Existing use of Skype for Business but begin transition to Teams</li> <li>Approach to IT training, team philosophy and expertise.</li> </ul>
<b>Reduce</b>	<ul style="list-style-type: none"> <li>Remove inhibitors to using key systems which detract from or confuse primary tools. E.g. inhibitors to full use of NetDocuments and Search</li> <li>Simplify IT operations through reduction of legacy and on premises systems to free up IT team for technology use support over maintenance and repair.</li> </ul>

#### DELL TECHNOLOGIES ADVANTAGE

- End-to-end solution architecture, including flexible & remote working solution and multi-cloud implementation to maximize agility while minimizing cost.
- Longstanding experience with communication and collaboration solutions deployment and deep expertise with leading Microsoft communication and collaboration platforms.
- Services to maximize your Microsoft communication and collaboration investment, for each step of your journey.
  - Develop strategy & roadmap
  - Maximize user experiences
  - Ensure readiness
  - Conduct migration
  - Manage ongoing administration

#### IMMEDIATE IMPERATIVES

- Gain support for a **sustained program of change** with an expected duration of 18-24m.
- Communicate an IT vision which focuses on a **robust, secure IT environment** using cloud platforms which is **appropriate for current and future needs** of Acme Inc. staff members and clients.
- Set expectations that following a program of change, IT will move to **continuous improvement** with small changes, more often.

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### TRANSFORMATION CONTEXT

Acme Inc. are looking to validate a planned IT strategy which will support a wider initiative of modernization and supporting the changing demands of clients. The IT approach must balance supporting the foundation of tradition associated with Acme Inc. while allowing the organization to be efficient, attract talent and retain the best team, maintain compliance and provide safeguards against digital threats.

Our view is long term

We build long relationships

We nurture the strongest people

Our mindset looks to the future in everything we do

#### Solution Requirements

- M01** - Define IT strategy to allow program of retirement and replacement of EOL and aging equipment.
- M02** - IT strategy horizon of approximately 24m.
- M03** - Define an IT approach underpinned by Acme Inc. culture & values while supporting modernization.
- M04** - Reduce operational IT effort, allowing focus on innovation and reducing existing systems to Acme Inc. needs.
- M05** - Minimize number of on-premises systems hosted by Acme Inc.

#### Current vs. Future Demand - Key Trends

- Ubiquitous Search** - Consistent and predictable search across all systems. Simple and effective retrieval of information, and avoid steps of filing that detract from search retrieval.
- Paperless & Digital** - Support remote electronic filing with access to documents in all scenarios, ability to file mobile, email, and other emerging communications needs.
- Flexible Working** - Built on basis of current remote working solution with more flexibility, improved mobile features, and increased capacity.
- Office IT experience** - Consistent experience and performance for cloud providers and in-house systems from office, mobile, and remote.
- Mobile & Tablet** - Further develop mobile and tablet use as supported devices. Improve future proof, such as with, wireless and filing.

#### Desirable Requirements

- D01** - Support new and modern methods of client communication.
- D02** - Support agility in IT services.
- D03** - Transition from capital IT projects to 'constant innovation'.

### AS-IS

#### End User / Desktop

Existing desktop PC environment. Windows / Mac by Acme Inc. 90% and PBX Telephony.

#### On Premises Infrastructure

Existing IT systems hosted 'on premises' in Acme Inc. offices or DR location. Many systems are out of support or on hardware approaching end of life.

#### External & Cloud Providers

Cloud Platforms  
 • NetDocuments  
 • Citrix Power Management  
 • Microsoft

#### Current Technology Analysis

While many collaboration and communications technologies are in use, there is significant opportunity to further consolidation of these technologies, with corresponding productivity and client experience benefits.

File	High
Voice	Medium
Chat	Low
Collaboration	Low
E-mail	Low

#### Current Core System Use Analysis (On Premises)

Email Systems	Peak 85%
Flexible Working	Cap. 50 Users / No. Used 10% / Peak 100%

### TO-BE

#### End User / Desktop

Promote - Search first data access. Flexible desktop & communications tools, PC & tablet / smartphone apps, office / remote working parity.

Maintain - Current core systems, such as current platforms and compliant approach. MSFT in offices.

Reduce - Legacy systems on natural expiry, e.g. PBX Telephony.

#### On Premises Infrastructure

Maintain - Core services such as Active Directory, DNS & Network.

Reduce - Minimal On-premises IT equipment. Local replicas of cloud systems or legacy applications. Retire EOL applications.

#### External & Cloud Providers

Cloud native applications, e.g. NetDocuments

Cloud 'Infrastructure as a Service' provider for legacy email servers

Cloud based DR & data backup services

Cloud productivity & communication tools, e.g. Microsoft Office 365

#### Cloud Optimized LAN & WAN Networking

Promote - Network solutions to be designed for performance and consumption of cloud services and simplicity of operation.

Maintain - Current internal connectivity and capacity, monitored consistently with option of short notice capacity changes.

Reduce - Replacement of EOL networking equipment with current equivalent products.

#### Updated Remote Working Solution

Client use tablet, personal laptop, smartphone or desktop at home.

Issue	Priority
Aging systems Equipment out of support or end of life requires constant IT team effort	High
Overlapping systems Multiple systems and versions in use for key tasks reduced familiarity and inhibits flexibility	Medium
Security concerns Increasingly sophisticated security threats	High
Retain best staff Flexible working practices and supporting IT systems needed to attract and retain key talent	Medium
Reactive operations Effort 'keeping the lights on' impacts IT responsiveness	High
Increasing digital data demand Increasing demand for large volumes of accessible digital data (data rooms, digital filings)	Medium
Increasing mobile use Increasing use of mobile devices and after-hours access	Medium

### STRATEGIC VISION

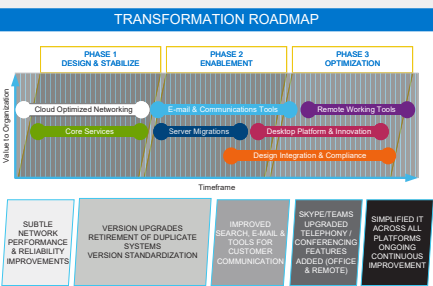
- SUPPORT MODERN CLIENT COMMUNICATIONS
- SUPPORT AGILITY IN IT SERVICES
- TRANSITION FROM IT PROJECTS TO INNOVATION
- PAPERLESS & DIGITAL
- FLEXIBLE WORKING

### GUIDING PRINCIPLES

- CLOUD FIRST
- CONSISTENT CLOUD & IN-HOUSE EXPERIENCE
- SECURE & COMPLIANT
- CHALLENGE EXISTING SERVICES
- MOBILE, OFFICE & REMOTE PARITY
- STORE IT, KEEP IT, FIND IT

### BENEFITS

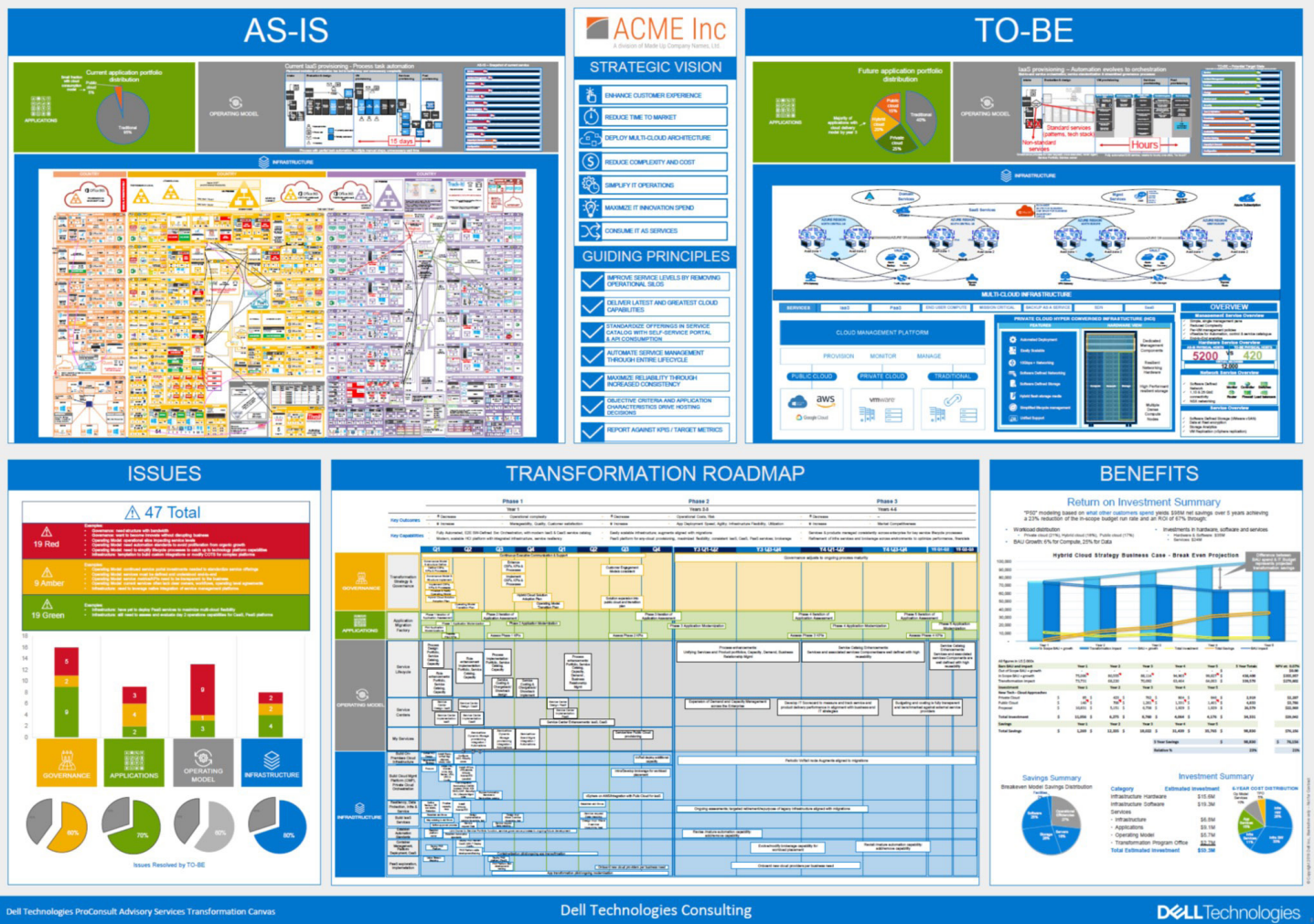
- TEAM COLLABORATION FROM ANY LOCATION, ANY TIME ON MULTIPLE DEVICES
- IMPROVED COLLABORATION AND COMMUNICATION EXPERIENCE FOR STAFF
- IT RESOURCES FREED TO FOCUS ON INNOVATION



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



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







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