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# Business Changing IT
## Blueprint

A Simple Guide to Optimising and Evolving Your Business IT

**START NOW**

# The importance of IT in business

**Every business - no matter the size - must continuously evolve and invest in change to stay competitive.**

Technology is a core enabler of change. It empowers you to adapt to external changes, address internal challenges, and transform processes. Without IT, you can't run a modern business.

Digital transformation is an ongoing journey. What once worked for your business 5 years ago will no longer be effective in the modern world. However, building an effective IT environment and transformation strategy is extremely difficult without the right guidance.

While the digital transformation landscape is too vast and complex to address in one short guide, this eBook lays out the key blueprint for optimising and evolving your IT environment.

Before planning any kind of change, it's important to establish where your business is currently, and where you want it to be. Then you need to think about whether your existing technology will help you get there.

Consider the following questions to identify whether your current IT environments are truly meeting your business needs.

- **Are you operating a range of disparate IT systems, processes, or applications?**
- **Is your IT team spending most of the time performing fixes or maintenance?**
- **Have you seen a rise in either monthly or unexpected IT costs?**
- **Are you still mainly relying on manual tasks and processes?**
- **Has adapting to changing working styles (remote, hybrid or flexible working) been painful?**
- **Are you experiencing more downtime, or lower productivity levels than you'd like?**

If you answered yes to any of these, read on for guidance on common IT concerns, and practical tips to overcome these.

# Common concerns when it comes to transformation

### There is comfort in legacy systems

There's a difference between something working, and something working well. Legacy systems will cause ongoing efficiency, scalability and cost issues. They're more likely to create security risks, require resource-intense maintenance, and have a higher TCO.

### Cost concerns

Many businesses believe optimisation and transformation is expensive. As traditional ownership has largely been replaced with "as-a-Service" approaches, modern IT is more affordable than you might think. Furthermore, maintaining a dated or ineffective infrastructure typically costs more in time and money. Modern solutions provide valuable productivity gains, and are far cheaper to scale, optimise and evolve in the future.

### Difficult to implement and adopt

Careful planning means implementation doesn't have to cause any business disruption, much if not all can even be delivered remotely. Upskilling employees to utilise valuable digital tools will benefit their individual employability. Many IT partners provide training post-implementation to support adoption.

### Change is tough

Change can be daunting, but change is also good. Moreover, optimising and evolving your IT environment doesn't have to happen overnight. Taking incremental steps to change simplifies the process. Evolving your approach to IT and business will provide you with opportunities and benefits that you would otherwise miss.

> "*The most dangerous phrase in the English language is 'we have always done it this way'.*"
>
> GRACE HOPPER, COMPUTER SCIENTIST AND PIONEER

## Security has never been so important

Threats, attacks and data breaches are rising every day. According to the UK Government Cyber Security Breaches Survey, 39% of UK businesses identified a cyberattack in the 12 months prior to March 2022. However, the study also suggests that this may be an underreported number, as less 'cyber mature' organisations may lack the skillsets or technology to identify an attack.
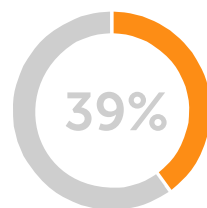
**39%**
39% of UK businesses identified a cyberattack in 2021
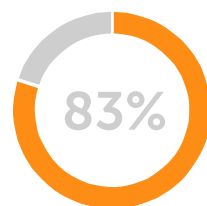
**83%**
83% of these attacks were phishing
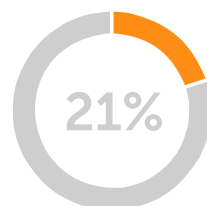
**21%**
21% were sophisticated[1] attacks

Source: UK Cyber Security Breaches Survey 2022, Department for Digital, Culture, Media & Sport

Despite this ongoing rise in attacks and breaches, many businesses continue to overlook adopting proactive security approaches and optimising information protection methods. Furthermore, only 19% of UK businesses have a formal incident response plan.

## Don't overlook security awareness

Human errors and security mistakes are the main cause of a breach. Improving security awareness is so important in protecting your critical infrastructure and business.

1. Sophisticated attacks refer to attacks such as denial of service, malware or ransomware.

# Start with a secure foundation

A secure cloud or hybrid infrastructure creates the foundation for any modern IT environment. Without the right foundation, it will be nearly impossible to achieve your optimum IT landscape. If you are struggling with scalability issues, you're seeing a rise in end-user issues, or your IT teams are spending most of their time firefighting problems, then it's time to look at your core infrastructure.

More businesses are utilising the cloud to facilitate flexible working than ever before. Operating from the cloud offers a host of benefits including cost savings, increased productivity, efficiency, employee satisfaction, and multi-layered security. A reliable network is a fundamental part of your infrastructure, unifying your business and connecting all users, systems, devices and more.

# Don't let legacy ITSM systems hold you back

Effectively coordinating all IT tools, applications, and processes is an ongoing challenge that requires a strategic approach. An effective ITSM[1] system will help. If your current ITSM systems can't keep up with the speed of your business, you're not alone. Signs your legacy ITSM tools are causing problems include:

- You're running multiple, disparate ITSM systems.
- Making changes to workflows, processes or data structures is difficult, or totally unachievable without specialist skills.
- Adding new functionality creates additional infrastructure cost and admin challenges.

## The real risks of legacy systems

Sticking with legacy ITSM systems will make it difficult to overcome challenges and adapt in a digital world. The key risks are:

❌ **Heightened complexity**

Disparate systems and siloed processes make centralised visibility, accessibility and reporting painful.

❌ **Higher IT costs**

Complicated customisations and manual integrations contribute to high costs just to keep the lights on.

❌ **Lack of agility**

Traditional closed frameworks and approaches hinder innovation and rarely align with the way a modern business operates.

1. ITSM encompasses the processes, frameworks and technology to plan, deliver, manage and support all IT services and experiences in your business.

## The benefits of modern ITSM platforms

**With a well-planned migration to a cloud-based ITSM platform such as ServiceNow, you'll benefit from:**

- Streamlined service delivery, enabling you to reduce costs and complexity by consolidating service desks into one integrated ITSM platform.

- Fast, consistent and accurate services through automated ITSM processes.

- Better experiences for employees and customers alike as IT services are more consistent.

- Less hardware and software to deal with from day one.

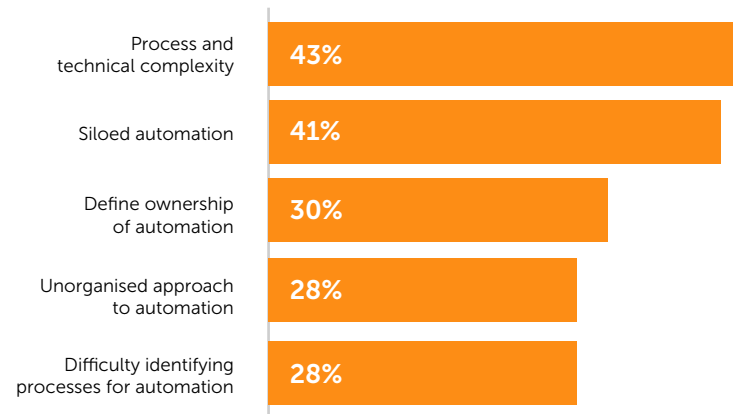### You already know the tools and processes you have in place

With a new ITSM system, you won't be designing these from scratch. They simply need to be re-implemented on a centralised platform.

# Automation, automation, automation

We've all heard the phrase, "work smarter, not harder". Automation is a key method to enabling smarter working and optimising your IT services. Using digital tools, many traditionally manual tasks, processes and workflows can be automated. This saves you time and money, enhancing efficiency and enabling people to spend less time on repetitive tasks, and more time on meaningful work.

In fact, automation typically enables organisations to achieve between 20% and 40% cost savings. However, many organisations struggle to embrace automation successfully.

## The biggest challenges for deploying automation

| | |
|---|---|
| Process and technical complexity | 43% |
| Siloed automation | 41% |
| Define ownership of automation | 30% |
| Unorganised approach to automation | 28% |
| Difficulty identifying processes for automation | 28% |

Source: Deloitte 2021 Global Shared Services and Outsourcing Report

Taking a unified approach to automation across your business is important. Employing an IT partner to provide guidance and automate processes can help you embrace automation and boost efficiency.

## Enable meaningful work with low-code tools

Low-code tools and AI are helping businesses break down the barriers to automation. The drag-and-drop style in low-code automation platforms such as Power Automate make it easier for everyone to build automated processes. You benefit from:

### Better productivity and cost reduction
Automation enables your business and employees to get more done with less resources. Free up man-hours to boost productivity and reduce expenditure.

### Reduce manual errors
Forms and approval processes can be streamlined to prevent missed documentation, reduce risk of errors, and ensure a clear digital paper trail.

### Speed up responses
Triggers and notifications can signal urgent alerts that need responding too, resulting in faster responses and problem resolution.

### Happier employees
Repetitive tasks are tedious and boring. Through automation, your employees will have more time to perform more meaningful and higher value tasks.

# Empower employees with digital tools and skills

It's important that employees have access to modern workspaces from any location. Secure digital platforms and tools that enable teams to share, collaborate and communicate in real time across a range of devices are invaluable in remote and hybrid workplaces.

Platforms such as Microsoft 365 or Google Workspace unify these experiences, combining tools and apps for video calling, email, written documents, presentations, spreadsheets and more. Other important technologies may include cloud-connected CRM and ERP systems that enable employees to perform their roles effectively.
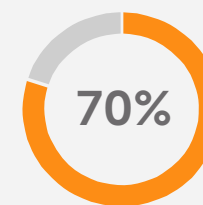
## Closing the digital skills gap

There's a global need for basic[1] digital skills in every industry, sector and job role, and a significant demand for advanced[2] digital skills. The digital skills gap will continue to grow if businesses and education establishments don't address it.

Digital tools are little use if people don't know how to use them. Providing internal training or seeking an IT partner to deliver either virtual or face-to-face sessions will ensure your teams can work productively using modern technology. It can also encourage technology and process adoption.
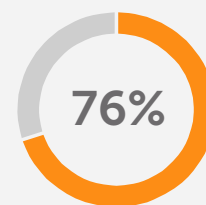
**76%** — 76% of businesses say that a lack of digital skills would affect the profitability of their business

**70%** — 70% of young people say they want an employer that invests in their digital skills

Source: Disconnected? Exploring the digital skills gap. World Skills UK, L&W Institute, 2021

1. Basic digital skills means proficiency with common tools such as Microsoft Word, Excel, PowerPoint and the ability to process data and content and communicate digitally.
2 Advanced digital skills denote good knowledge across a range of digital skills, plus in-depth specialist knowledge in one or more area, such as coding or specialist software.

# Consider outsourcing

## IT is the most commonly outsourced business function across the globe.

Outsourcing some or all aspects of your IT to a Managed Service Provider (MSP) will enable you to continuously optimise your estate. An MSP can proactively monitor your environments, keeping an eye out for everything from performance or system issues to cybersecurity risks. They can also handle licensing, compliance, and process enhancements. Having a dedicated team will enable you to continuously evolve and adapt to internal and external changes.

### Reasons organisations outsource
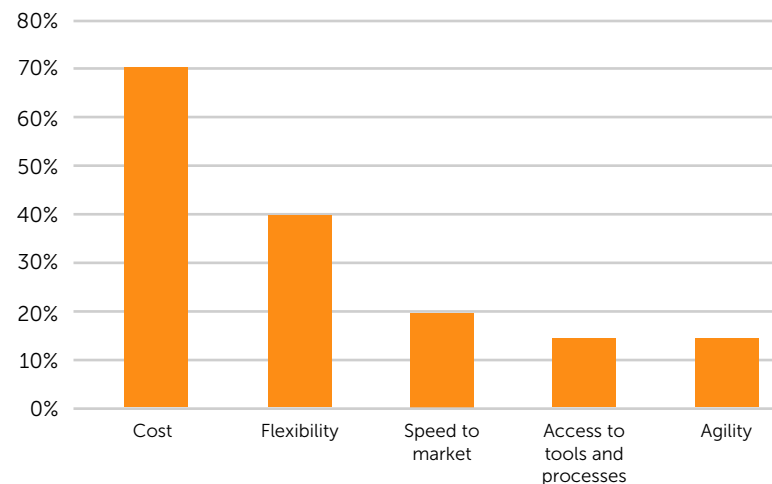


Source: Deloitte Global Outsourcing Survey, 2020

## Outsourcing is an opportunity, not a threat

Outsourcing doesn't mean replacing your internal IT staff. While some businesses choose to outsource all IT services to an external provider, many employ MSP's to work as an extension of their existing teams.

Outsourcing enables you to remove the burden of IT support, upgrades, maintenance and more from internal teams so that they can focus on more important projects. It also provides your business with access to expertise, proven processes and technologies that aren't available in-house, enabling you to close IT skills gaps, drive innovation and enable change.

### Percentage of UK businesses that outsource their IT and cybersecurity

**58%**
of small businesses

**55%**
of mid-sized businesses

**60%**
of large businesses

Source: UK Cyber Security Breaches Survey 2022, Department for Digital, Culture, Media & Sport

# What next?

Embracing change and modern IT is critical in the digital age. Transforming and optimising your IT environments will enable you to:

- Build a secure and compliant hybrid workplace
- Deliver streamlined and accurate IT services
- Automate processes and realise cost savings
- Drive business growth and continuous improvement

## Optimise your IT to deliver greater value today

**START NOW**