Approach Overview

Implementing technology in isolation will not optimise benefits. An organisational wide transformation approach does provide that opportunity.

Innovation, Insight and Impact

Optimisation

People: CSI, Performance Management

Technology: Integration and Automation (AI)

Transformation

People: TOM, service redesign, change adoption, capability

Process: Process re-engineering, self-service, customer journeys

Foundations

Technology: Finance > M365 > CRM > HRIS > Integrations > Data > Social Care >

Digital Delivery: DDaT TOM, ITSM, Programme, Process Mapping, Governance, Leadership.