



Why you need a modern service integrator to manage transformation



Successful transformation is the integration of many moving parts. It blends best-of-breed technologies and advanced data integrations with intuitive user experiences to modernise your operations and deliver tangible results.

No single technology or single provider is capable of delivering the complexity required for a large-scale enterprise transformation. Smart organisations blend technologies, suppliers, and capabilities and customise a solution which exactly meets their needs. But with so many choices and so many moving parts, the risks are high. This is why you need a trusted service integrator to help manage the load.

Traditional service integration and management (SIAM) is focussed on coordination, consistency, and assurance. It orchestrates the end-to-end delivery of a capability or service, bringing multiple providers and solutions together to achieve an outcome. This capability is critical for successful transformation because of the importance of integrated data and systems and streamlined user experiences. The service integrator makes sure all the individual components work seamlessly together to deliver the capability and experience required. And it makes sense to outsource this work to a professional who has done this before and to let your people focus on the high value activities which drive project direction and business outcomes.

But traditional service integration doesn't engage the strategic layer. It comes after the direction has been set and the solution determined. One of the greatest challenges in transformation projects is in fact setting the strategy and developing a cohesive and effective transformation plan. There are a plethora of approaches, methodologies, and technology choices, each with their own complexities, and each with their unique benefits and limitations. Filtering through the options and understanding the issues they don't talk about in the glossy marketing brochures is no easy task. The choices you make in the early stages can tie a project to an approach or a technology for years to come, so you want to get this stage right.

This is the point where many transformation projects stall. The best intentions are stymied by a lack of internal subject matter knowledge and a lack of time to truly investigate the options. We all know the responsibilities of a public sector officer grow every day. New legislation, new technologies, new threats, and ever-increasing citizen expectations place huge demands on our time and capacity to remain current. Everybody is struggling to carve out enough time to craft a cohesive vision and plan for transformation. And nobody wants to make a very costly, and possibly very public, mistake.

But you don't have to make these decisions alone. There has been a recent increase in requests for Technology Partners in the market. These partners are strategic advisors helping organisations make the big decisions and technology choices to guide their transformation. The risk however with engaging a strategic partner in isolation is that they may be able to envision a beautiful solution, but they have no responsibility and accountability for delivering the outcome. You could end up with a plan that cannot be implemented. But there is another option.

There is an emerging concept around a more modern service integrator; a trusted partner who not only keeps your program on track but also helps you to set and maintain the strategic direction, sharing their hard-earned experience and expert advice. The difference is they don't just share in the vision, they share the accountability for implementation and ensuring the solution delivers on its promise. They are with you throughout your transformation in a continuous cycle of envisioning, designing, and delivering new capability.

You get the niche capability of a range of technologies and suppliers, coordinated by a single service integrator with responsibility for everything from design to delivery. This gives you broad capability, but singular accountability. For a busy public sector officer this is an appealing option.

So instead of procuring endless contractors as guns-for-hire only loyal to the highest bidder, perhaps consider investing in a partnership with a modern service integrator.