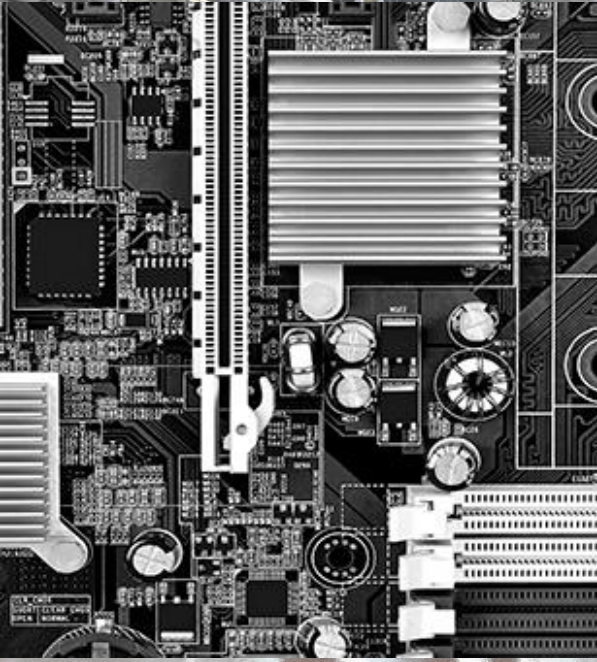




BI&T Digital Program Overview

Helping you get the best return
on your digital investments





Digital transformations are
difficult to execute

**70% digital
transformations fall short
of their objectives**

Common reasons for failure include



Unclear or misaligned strategy, goals and priorities

lack of understanding of digital technology

missed or unclear requirements

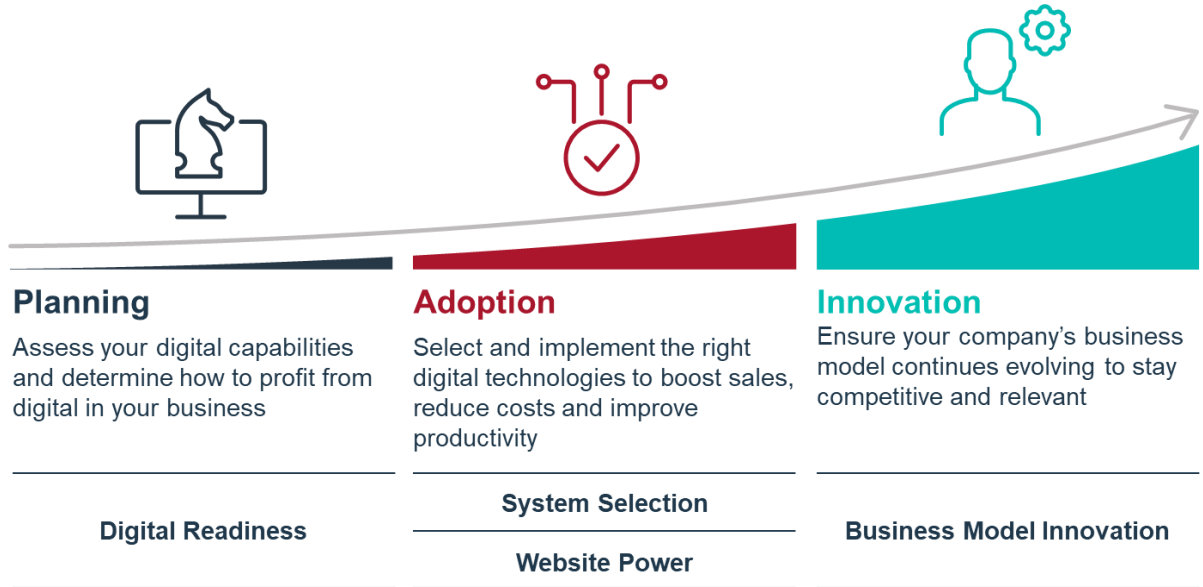
inadequate leadership, resources and employee resistance

Review of the digital program



Digitize your enterprise

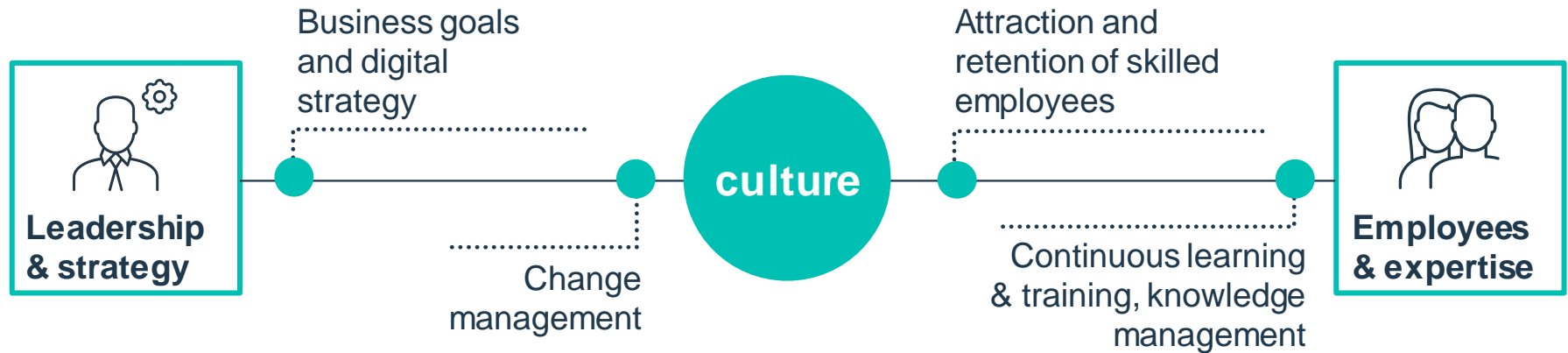
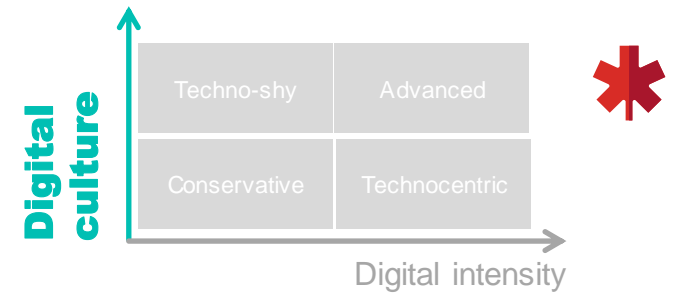
- Know your digital readiness and align your business strategy
- Identify and mitigate your risks, challenges and priorities with digital
- Understand your customer journey and engage with digital
- Integrate all your processes and allow for free movement of data
- Exploit new digital trends to give you an edge
- Empower your enterprise with data
- Allow for cultural readiness





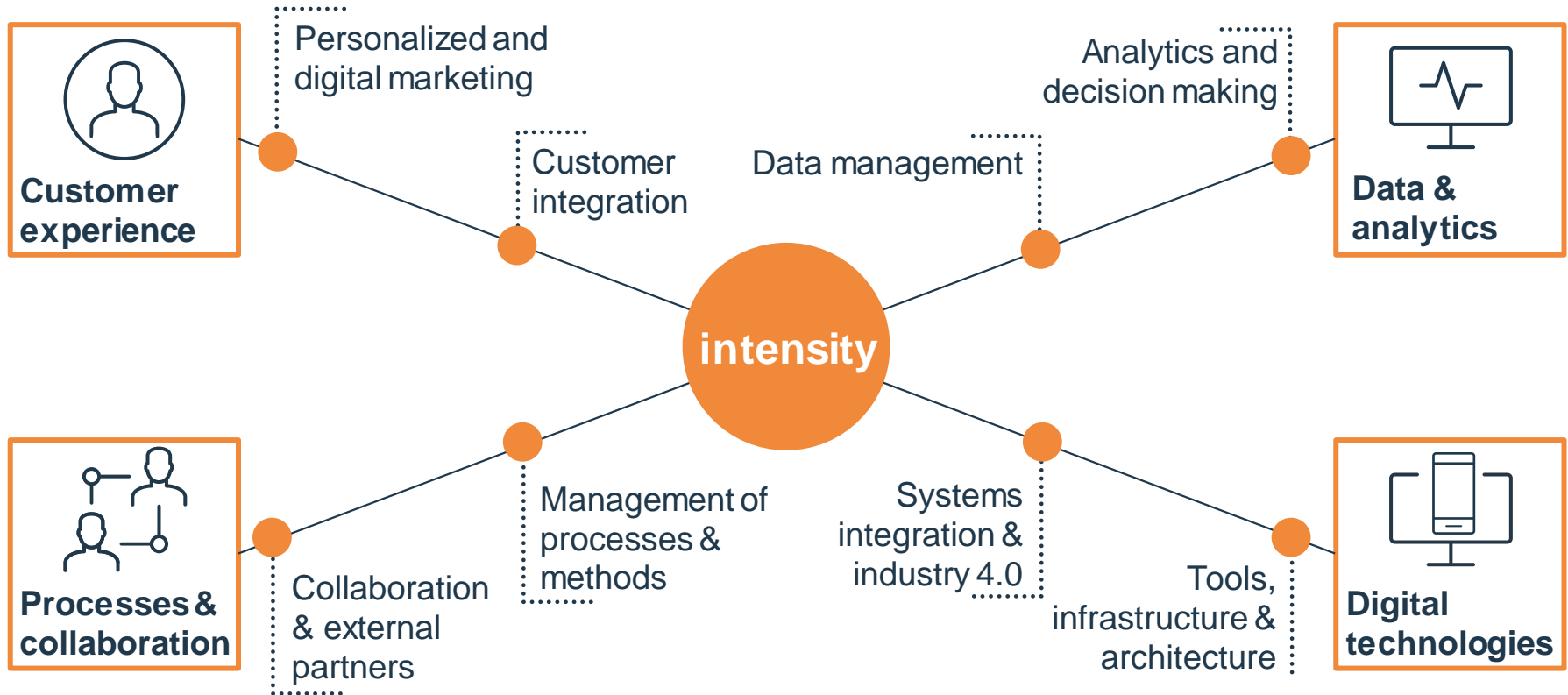
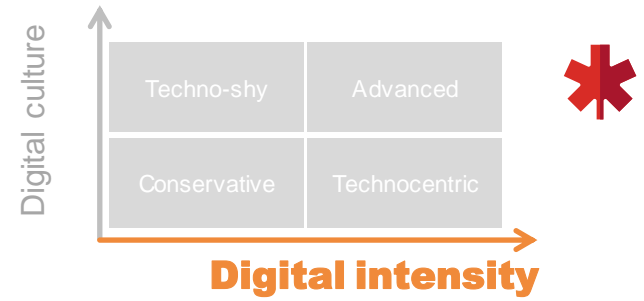
Key skills

Digital culture



Key skills

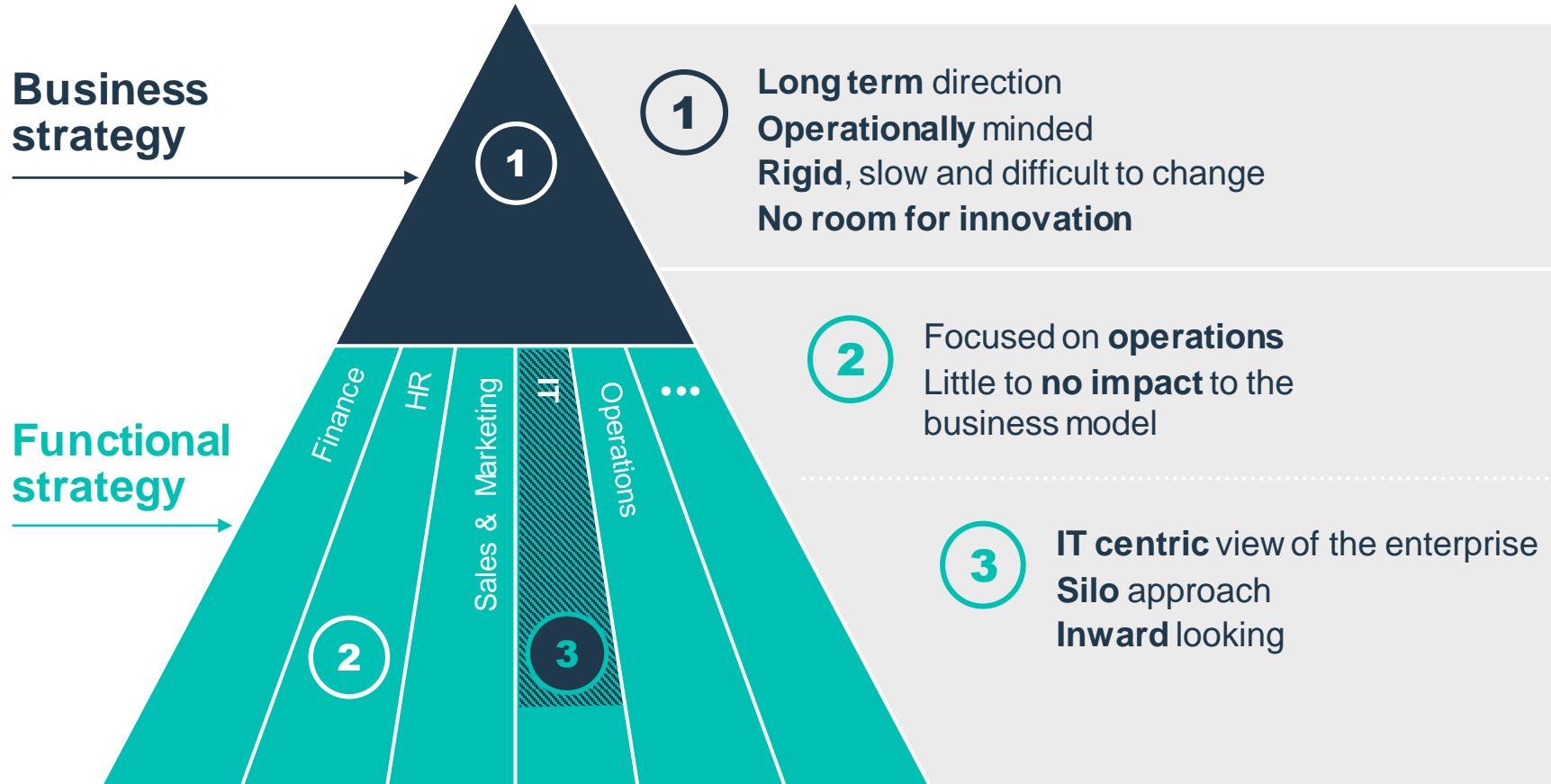
Digital intensity



Why Digital?



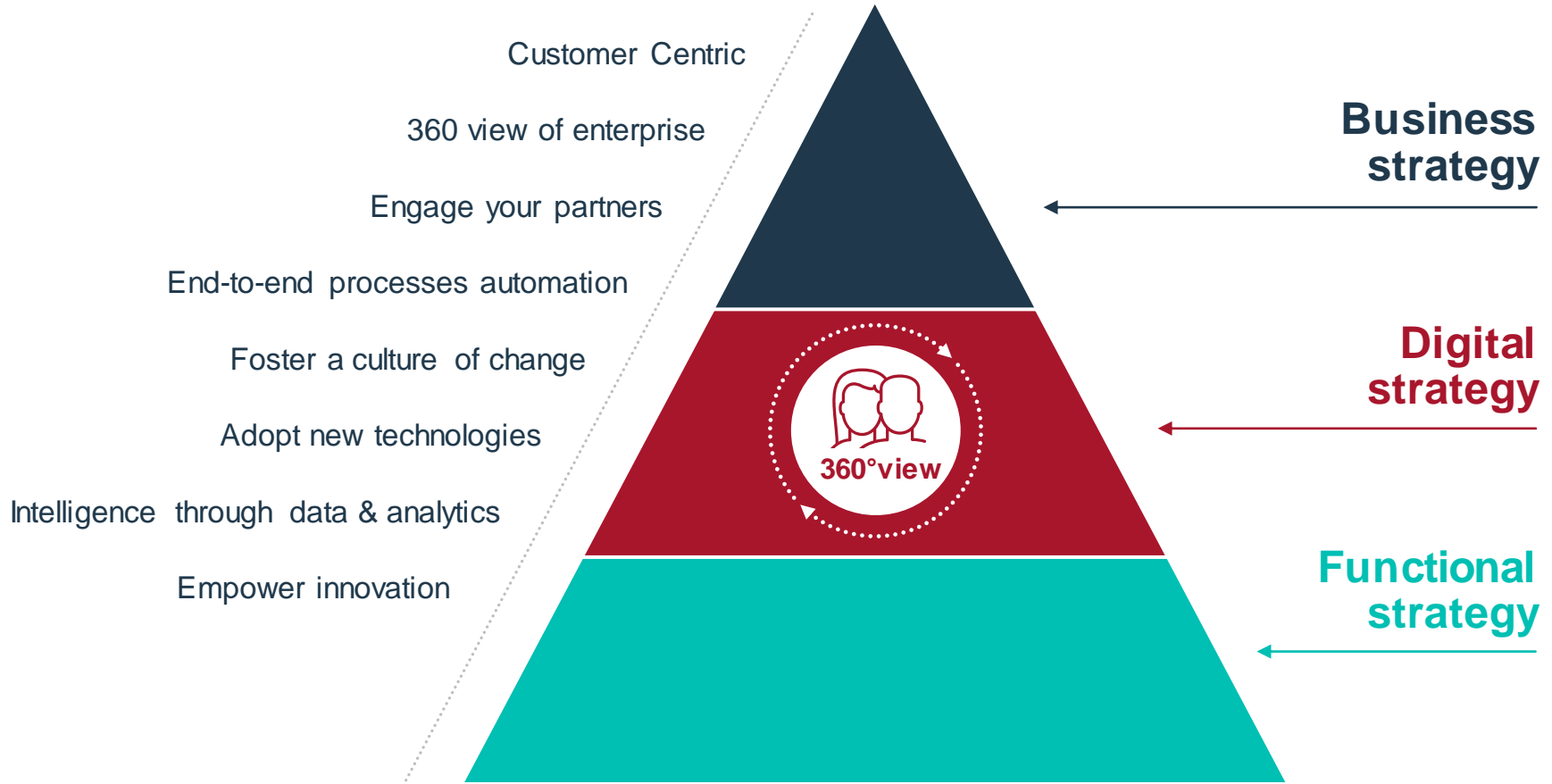
The traditional approach no longer works in a digitally connected world



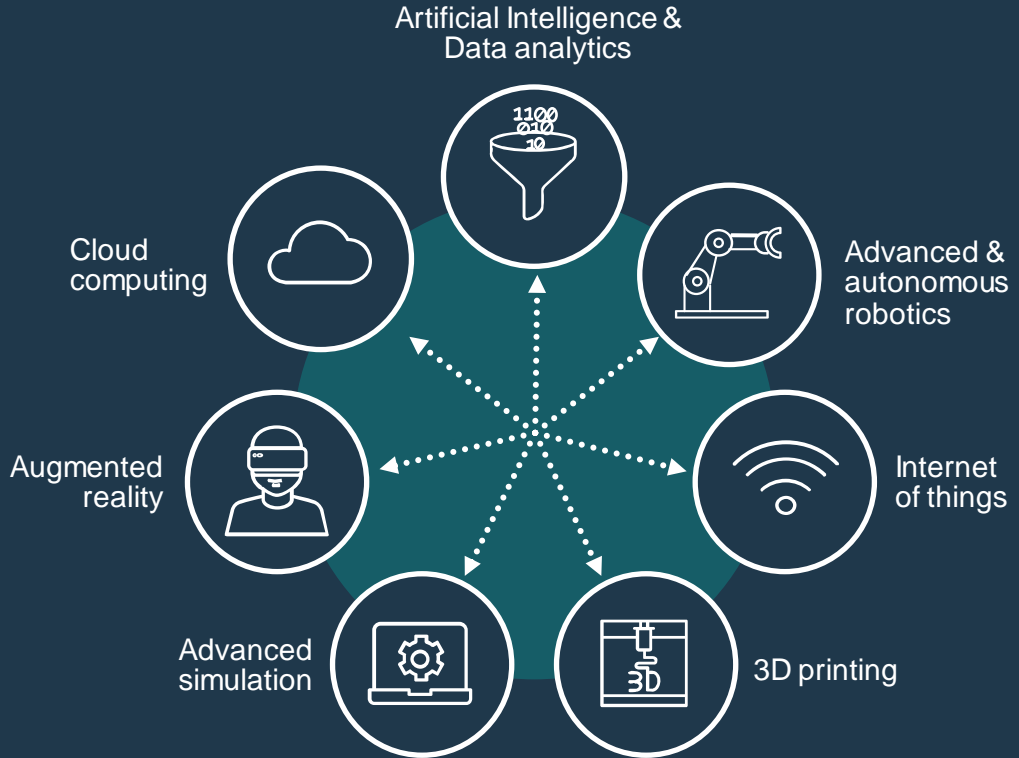
Digital: a chiefly strategic component



Align your business goals with digital

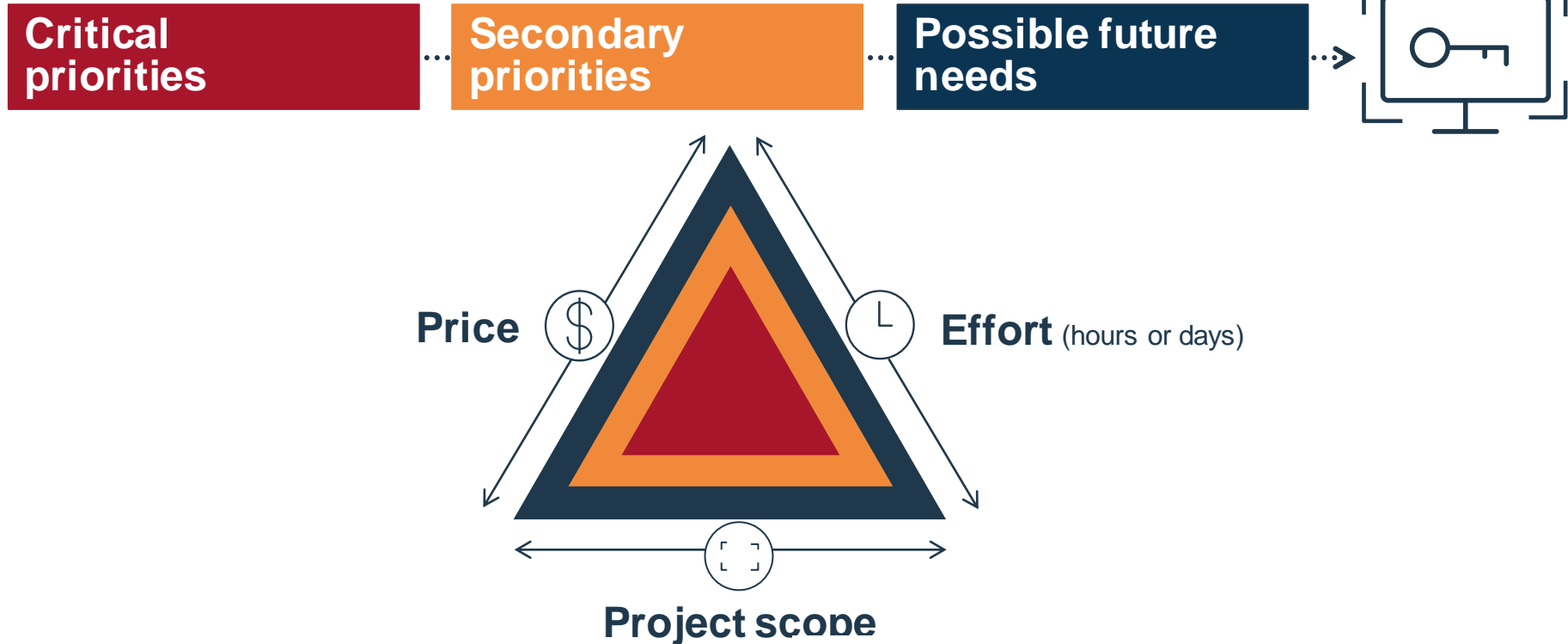


Technologies that can drive performance



Your technology strategy and options

A clear system scope





Your technology strategy and options

Key system components

Additional system components

3rd party add-ons



3rd party add-ons are modules or components designed to be plugged into the core system (e.g. ERP) to enhance functionality.

They have out-of-the-box integrations, are usually compatible with all core system features, and have the same look and feel.

They are developed by someone other than the core solution publisher.

Integrations



Integrations connect one system to another, allowing them to “talk” to each other, automatically sharing data or trigger actions. This helps ensure data accuracy and reduces effort.

Integrations must usually be custom-built, but some systems offer standardized integrations to a selection of other systems.

Mobile apps



Many systems can be accessed via a web browser on almost any device.

Some systems also offer lean mobile apps that are meant to be used more easily on small screens (phone or tablet) for a few key tasks.



Your technology strategy and options

Key system components

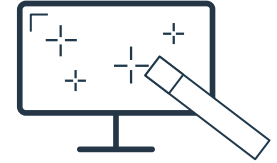
Configuration vs customization



Configuration



Customization



Configuration refers to the selection and set-up of **existing** system options and features. Advanced knowledge of the system's functional capabilities and your desired processes is needed to configure the system properly. The software vendor will normally work with you to configure your preferences as part of the initial implementation. Your staff should also learn how to configure various options and features for future improvements.

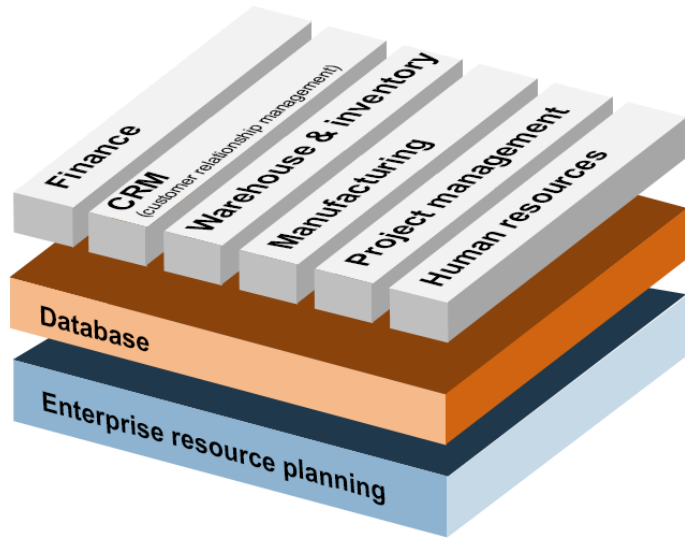
Customization refers to additions or changes to the system "code" written **just for you** to create **new functionality** that may be needed to support a unique requirement. While a few minor customizations are not usually a concern, major customizations can result in complications, future update issues and additional costs. If a system requires major customizations, it is likely not the right one for you.



Your technology strategy and options

Key system components

All-in-one vs best-of-breed approach



All-in-one (ERP)

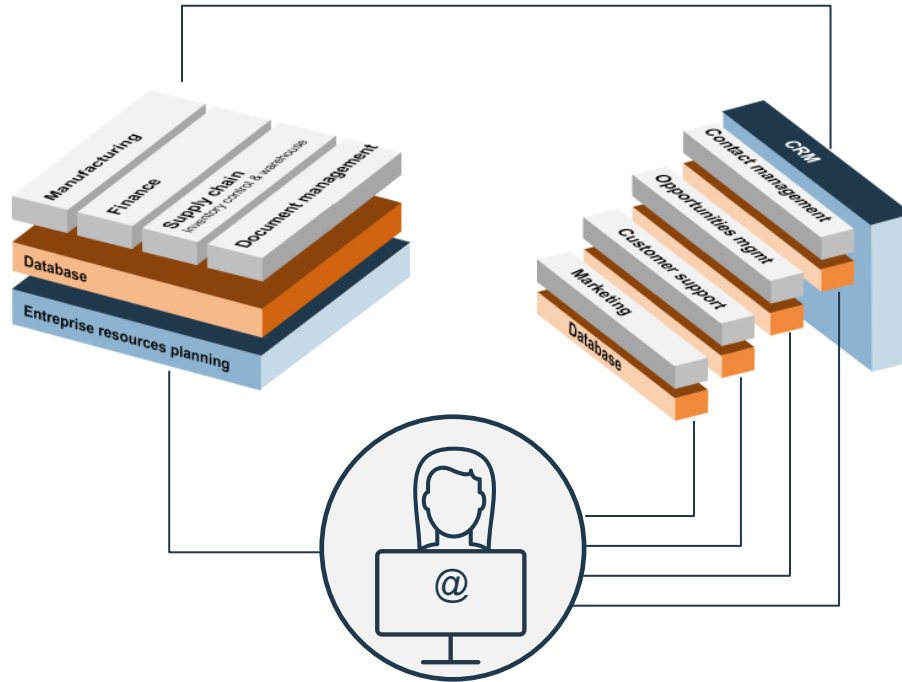
- One system to manage multiple business functions
- Centralized data for easier company-wide visibility and reporting
- Industry specific
- Configurable and customizable
- Fewer integrations
- Fewer vendors
- Some modules may not be as feature rich as with specialty solutions



Your technology strategy and options

Key system components

All-in-one vs best-of-breed approach



Best-of-breed

- Multiple specialized systems to manage different business functions
- Usually offer more sophisticated capabilities for those functions
- Configurable and customizable
- Industry specific
- Usually more integrations
- Multiple databases can result in data redundancy and duplication of effort
- More vendors

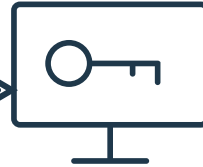


Your technology strategy and options

Key selection considerations

System considerations

Functional considerations



Non-functional considerations

Functional fit

The system offers the functional capabilities to meet the company's business needs

Performance

The system is intuitive, easy to use and offers automation tools that will improve efficiency

Compatibility

The system is highly configurable and will easily integrate with other critical systems

Price

Affordable initial acquisition, implementation and ongoing costs

Maturity

The product has been on the market for a sufficient period of time and has a large user base



Your technology strategy and options

Key selection considerations

Vendor considerations



Industry experience

The vendor understands and has deep experience with implementing systems for your industry

Ability

The vendor has the resources needed to provide effective and efficient end-to-end services (implementation, training and ongoing support)

Clarity

The vendor provides specific details on their proposed solutions and services, including pricing, solution design, scope of work and implementation plan

Training

The vendor provides sufficient training tools and services, so as to allow you to make the most of your new system

BDC's digital advisory program



Digital strategy, integrated systems & innovation solutions

Digital Adoption Essentials (for \$2-5M clients)

Assess your digital capabilities and determine how to profit from digital in your business

Digital Readiness

Assess your digital capabilities and determine how to profit from digital in your business

System Selection

Select the right digital technologies to boost sales, reduce costs and improve productivity

Business Model Innovation

Explore, test and evolve your company's business model to stay competitive and relevant



Web & e-commerce solutions

Selling Online Essentials (for \$2-5M clients)

Design the business model, launch the website, and develop a playbook to manage an ecommerce business.

Website Power

Develop a website strategy that works for your business, customers, and market. Find the right strategic partner to go-to-market.

Online Sales Optimization

Assess your digital footprint and understand how to overcome the barriers to e-commerce success



Thank you.

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