Welcome to the DCC program! We look forward to working with you on developing your Digital Modernization and Adoption Plan (DMAP), providing you with the priorities and projects to better leverage technology to drive your business.

The following outlines our process and what the DMAP will provide to you:

1. **Business Context and the Impact on Technology.** As technology does not exist in a vacuum, we must first understand your organization's business context to ensure that we align IT with it. This includes key business information (e.g., sector, corporate structure, operations, value proposition, etc.), an overview of your business's current strengths, weaknesses, opportunities, and threats, your business's external issues (market, competition, business model) and future key business goals.

2. **Goals for Technology.** Organizations do not all have the same expectation for technology; it is critical that we understand how and to what extent you are looking for technology to address your business needs.

3. **Critical Business Processes.** We'll review and assess your critical business processes such as Quote-to-Cash and Procure-to-Pay to identify opportunities for greater efficiency by leveraging technology.

4. **Current State of Technology.** We'll review your key technology information (infrastructure, applications, information security, technology staff and partners, integration between exiting technology solutions, etc.) and how these current technologies are efficient at helping your business deliver value to your clients and the business itself.
   a. **Strengths.** There are likely areas where previous technology investments have provided significant benefit. By identifying these, we can potentially build further on these.
   b. **Areas of Concern.** Likewise, you probably have areas where you have not invested in technology solutions, or prior investments have not provided expected benefits.

5. **Gaps & Initiatives. This is where the rubber hits the road:** what are the gaps between your needs for technology and the solutions currently in place, what are the specific initiatives needed to close those gaps, and provision of clear business benefits those initiatives will deliver to your business and your clients.

6. **Priorities, Timelines & Costs.** Viewing the identified initiatives as a pool of potential investments, we create an investment portfolio based on a mix of business priorities, expected implementation timelines, dependencies and expected implementation costs. **It is this portfolio that is the direct input to your subsequent system selection and implementation projects.**

Once the DMAP is complete, we can continue working with you to select and implement the systems to deliver on the priorities set in the DMAP itself.

PinnacleCIO's sole focus is working with small & medium enterprises and non-profits to solve business problems by leveraging technology. With our experience performing technology assessments and delivering digital adoption plans across industry verticals, we're confident that your DMAP will not only set the stage for technology adoption, but will also drive your vision for business growth, greater efficiencies and lower costs.