

DELLTechnologies

CONNECTED CIO

Proven Guide for Implementing a Digital-First Strategy

PART 3 IN A 3-PART SERIES



The Fight to Be Digital-First

Even decades after digital transformation began, digital organizations don't know how to keep maturing. Too often working in isolation, they struggle to determine how people and systems can best work together. With digital being a consistent top priority, how have organizations risen to the challenge of digital-first?

To find out, Dell Technologies conducted a study with Intel, comparing thousands of organizations to get a better sense of the global state of digital transformation and to rank companies on the [Dell Technologies Transformation Index II](#).¹ Our study revealed that just 5% of organizations fall into the “Digital Leaders” category, where digital transformation is ingrained in the DNA of the business. It found that while only 23% of organizations are “Mature,” most (98%) have digital transformation on their roadmap. The study also revealed that many organizations have trouble figuring out what they should do next on their digital journey.

Dell Technologies Believes Organizations Should Focus on Four Imperatives:



We created these research-driven imperatives to help CIOs become **Connected CIOs**, leading their organizations into the digital future. This guide offers CIOs insights into implementing these imperatives, so they can accelerate time-to-value, boost agility, build cost savings, create new value from data, modernize the workforce to increase productivity and create an IT program that's more sustainable.

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Turning Insights Into Action: Implementing the Four Imperatives

Based on our research with top-performing digital leaders, partners, and our own proprietary R&D, we've developed key steps to implementing each imperative—all of which will accelerate the CIO's transformation into a Connected CIO.

1

Increase your business agility and cost savings by using a multi-cloud strategy

With a multi-cloud strategy, organizations can improve agility, accelerate innovation and support strong customer experience (CX) by adopting next-generation applications and running them in the cloud environment where they perform best.

Key steps:

- **Architect for integration:** Choice, flexibility and interoperability are important considerations. This flexibility should focus on the data, for example, where the data is stored and how it's processed.
- **Consider the potential new risks that integration opens:** When thinking about security in your multi-cloud strategy, evaluate the three areas that can add risk: people, process and technology. Acknowledge security risk, set up precautions and fire drills, and automate as many processes as possible.
- **Build, deploy and run on the cloud best-suited to each application:** Different clouds have different cloud semantics and APIs, security models, and management environments. Key to realizing agility and cost savings is building a common management and orchestration hub that delivers a consistent cloud consumption experience.

2

Create new value through Edge computing

Edge computing increases network performance by reducing latency, delivering higher speeds for end users and improving productivity. The rise of Edge computing, coupled with a single view of the customer, will empower organizations to deliver next-generation digital experiences and positively impact brands' bottom lines.

Key steps:

- **Watch out for inconsistent Edge standards:** Edge environments have diverse data protocols and are more dynamic and fluid than traditional data center environments. With a software-defined infrastructure, CIOs deliver the agility to build on a consistent foundation that uses a common set of management tools and open APIs.
- **Ensure that apps are cloud-native and containerized:** If they are, they can run on any Edge and in any cloud. This flexibility allows apps to run wherever they create the most value.
- **Be wary of preconfigured Edge solutions:** Preconfigured Edge solutions tend to come with platform lock-in, a set of prescribed data connectors and a lack of industry-vertical functionality. After evaluating your data and desired outcomes, they might not be the best option.

3

Transform engagement through workforce modernization

Reducing tech-related issues helps employees be more productive and lowers costs without compromising security. Research indicates that for every 5% increase in employee engagement, there is a 3% increase in revenue.

Key steps:

- **Transform deployments:** An increasingly mobile workforce has changed the deployment and management of end-user assets. Enterprises should think of four key areas: image, applications, user data and client fitness, with an overarching theme of security.
- **Deploy seamless endpoint security:** Security solutions should encourage efficiency, not inhibit it. The best way to keep data safe while enabling the way people work is with a strategy that includes authentication, encryption, advanced malware prevention, and AI and machine learning.
- **Rethink endpoint management and support:** Employees have different requirements for their technology, which means supporting a wider range of hardware, software and configurations. For greater efficiency, flexibility, and cost savings, migrate from multiple management tools to unified solutions that can manage all devices and configurations from a single console.



4

Meet sustainability goals through responsible IT asset disposal

Digital leaders set an example by responsibly recycling their electronics. Opportunities such as donating working electronics to nonprofits can create publicity, demonstrate goodwill and improve brand reputation.

Key steps:

- **Resell, recycle and donate:** When acquiring an asset, think about what to do when that asset reaches end of life. Organizations are increasingly reselling or donating equipment before they explore recycling options.
- **Protect sensitive information:** No matter which disposal option you choose, data protection is paramount. Make sure to observe proper data sanitation and security standards.
- **Have clear reporting of disposed assets:** Insist that vendors provide clear asset disposal reporting including status and settlement reports on sanitization, disposal and resale value. This simplifies regulatory compliance and can provide a safeguard should anything go wrong with the disposal process.

While these imperatives are crucial to a CIO's success, it's important to have a strong understanding of each step before trying to implement them. With a solid plan for the digital future, CIOs can evaluate their organization's strengths and weaknesses and reach out to partners to put this plan into action.

Expertise When and Where You Need It

As recent research reveals, CIOs need partners who understand their imperatives for change. “By 2023, 70% of CIOs who cannot manage the IT governance, strategy, and operations divides between line of business-dominated Edge computing, operational technology and IT will fail professionally.”² Partners are critical for making business transformation happen, ensuring IT programs are sustainable and helping CIOs propel their organizations forward.

[Read more](#) about the challenges and opportunities to digital transformation.

If it Was Easy, You'd Already Be Doing It We Can Help

Alone, no company can sort through today's chaos of data and technology to determine how people and systems can best work together. You need the right partners, platforms and people.

Dell Technologies, in partnership with industry leaders and customers, is helping companies lead the way into the digital future. Working together, we create an ecosystem that is making digital, IT, workforce and security transformation real to organizations across the globe—every single day.

[Test](#) your own organizations digital transformation with Dell Technologies helpful “Digital Transformation Index.” Or [revisit](#) the four imperatives for competing in a market of speed.

Dell Technologies can deliver transformation in ways no other company can.

Action Today is Essential

We are all on a digital journey. We created Dell Technologies to provide not only the products and solutions, but also the services and expertise to help make business transformation real for you: one partner, purpose-built for your digital future.

Read parts 1 & 2 of this report:



[Part 1](#)
[Moving from Iteration to Implementation](#)

[Part 2](#)
[Four Imperatives for Competing in a Market of Speed](#)



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