

ACT II

Pandemic Prioritization



KEY TAKEAWAYS FROM A RECENT SOFTTEK VIRTUAL CLIENT MEETING —INCLUDING TOP CIOs AND BUSINESS LEADERS.

Prologue

Nobody knows how and when our current pandemic will end, nor its long-term implications for the enterprise and future of work. As we move into the second act of this pandemic (and into 2021), what we do know is that many of the predictions made by Futurists have already come true, and the enterprise is on an aggressive path towards rapid transformation. This has provided leaders with an enormous opportunity and responsibility to reshape the future of nearly every aspect of the modern enterprise, including the consumer and employee experience.



ENTERPRISE TRANSFORMATION WILL BE PERFORMED WITHOUT INTERMISSION

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2020

2021

2022

ACT II HIGHLIGHTS



Talent + Skill Shortages

In response to a global talent shortage, the enterprise has diversified its technology talent pool using non-traditional tactics. As leaders continue to accelerate transformation during the pandemic, how will the enterprise continue to attract and retain top tech talent to meet the overwhelming demand to digitize and automate everything? How will leaders close the gap?



Certifications vs. Higher Education Degrees



Retrain Existing Team Members



Improve Digital IQ



New Career Paths

How to Ramp Up Build Capacity

RUN TEAM



Automate manual run work



BUILD TEAM



Free & retrain talent to focus on mounting pressure for automation and digitization efforts



OPEX (on the rise)

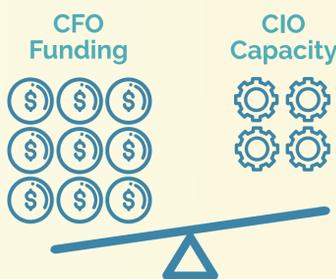
Capex, Opex & Governance

As the demand for digital transformation increases, so will the adoption of cloud-based software. As this obligation increases, CIOs will continue to work with CFOs to determine and communicate how the shift to the cloud affects their IT operating budgets and how this will impact their CAPEX to OPEX expenditures, budgetary considerations, cost management pressure and IT governance.

Funding and Capacity

Contrary to the pre-pandemic environment, some CFOs— specifically, in manual touch industries like Insurance, have expanded enthusiasm to accelerate digital transformation.

Because of this, many CIOs are now under new pressure to take on more funding than they can reasonably put to use. For the first time, many CIOs are saying no to extra funding, as they quickly approach their capacity to scale.



Agile Practices + Continuous Evolution

In contrast to five-year planning cycles, the current environment is too volatile to commit the enterprise to a five-year playbook. As leaders look for new ways to accelerate change and drive results, Agile values and practices have taken a prominent position throughout the organization. Leaders are training their teams to implement the principles of Lean-Agile and focus on short-term solutions to drive quick outcomes— now defined in weeks, months and quarters (not years).



Backlogs are cleared faster as teams zip through sprints and deliver new features and functionality



Continuous delivery ensures that value can be delivered on-demand— quickly and frequently



Agile Pods are formed to maximize cross-functional resources and liberate small working groups from traditional bottlenecks



Level-up maturity, increase the ability to respond to changing business conditions and innovate with increased agility



THE DISTRIBUTED WORKFORCE

During the early days of the pandemic, everything changed in a matter of days. Sent home with a laptop and a few personal items, these brave team members took on the challenge of remote work with pride. Is this the new normal? Will team members rise to the challenge?



Fast-track the replacement of offline manual processes with streamlined digital tools



Employee and customer face-to-face communication replaced by screen-to-screen communication



Mitigate security and continuity of corporate culture

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