

Reimagine technology to accelerate your business



Business Transformation Office

Take a proactive approach to increase success

Transformation is the mantra of the day for companies feeling constant pressure to meet the dynamic needs of customers, industries, and markets. Transformational change touches every aspect of the organization. Changes impact everything from business processes to underlying technologies. These modifications require new skillsets and potential realignments in the organizational structure.

Examples of transformational change include implementation of enterprise-wide ERP, HRIS, or project portfolio management solutions, mergers and acquisitions requiring consolidation of business practices and tools, IT initiatives including Agile Transformation, DevOps Implementation, and Digital Modernization. Most organizations take on transformational initiatives with the hope that they will realize many benefits:

- Streamlined processes, improved efficiency, and increased agility
- Greater productivity
- Stronger financial and process control
- Improved quality
- Increased on-time delivery
- Reduced operating and administrative costs, inventory and cycle time

- Improved customer service and increased profitability
- Adoption of leading industry practices

Organizations undertaking a large transformation initiative often discover undocumented change management efforts, resulting in challenging transformation efforts. Employees resist change and traditional Project Management Offices (PMOs) are not equipped with the specialized tools and techniques to drive these critical, highly visible business initiatives forward. In fact, organizational transformations have a success rate of less than 10% when taken on without holistic program management. PMOs optimize the delivery of incremental business change, transitioning the existing solutions to address modified requirements. Organizational transformations are very large, complex projects requiring executive level leadership combined with expert program management, organizational change management and business process engineering, so it is essential to work with a partner who has experience and expertise helping organizations reach these daunting goals.

Drive high impact initiatives with a Business Transformation Office

A Business Transformation Office (BTO) exists for the management and delivery of business transformation change initiatives. A BTO achieves success through a singular focus on task prioritization and delivering the expected business value related to the change initiative. Traditional PMOs focus on, and

are measured against, the delivery of agreed scope on schedule and within budget. The BTO focuses on delivering business value through;

- **Integrated Program Management** – identifying cross project dependencies, risks, and issues while providing transparency to the stakeholders allowing proactive decision making and mitigation. Through this collaborative approach the program and project teams can focus on delivering the expected outcomes on time, on budget and with the quality expected.
- **Organizational Change Management** - ensures that projects are optimized and aligned with their business objectives and the organization is prepared, motivated and able to adopt the required changes.
- **Business Process Engineering** – working with the business users to identify the as-is and the to-be business rules and processes. This provides the users a sense of ownership and leads to improved buy-in for the changes. It also allows the subject matter experts the ability to right issues from the past and make much needed improvements. Finally it results in identifying what steps in the process can be automated and/or what business rules must be applied to the system.
- **Oversight to system modernization efforts** – organizations often must modernize underlying technology required to transform business. Ciber provides modernization experts to accelerate technology transformation.

Ciber aligns an organization's BTO to execute on the vision and strategies established for the enterprise, department, or initiative. This focused and skilled team drives positive change and ensures delivery of the business value of each transformation to the organization. In addition, through the right training, mentoring, communication, and reporting, they assist the organization, business units, and individuals in embracing, adapting and adopting all changes required to deliver business value.

Partner with business transformation experts

Due to the rapid implementation needs of the BTO, organizations must quickly identify the team participants with the required business, technical and soft skills. They also need to be able to adapt the current tools, standards and processes to allow for the transparency, monitoring and communication necessary for success. Ciber provides the expertise, tools and best practices required for successful organizational transformation while partnering with the client to align with the organization's business knowledge.

Ciber's BTO approach makes organizational transformation activities more proactive, enabling enterprises to lead rather than follow. Our BTO expertise, tools and methodology increase transformational success rates, increase business value and return on investment, and decrease employee resistance to change.

With more than 40 years of enterprise application development and project management experience, Ciber has a proven approach to successful client engagements. Our unique accelerators shorten time to value, and ensure smooth implementation. Ciber helps you adapt to business needs of the future, so that you gain a distinct competitive advantage.

About Ciber

Founded in 1974, Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Ciber is an HTC Global Company. For more information, visit www.ciber.com.