

# Transformation Navigator Impact Book



How organizations can identify and address hidden friction points that can stall or derail a digital transformation

# Overview

At any given moment, organizations are going through a transformation. Whether it's a team rolling out a new platform or a company-wide digital transformation, change is ongoing.

However, most transformations fail. In fact, a recent article from Forbes indicated, "84% of digital transformations fail"<sup>1</sup>.

So how can you protect yourself from becoming part of the 84%?

Digital transformation isn't easy. It requires changes to processes, culture and interactions with your customers. Plus, the friction points that can slow or derail a transformation aren't always evident in the beginning - and sometimes aren't discovered at all, leaving the organization vulnerable to "fixing the wrong problems".

Transformation Navigator, and the methodology in place to support the data that's extracted from the diagnostic, apply pattern recognition to existing behavior of the people going through the transformation, creates actionable and measurable goals that impact the business outcomes, and begins to set you on the path towards self-sustainability.

Here are some of the success stories.

<sup>1</sup> <https://www.forbes.com/sites/brucerogers/2016/01/07/why-84-of-companies-fail-at-digital-transformation>



## Financial Services and Insurance

# Driving adoption of executive alignment and monitoring for value-based outcomes



Our multi-year engagement has helped our client realize over \$51M in benefits due to the impact of our digital transformation coaching and consulting and keeping their \$500M modernization initiative on track.

### Outcomes

Customer reallocated \$51M of technical enablers into value-generating initiatives, this was 34% of an annual \$150M IT budget

Enterprise-wide, value-based OKR reporting to the board, expanding from only one initial business unit in 2018

Transformation Navigator rescued a stalled \$500M modernization project at risk by re-aligning top-notch technology initiatives to business context and overcoming corporate change-fatigue

### Services delivered

- Transformation Navigator
  - OKR consulting and coaching
  - Introduced Lean Portfolio Management and Scaled Agile (SAFe)
  - Compliance-based governance for agile and waterfall
  - Adaptive Leadership and Value Stream Advisory
  - Lean-Agile coaching and consulting
- 



## Financial Services

# North American financial services and bank holding company with \$11.7B in revenue and 40K employees

Client “knew what they wanted” - to simply put their existing OKRs into Broadcom’s Clarity / Rally products. After engaging in our OKR Workshop, client realized shortcomings in their process and pivoted to our OKR model and Transformation Navigator diagnostic.


## Outcomes

Eliminated disconnected “Technical Enablers”; focusing on connected business value from the start of the request cycle

Expanded influence of IT leader into the C-Suite

Reduced naive product implementation by fully integrating business rational

## Services delivered

- Executive briefings
  - Transformation Navigator
  - Readout workshop
  - OKR Workshop
  - Insights engine for IT department
  - Weekly collaborative workshops
  - Tool implementations (50 users including 30 developers)
  - Monthly executive check-ins
- 



## Insurance

# Large insurer in US achieves success with Transformation Navigator

Customer was unable to effectively identify the markets in which to initially launch their new direct-to-consumer website – a race in response to new government regulations and compliance. Analytics masked problems due to the extremely complex business environment. Key business metric was to hit a key margins and growth goal (in this case measured by stock valuation).


## Outcomes

Identified and adapted go-to-market strategy while increased stock valuation (Key Goal)

Launched direct-to-consumer initiative before deadline

This company's line of business became an innovator within the organization – and they became an example to other LOBs as well

## Services delivered

- Executive briefings
  - Transformation Navigator
  - Readout workshop
- 

# American telecommunications giant sees “hidden in plain sight” issues through Transformation Navigator Workshop

The client approached Enterprise Studio, frustrated that their transformation efforts were not creating the outcomes they were expecting. Various projects were not getting completed, they remained siloed, and functional areas were not communicating.

## Outcomes

Transformation Navigator revealed several problem areas for the client – and brought them to light using datapoints gathered from their input of their own behaviors


A clear picture emerged of next steps, which were then crystallized into OKRs, ensuring leadership alignment

Enterprise Studio continues to coach leadership and work with the teams to address the issues revealed by the Transformation Navigator

**“I can now see how we can get to the data that shows us where we need to focus and where our own structure is getting in the way of our success.” - SVP in attendance**

**“This is the data I needed. Let’s get a Tiger Team together to begin to address some of this right away.” - Leadership attendee**

## Services delivered

- Transformation Navigator diagnostic and workshop reviewed 6 focus areas in strategy and execution across customers, culture and operations.
  - 29 cross-functional team members took the online diagnostic.
  - 12 people in leadership participated in the virtual workshop.
- 

# About Enterprise Studio

Enterprise Studio by HCL Technologies provides IT solutions and services to thousands of customers across many industries. We specialize in helping organizations address the challenges of optimizing their technology and transformations.

We use a blend of deep technical skills, advisory and consulting expertise to help you navigate the complexities that come with competing in an inter-connected world. By addressing IT challenges while enabling business and cultural transformation, your IT and business teams can achieve better, more predictable outcomes with long-lasting benefits.

Our global team across North America, Europe, Latin America, India, Australia, and Asia has a relentless focus on customer centricity. Our team's expertise, built upon decades of experience across digital advisory consulting, IT business management (ITBM), cybersecurity, and AIOps, can help you move quickly from idea to value as you build, integrate and adopt resilient enterprise solutions.

Contact [EnterpriseStudio@HCL.com](mailto:EnterpriseStudio@HCL.com) for more information

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2021, HCL has a consolidated revenue of US \$11.18 billion and its 197,777 ideapreneurs operate out of 52 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)

**HCL**



[www.hcltech.com](http://www.hcltech.com)