![acora - The Choice of Leaders]

Acora's Trusted Digital Framework

Helping companies compete and win in the digital economy

Technology is fundamentally changing how businesses operate and the way in which individuals work. In fact, business and technology are becoming so interwoven, it's hard to consider one without the other.

The pace of change and the functionality available from modern technologies in the market today has led to industry analysts coining this movement as the 'digital economy era'. However, with this new 'era' comes a requirement for digital transformation, or in other words, digital investment.

Due to market pressure and the potential benefits gained, the majority of companies consider this investment value for money, however many find themselves struggling to make time for transformational projects. On average, 80% of the IT departments time and budget is spent on operational IT, leaving only 20% for strategic projects. This has led to companies choosing to work with IT service providers, like Acora, to help them transform.

In response to our clients requirements we have developed a framework, which covers all aspects of business technology and a clear view of what a robust and flexible IT environment looks like. It's called the Acora Trusted Digital Framework and it's objective is to help our clients compete and win in the digital economy era.

> Companies are planning to invest 5% of their revenues annually to digitally transform, with 55% expecting a payback within 2 years.
> **Source: PWC, 2018**

> IT issues are a major barrier for 62% of organisations when it comes to successfully adopting digital transformation initiatives.
> **Source Dimension Data, 2019**

> 72% of global CEOs believe the next 3 years will be more critical for their industry than the last 50 years.
> **Source: Forbes, 2018**

> 87% of CIOs believe digitally empowering employees can drive at least 5% additional revenue growth over 3 years.
> **Source: Radius, 2018**

> "The majority of companies see the need for digital transformation, their challenge is creating the bandwidth IT teams need to drive it".
> **Paul Renucci, CSO, Acora**

The need for digital transformation

Technology has become the accelerant of modern businesses, but the capability of technology cannot be harnessed without the right people implementing the right plan.

Digital transformation is a broad term that references the changes and plan required to compete and win in the digital economy era. We define it as *the profound transformation of business and organisational activities, processes, competencies and models to fully leverage the blend of a mix of digital technologies with present and future strategies in mind.*

Ultimately, it's about closing the technology gap between what you have in place and what you need to ensure success in the future.

Digital transformation delivers real benefits to the mid-market
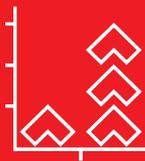
Increased Revenues

- Effective customer acquisition
- New product & service innovation
- Improved customer advocacy

Reduced risk

- Improved service resilience
- Enhanced compliance & security
- Competitive in chosen market

Reduced cost

- On-demand services
- Increased use of self-service
- Process automation

The challenge

Companies need to shift their focus on things that will propel their business forward, maximise their success, and move them ahead of the competition.

However, this drive cannot be completed without the efforts of the IT team, who are often too consumed with day-to-day activities to focus on high-level innovative tasks.

To achieve digital transformation, companies must decide how best to utilise their IT staff. As the landscape continues to change, organisations need to focus on achieving top-line business results while transforming their staffing models and deployment/support services.

❝ Whilst 80% of time & budget is spent on Operational IT...it's the 20% of time & budget spent on Strategic IT that delivers company transformation. ❞

Gartner - www.gartner.com/business value

Acora can help

Acora offers a range of enterprise class IT services designed to complement our customers' capabilities, to increase their IT effectiveness today and to provide them with a competitive digital platform for the future.

More than 300 clients trust Acora to take responsibility for part, or all, of their business IT, from the design and build of complex solutions to the day-to-day management of IT services.

We partner with you to support your digital transformation journey:

1. **We free up time for you**
   Securely transition and manage your current operational IT activities.
2. **We help you digitally transform**
   Understand your specific transformation journey and assemble the right mix of technologies and services to build your competitive digital platform.
3. **We deliver value to you**
   Real ongoing value, allowing your business to succeed in the digital economy.

We do this using the Acora Trusted Digital Framework.

The Acora Trusted Digital Framework

This is the methodology we take our customers through to validate that the components of their specific digital platform are secure, innovative and cost effective as they are built, deployed and used.

Our framework came from our experience of digitally transforming customers and continuously improving our process, governance and best practice.

The practical outputs from your Trusted Digital Platform deliver enhanced capabilities in:

• Customer experience
• Business applications
• Employee workplace
• Infrastructure

What makes your Trusted Digital Platform from Acora different?

We design, build and proactively manage your platform using our framework which validates each digital component against a core set of design and governance principles to deliver the following characteristics:

• Proactively optimise costs and the usage of the platform.
• Digitally mentored users and a shared culture of innovation.
• Continuously evaluated security and compliance posture.
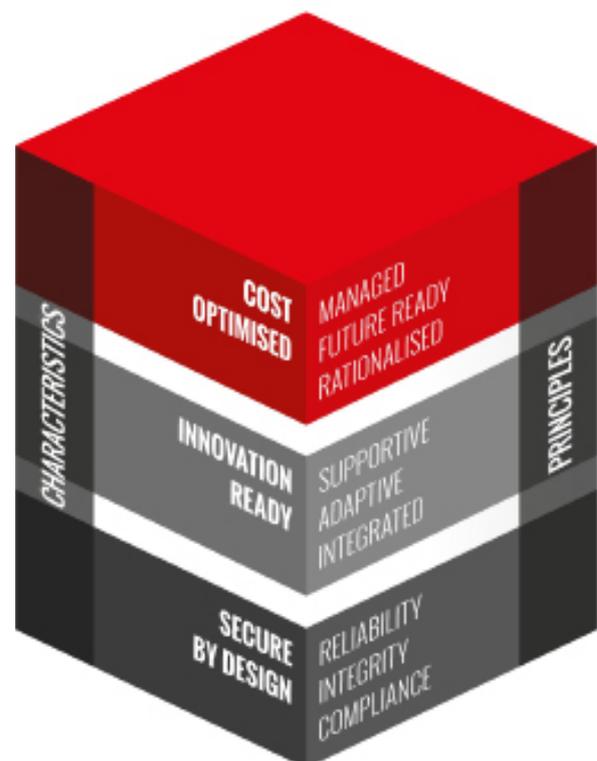
What are the characteristics of your Trusted Digital Platform?

1 **It is cost optimised**

The Trusted Digital Platform is not simply about minimising cost, the platform:

- Builds a continuous discipline of proactive cost management and focus on business value.
- Supports business growth in a sustainable way, through being future ready.
- Maximises and rationalises existing investments.
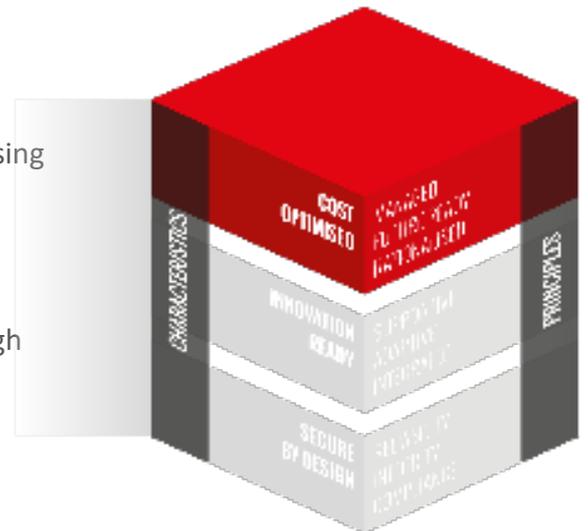
2 **It is ready for innovation**

The Trusted Digital Platform is capable of using innovation to improve employee working practices and enhance supplier and customer digital interactions, by:

- Integrating new technologies, with incremental transformations that use the deep understanding of new trends.
- Embedded a supportive culture of shared innovation between Acora and our customer.
- Dynamically adapting to deliver consistently high-quality Digital Services.
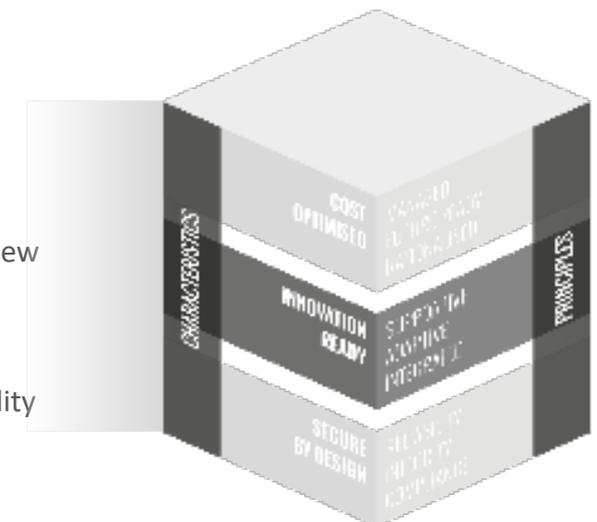
3 **It is secure by design**

Early in the design process of all transformation projects and on a continuous basis though proactive managed services, the Platform incorporates:

- Highly reliable low user impact security tools, process improvements and automation.
- Integrity maintained by Acora's SOC, which continuously monitors and responds to security risks.
- Compliance ready auditing.

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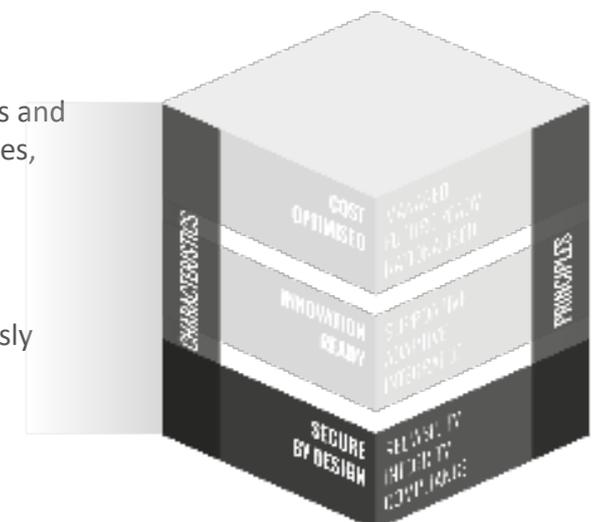
For more information about how we can help you compete and win in the digital economy, contact us:

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