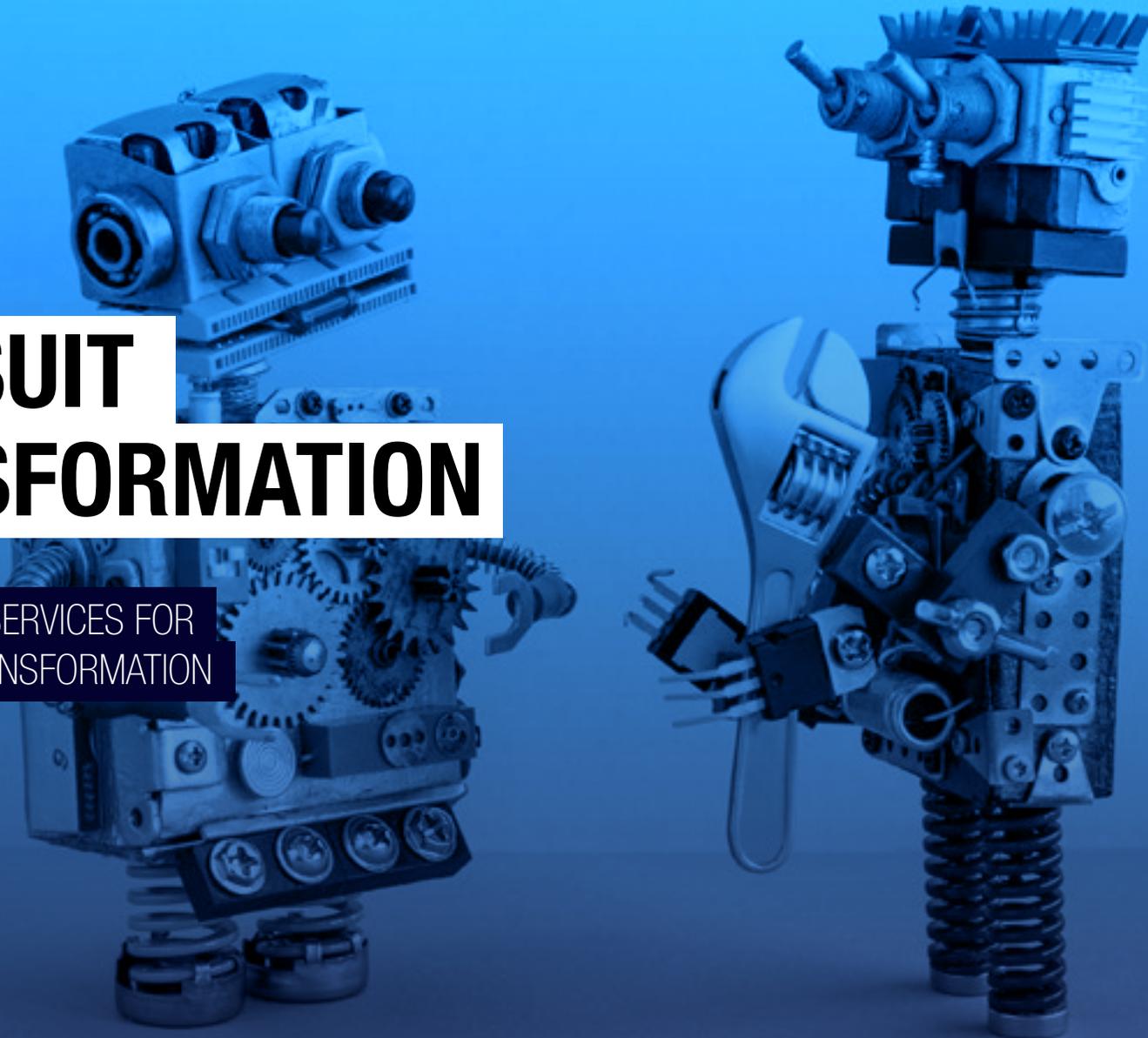


Data#3

# THE PURSUIT OF TRANSFORMATION

THE FIVE FUNDAMENTAL SERVICES FOR  
SUCCESSFUL DIGITAL TRANSFORMATION



CONTINUE



Organisations large and small, public and private, are undergoing a digital transformation with profound implications for technology and the way people work.

Digital transformation requires a top-down, whole-of-business strategy with skilled and effective execution. In fact, a recent Gartner report stated that **47% of CEOs are being challenged by the board of directors to make progress in digital business**<sup>1</sup>.

The good news is that you do not need to tread this path alone. It makes sense to assess expertise and skills in-house, and augment those skills with the experience of experts who have done it before - and have the scars to prove it.

This eBook will provide practical insights into the expertise and services you may need to support you on your organisation's digital transformation journey.

# I WANT YOU TO HELP ME...

**TRANSFORM**   
consulting

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**BUY**   
procurement

5

**DELIVER**   
project services

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**OPERATE**   
managed services

9

**FIND SPECIALISTS**   
resourcing

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**LEARN MORE**   
knowledge centre

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# HELP ME TRANSFORM

The painful reality is that many organisational transformation efforts fail<sup>2</sup>. Organisations embarking on digital transformation need to learn from the experience of those that have gone before them, and as such, targeted access to specialist expertise is key.

This is particularly true with forays into the application of artificial intelligence as one enabler of digital transformation.

With the right expertise, digital transformation initiatives can harness digital capabilities to improve efficiencies, increase customer value and create new monetisation opportunities<sup>3</sup>.

When and where you choose to leverage specialist consulting expertise depends on the nature of your organisation's digital transformation journey, level of in-house expertise and sometimes practical constraints like a need to make important technology-centred choices in a short time frame<sup>4</sup>.

The right consultants can help organisations realise faster value with relentless focus on delivering tangible digital transformation results<sup>5</sup>.

**70%**

of complex, large-scale change initiatives will not reach their stated goals<sup>2</sup>.

That equates to over

**\$900 BILLION**

worth of spend that will miss the mark<sup>2</sup>.

**Business Aspect, a Data#3 company, provides objective advisory and consultancy services across business and technology. It specialises in improving the performance of organisations through the enablement of digital transformation.**

**Business Aspect offers expert consulting services that help align your technology investment to your business outcomes – maximising the return on your investment in IT, driving business productivity, and positioning your organisation to capitalise on future growth opportunities.**

## CONSULTING

Business Strategy & Governance

Business Process Improvement

Technology Advisory

Cybersecurity & Risk

Information & Analytics

Digital Solutions

[Learn More](#)



# CONSULTING

“

**I'm a great believer that for new areas the best way to do it is to go and find the subject matter expert who has all the skills, scars and experience.**

Geoff Purcell, CTO, Melbourne Water

# HELP ME BUY

With digital transformation influencing every aspect of the way organisations operate and interact with suppliers and customers, procurement managers continue to be under pressure to deliver cost optimisation. They are also tasked with increasing the efficiency and scope of technology procurement, and to deliver on key digital projects that align closely with the organisation's digital transformation strategy.

Yet over half of all procurement leaders believe their teams do not have sufficient capabilities to deliver on the organisation's procurement strategy<sup>6</sup>.

New approaches are needed to improve supplier visibility, enhance supplier collaboration<sup>6</sup>, and to establish a more prominent role for procurement in achieving digital transformation objectives. Vendor categorisation should also take place based on their strategic value and risk, appropriate communication, and management of compliance expectations<sup>7</sup>.

## JUST 18%

of procurement leaders have a digital procurement strategy supported by a complete business case<sup>7</sup>.

## \$1 + \$7

Every dollar invested in innovation will require an additional \$7 in IT execution, which service vendor management leaders will have to manage<sup>6</sup>.

## 65%

of procurement leaders have limited or no visibility beyond their tier 1 suppliers<sup>6</sup>.

**Data#3 Procurement Services** helps you to optimise the value of software and hardware assets, and the role they play in improving business efficiency and performance.

From strategy and procurement, through to supplier management, Data#3 can solve the challenges traditionally associated with procurement, helping you to turn it into a business advantage.

Achieve full visibility and control over your assets, including licensing agreements, budget forecasting, compliance, renewals, personal devices, printers, data centre infrastructure, and more.

## PROCUREMENT

Contract Management

As a Service

Hardware Procurement

Licensing Services

Equipment Staging

Finance & Leasing

[Learn More](#)



# PROCUREMENT

“

**It was becoming time-consuming...  
Data#3 optimised the way we procure,  
manage and pay for our licensing,  
creating significant efficiencies.**

Peter Hughes, Manager – Network Services, University of Adelaide

# HELP ME DELIVER

The complexity of digital transformation demands a strong focus on benefits-realisation management<sup>8</sup>. With accelerating technological change, even the strongest of strategies are not enough in isolation. Effective implementation is vital to move from strategy to reality.

Successful organisations realise that the right project, program, and portfolio management practices give them a competitive edge<sup>9</sup>.

Some organisations have those skills in-house, however over time, many organisations navigate an evolving balance between internal and externally-sourced project managers.

Consultants that live digital transformation day in, day out, and serve in different organisations across different sectors inevitably have valuable insights to offer.

There is a difference between targeted outsourcing and abdication of ownership. The key is to own the transformation strategy and then assess how to implement it as rapidly as possible with the most appropriate resources.

## 52%

of projects experienced scope creep or uncontrolled changes to the project's scope<sup>9</sup>.

## 37%

of IT projects fail due to lack of properly skilled teams<sup>10</sup>.

IT executives & leaders are often surprised by the skills they find they need to make cloud moves. As a result, a large majority of enterprise applications remain "trapped" on-premises<sup>11</sup>.

**Data#3 Project Services** helps you to execute the right technology strategy to support your business. Leveraging skilled specialists, relationships with world-leading vendors, and proven success, we help you to manage the complexities associated with delivering project outcomes.

We work with organisations on a wide range of technology projects of all sizes, in areas such as Cloud, Mobility, Security, Data and Analytics, IT Lifecycle Management, and more. We maintain a clear focus on team leadership, customer advocacy, process and procedures and service.

In short, Data#3 Project Services provides peace of mind and project certainty.

## PROJECT SERVICES

Project Management

Assessment and Design

Application Development

Deployment Services

Public Cloud Migration

Training & Adoption

[Learn More](#)

# PROJECT SERVICES

“

**We see Data#3 as a genuine partner; a technology partner that's with us for the long haul to help us achieve our goal of becoming a national leader in technology-driven teaching and learning.”**

Richard Humphreys, Director – ICT, The Southport School

# HELP ME OPERATE

Digital transformation efforts do not occur in a vacuum. Organisations continue to grapple with balancing resource constraints in the context of the increasing pace of change that digital market disruption creates.

Managing that pace of change while driving to genuine transformation requires ruthless organisational focus. Targeted use of managed services has a role to play in enabling that focus. Agility is not optional — IT teams need to be focused on activity that delivers the greatest strategic value to drive digital transformation, at speed, with minimal distraction.

Managed services can enable greater agility, improved service levels and reduced costs. Used strategically, managed services can also help enterprises to mitigate the rising complexity of IT operations by optimising current infrastructure<sup>12</sup> to focus on what is essential to differentiation.

Sophisticated organisations view managed services as a means of attaining, and maintaining competitive advantage — and not just a way to cut costs<sup>13</sup>. Assessing when and how to apply this logic in your organisation is an essential component of the digital transformation landscape.

## \$1.55 MILLION

On average, IT downtime costs businesses \$1.55 million every year<sup>14</sup>.

## 37%

of organisations already measure the value of innovation from their outsourcing relationships<sup>13</sup>.

**Data#3 Managed Services** gives you access to the expertise required to monitor, manage, and keep your systems running, leaving you free to focus on your customers.

Underpinned by service level agreements tailored to your business, our support team leverages a deep understanding of your technology infrastructure to proactively avoid service interruptions.

From point solutions through to fully-outsourced environments, our managed services team understands how to help you get the most out of your technology investments and becomes a trusted extension of your own team.

## MANAGED SERVICES

Service Desk

Asset Management

Cloud Management

IT Service Management

Managed Field Services

Maintenance Services

[Learn More](#)

MAN  
AND  
MACHINES

“

**When we measure a window, it has to be perfect, and we are so confident in our quality, we guarantee it for ten years. Our technology also has to be perfect, it has to exactly fit the requirements. Our project with Data#3 helps us to achieve that.**

Daniel Bersan, ICT Manager, Jason Windows

# HELP ME FIND SPECIALISTS

As organisations across the world pursue some aspect of digital transformation, one of the inevitable flow-on impacts has been the continued strong demand for ICT workers and skills<sup>15</sup>.

Sourcing, placing and retaining IT professionals with specific specialist skills to support and enable particular aspects of digital transformation is a constant challenge in this dynamic market.

Fluctuating demand and capability requirements mean organisations need fast, seamless access to the right resources, plus the flexibility to scale up or down to achieve digital transformation project milestones.

The specialist requirements of IT recruitment can lend themselves to outsourcing. There are also occasions where surge requirements or specialist projects create a need for contract IT professionals with particular skills.

## GROWING DEMAND

for ICT workers and skills in a diverse range of sectors and roles<sup>15</sup>.

## DEMAND INTENSIFIES

for tech skills across Australia<sup>16</sup>.

**As the only specialist IT recruitment and workforce services agency that is fully embedded within an Australian business technology company, Data#3 has an in-depth understanding of the technical skills and competencies you need to get the full value from your technology investment.**

**From staff augmentation services through to fully outsourced IT contract and recruitment services, we help manage your IT capability requirements either on-site or remotely, and have the right people and resources to match your ongoing technology needs.**

## RESOURCING

Contracting

Permanent Recruitment

Staff Augmentation

[Learn More](#)

RES  
OUT  
FIN

“

**The Data#3 team knew what questions to ask about technical experience, and I was able to assess which candidate would fit our organisation and culture. We made a good team.**

Frances Williams, Operations Manager,  
Eastside Lutheran Colleges

To help find the information you need, quick and easy access to bite-size expert resources can help you get up to speed.

Perhaps you have a particular technical issue you're grappling with and would like to learn how others have approached it.

Maybe you would value a white paper to clarify a few details on a new topic.

Alternatively, you might be in strategy mode and would appreciate some thought leadership and insights.

The Data#3 Knowledge Centre provides free access to a wealth of resources to help you on your digital transformation journey.

Created in correspondence with subject matter experts, you will find articles, blogs, customer stories, infographics, videos and white papers related to the different types of services highlighted in this eBook.

[Contact Us](#)

# HELP ME LEARN MORE

CLICK BELOW TO DISCOVER MORE RESOURCES

[CONSULTING](#) 

[PROCUREMENT](#) 

[PROJECT SERVICES](#) 

[MANAGED SERVICES](#) 

[RESOURCING](#) 

## AT A GLANCE

When you turn to outside help for IT services, you need the certainty of a specialist provider with the scale and experience to tackle every challenge. Data#3 is here to help with responsive services across consulting, procurement, project services, managed services and resourcing.

 **1,200+** employees

 founded in **1977**

 Listed on ASX in **1997**

 **12** facilities across Australia and Fiji

 **\$1.9 Billion** in revenue in FY21

 **16.3 M** products sold in FY21

 **5,157** transacting customers in FY21

# Data#3

[www.data3.com.au/services](http://www.data3.com.au/services)

 [facebook.com/data3limited](https://facebook.com/data3limited)

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 [linkedin.com/company/data3](https://linkedin.com/company/data3)

 [youtube.com/user/data3limited](https://youtube.com/user/data3limited)

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