

MACC
2018

Tips to make your next digital transformation easy

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GOAL: Everyone leaves with one tip that is useful

How is this session structured?



- Where does my experience come from?
- Why is 2018 different?
- What tips will I share?
 - Platform selection
 - Transformation planning
 - Architecture
- What questions do you have?



Experience in digital transformation

- Automated vision inspection kept manufacturing in the US
- First major bank to use eSignature at scale
- Digital transformation in 100+ companies
- Built operational platform for integrating the full continuum of healthcare
- Advising several platform providers
- Venture Capital Aging 2.0 ambassador

We are in a different era

Then:

Replacing manual or paper processes
with technology



Now:

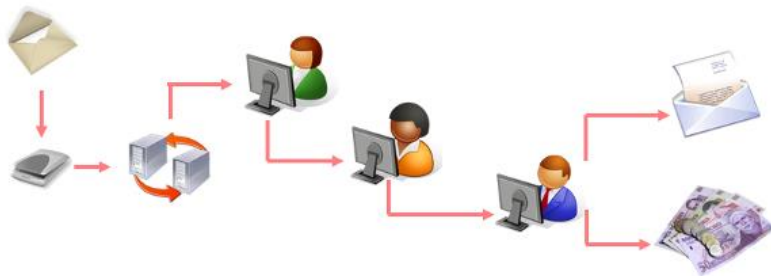
Replacing existing technology with newer
or different technology



We are in a different era

Then:

Technology was isolated or connected through human and manual systems



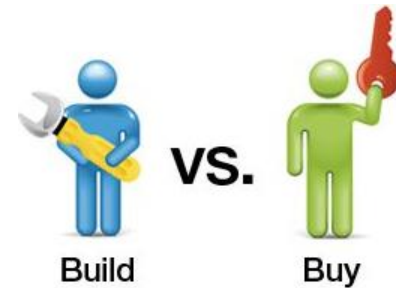
Now:

Systems are interconnected or platforms have grown to include upstream and downstream capabilities



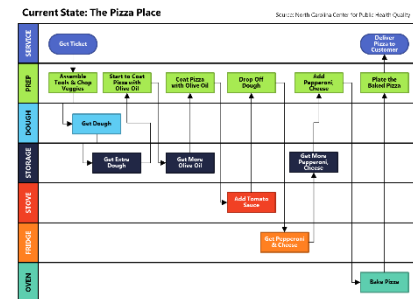
Buy when possible, build when necessary

- Look for :
 - WebAPIs, Services, Integrations
 - Smart user customizations
 - Full access to data
- Avoid rebuilding something that exists
- Build IP or unique processes within or outside the system
- If you must build, justify the expense and time to do so



Don't buck system design

- Look for:
 - workflow modification
 - hiding or field customization
- Data entry or workflow decision
- Current process vs New



One size rarely fits all

- Look for:
 - Truly integrated products
 - Leaders in each area of the business
 - Core focus on the mission
- Don't be afraid of multiple companies or platforms
- Automated integration isn't always justified



Transformation Planning

- Budget for communication
- Consider unique ways to train
- Solve risky issues first
- Pilot when possible
- Release by component
- Define ROI success
- Measure adoption



Technical Architecture

- Vendor independence
- Tight interfaces
- Microservices
- Clear documentation
- Modern framework
- Robust development process
- Prioritization process
- Clear roadmap



Digital Transformation Summary

Buy when you can, build if you must

Use a system for its given purpose

One size fits few, diversity is good

Communicate often and uniquely

Break up the releases anyway you can

Define and measure success or ROI

Design to isolate components

Understand vendor architecture

What questions do you have?

