Delivering Business Value with Digital Transformation

How mobility can provide a quick win and increase business agility.
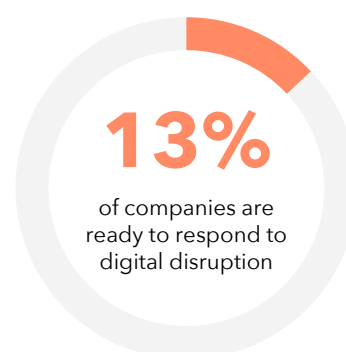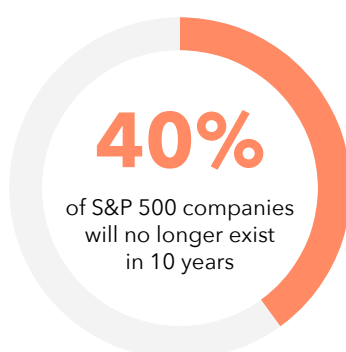
Modernize or Be Disrupted

Digital transformation is a top priority for every large enterprise. In an era where banks are competing with technology companies like Apple and Google, and grocery stores are competing with e-tailers like Amazon, today's competitors are no longer "the usual suspects." Since 2000, 52% of the companies in the Fortune 500 have either gone bankrupt, been acquired, ceased to exist, or dropped out of the list.[1] It's estimated that 40% of companies on today's S&P 500 will no longer exist in 10 years.[2]

The need to modernize comes at a time when the pace of technological innovation has never been faster. Today's largest living generation is comprised of those who grew up in the digital era. And, consumer mobile apps are shaping how consumers expect to interact with all companies – including those in more established industries as well as the B2B sector.

"We're facing shifts in demands and expectations by our customers, and our competitive pressures are dramatically increasing. Whether we like it or not we see ourselves as an industrial manufacturing company but our customers want to have the same experience with us as they have with Amazon, Apple, or any other digital company."

— **David Johnston,** CIO Americas, The Linde Group

While the need to transform is obvious, most companies are at the early stages of figuring it out. 85% of enterprise leaders believe that they have a time frame of two years to make significant inroads on their digital transformations, or they will suffer financially and fall behind their competitors.[3] Among companies in the UK, 88% have digital transformation as a top priority, yet only 13% say they are ready to respond to digital disruption, and create "the organization of the future."[4] Regardless of stage, the message is clear: Modernize or be disrupted.

52%
Fortune 500 companies dropped off the list
SINCE 2000

40%
of S&P 500 companies will no longer exist in 10 years

13%
of companies are ready to respond to digital disruption

Keeping Up with the Rapid Pace of Technology Innovation

When it comes to digital transformation, customers rule. Industry-leading CIOs cite the top three digital transformation initiatives as: enhancing customer experience, enabling new digital business models, and empowering customer-facing employees to better and more quickly serve customers.[5] Most CIOs report that their organizations expect them to assist in business innovation, yet more than half (52%) admit that their IT capabilities related to innovation and disruption either don't exist or are still being built in their organizations.[6] What's more, 94% of industry-leading CIOs cite that they are under strong pressure from their C-level peers to move more quickly than ever before.

"We live in both exciting and challenging times. Exciting because of the opportunities that rapid changes in technology are providing us. Challenging because of the disruption caused by rapidly changing platforms and growing customer expectations."

– **Ted Ross,** CIO Information Technology Agency, City of Los Angeles

Delivering Business Value with Digital Transformation

While innovative technologies continue to enter the market at a staggering pace, business leaders report that today's biggest roadblock to digital transformation is integrating innovation with existing enterprise systems.[7] Most enterprise systems were built before the digital era, in some cases decades before smartphones and tablets arrived. These systems are essential for a company's operations, and therefore not quickly or easily replaced.

The way in which people interact with information and technology in their personal lives represents a fundamental change that is shaping expectations in the business world. Today, consumer mobile apps turn everyday tasks into simple, personalized, intuitive, and intelligent experiences that can be done in a minute. Unfortunately, business technology isn't quite as simple. This affects how consumers interact with brands as well as how employees work inside their organization. Figuring out how to make business systems simple is the key to attaining the goals of business transformation.
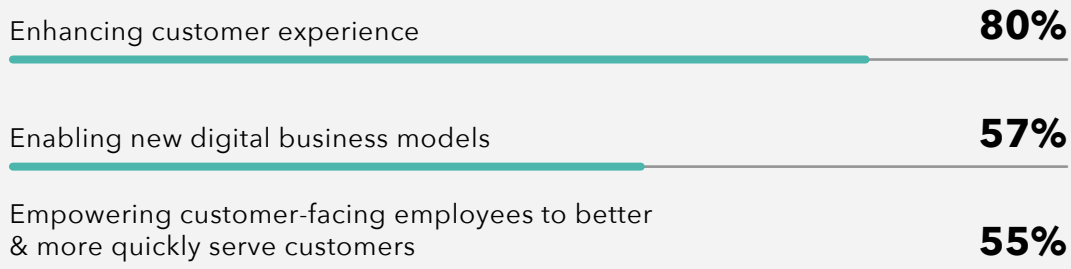
52%

52% of CIOs cite limited capabilities to innovation & disruption.

#1 ROADBLOCK

#1 Roadblock to digital transformation: Integrating innovation with existing systems

Top Digital Transformation Initiatives

Enhancing customer experience **80%**

Enabling new digital business models **57%**

Empowering customer-facing employees to better & more quickly serve customers **55%**

Agility is Today's Business Currency

Today, the company that responds to a customer query first, wins. The company that makes it quick and easy for customers to carry out their transactions, keeps that customer. The company that removes operational drag attracts and maintains a productive, agile workforce. In today's world, you can't achieve speed without simplicity. Mobile apps, with intelligent processing and push notifications, are the best way to bring speed to your enterprise with simplified workflows and anytime access. Whether it's providing a customer quote faster than your competitors, having real-time visibility to inventory, or the ability to decouple billing processes from paper-based work orders to enable more accurate and faster billing, the pace at which information and transactions can be made determines today's winning companies.

Mobile has become the preferred way for people to shop, bank, order a ride, and even solve for daily dinner needs. These tasks are simple, quick, and almost effortless. Bringing this type of interaction to the enterprise is essential to capturing and keeping today's consumers, and attracting, engaging, and maintaining the right workforce. It's why 64% of organizations cite they are currently incorporating mobile technologies as part of their digital transformation efforts8 , and why mobile must become part of the DNA of your business if it's not already.

64%
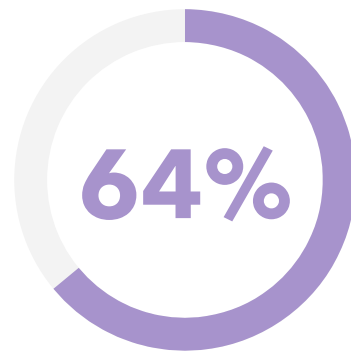
64% of organizations are incorporating mobile technologies as part of their digital transformation efforts.

"Speed is paramount these days. Our focus is speed, efficiency, and customer value. It's about removing complexity in our systems and processes to help the business deliver better value to our customers."

— **Adrian Samareanu,** CIO, Volvo Financial Services.

Enterprise Mobility – Delivering Quick Wins and Business Agility

When done right, mobility leverages the information, automation, and security housed in existing business applications, and extends the information and transactions to the edges of the enterprise. Mobility provides a way to transform existing systems of record – ERP, eProcurement, HCM, CRM, etc. – by extending the reach of these systems with a simplified user experience for role-based tasks and transactions. By utilizing mobility to extend to your existing enterprise applications, you leverage the systems that you have invested decades and millions of dollars in, while enabling your workforce to be quicker, more efficient, and more effective. Gartner predicts that 70% of software interaction will be mobile in the next five years.[9]

By far the quickest and most impactful starting point for such enterprise mobility initiatives is to focus on consolidating corporate approvals. Your company's highest value employees - managers and executives - spend hours every month dealing with corporate approvals, including POs, invoices, time-off requests, timesheets, and more.

These approval processes are cumbersome and inconsistent across all the different applications and they're a burden to managers. What's worse, they slow down your organization and impact the business, whether from late fees, lost revenue, delayed projects, or non-compliance costs. By simplifying the approvals process and delivering a consolidated experience on a user's smartphone, while leveraging your existing business applications, you can increase business agility and provide immediate business value.

70%
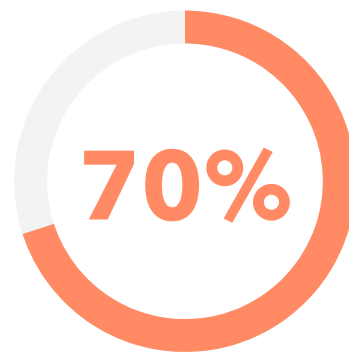
70% of software interaction will be mobile by 2022.

"The secret to survival is to stop thinking that the end-goal of digital has anything to do with a device. And start thinking about the end goal of becoming connected, integrated, and efficient."

– **Andy Main,** Principal, Deloitte Digital

Make Digital Transformation Your Competitive Advantage

The ability to remove the complexity of your business processes and systems is here. Mobility offers people the ability to complete any needed task in a minute's time, wherever they are, on any device. People are truly empowered, mobilized, agile, and able to self-serve. It's these powerful minutes of productivity that become an organization's competitive advantage. This is how innovative companies are disrupting industries, and how modern companies are transforming themselves. Let your digital transformation journey begin.

"Schroders is trusted with the investments of a variety of clients. We have to deliver the highest levels of efficiency and responsiveness to our clients. This pursuit means we cannot restrict ourselves to outdated technology. We want to maximize productivity on the go by giving people bite-sized windows into things they can do anywhere."

– **Graham Kellen,** Chief Digital Officer, Schroders

Sources:

[1] Constellation Research, Ray Wang

[2] John M. Olin School of Business at Washington University

[3] Are Businesses Really Digitally Transforming or Living in Digital Denial, Progress, 2016

[4] Deloitte 2017 Global Human Capital Trends, UK Report

[5] CIO Agility Survey by Dion Hinchcliffe, 2017

[6] Deloitte 2016-2017 Global CIO Survey

[7] IDC, 2016

[8] TechValidate 2016

[9] Gartner

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Expense	2
Absence	1
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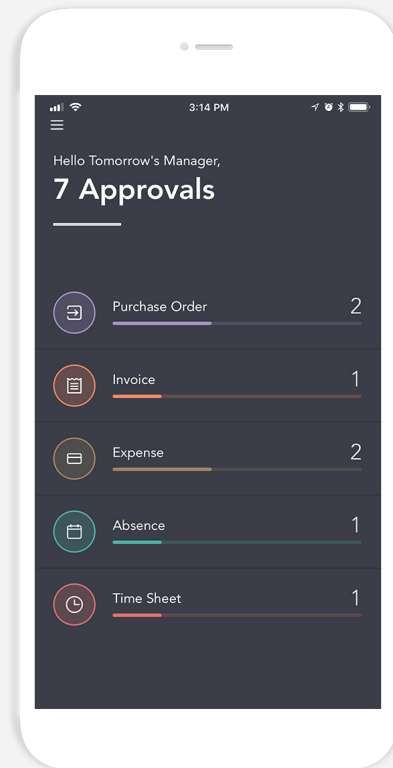
About Capriza:

Capriza believes that scaling an enterprise while maintaining health and compliance should not require slowing it down. By integrating with all the disparate systems of record needed to operate at scale, Capriza's ApproveSimple reduces the friction between the corporate systems that run the business and the managers and executives that interact with those systems. A modern SaaS approach delivers a consolidated worklist to every user, on any device, and gives the enterprise back office the ability to monitor and analyze its control environment. ApproveSimple enables smarter decisions, faster.

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