



Envision with Eviden

Ensuring Success of your Digital Transformation with ServiceNow

Digital Transformation is more than technical delivery

Digital transformation is all about making your business smarter, more efficient, and ready for the digital age. It's not just a buzzword; it's about achieving real results.

When we talk about digital transformation, we're not just talking about fancy gadgets or software. It's about helping you make your investments in technology pay off. We want to help you cut down on risks, work smarter, and align your processes with your business goals. That's what we mean by digital transformation.

Sure, technology is a big part of it, but it's not the whole picture. It's about changing the way you work, adapting to new challenges, and staying ahead in a rapidly changing world. That's the down-to-earth truth about digital transformation.

To achieve the intended benefits of digital transformation, it's not just the technical delivery that counts. The solution must include people executing updated processes, supported by technology, and be aligned to the business strategy, and have outcomes that are measurable.



Challenges in Digital Transformation

70% - 90% of Digital transformation fail

Source: Gartner, IDC, McKinsey

Source

<https://www.lexology.com/library/detail.aspx?g=b89762c1-abdb-4fc1-8ac1-182e59ec5398#:~:text=A%20number%20of%20studies%20from,failed%20due%20to%20employee%20resistance.>

<https://www.bcg.com/publications/2020/increasing-odds-of-success-in-digital-transformation>

<https://www.mckinsey.com/capabilities/people-and-organizational-performance/our-insights/unlocking-success-in-digital-transformations>

<https://www.mckinsey.com/capabilities/people-and-organizational-performance/our-insights/unlocking-success-in-digital-transformations>

It's a harsh reality, but a familiar one. Whether you follow Gartner, McKinsey, or Forrester, the story is the same. Most digital transformations fall short of their intended goals and value.

Oddly enough, when you look at the individual tech projects within these transformations, they often succeed. They meet their deadlines and budgets. But, here's the kicker – even with these successful projects, organizations still can't reap the expected rewards.

It's not uncommon to find customers with flawless project implementations. Everything looks perfect on paper, yet they didn't achieve the outcomes and value they were aiming for.

That's where our Advisory Services come in. We're here to tackle the root causes of these transformation failures.

So, why do so many of these initiatives go awry? It's a question we're ready to answer.

The reality of Digital Transformations

What happens if your digital transformations, despite technically successful deliveries, don't hit the mark? Here are some common concerns voiced by CIOs and IT leaders in various organizations. Do any of these sound familiar, or have you experienced something different? What has been the impact on your end?

1. "My last project was a technical success, but business leaders aren't convinced."
2. "I've got a fantastic new idea, but I can't secure the budget."
3. "I know technology is vital for our organization, but we're often seen as just order takers."
4. "The CEO asked about my project, but couldn't see the value in it."
5. "We have a new stakeholder on board, but I can't seem to get them on the same page."
6. "I present positive KPIs, but stakeholders aren't satisfied."

Do any of these scenarios resonate with your experiences?

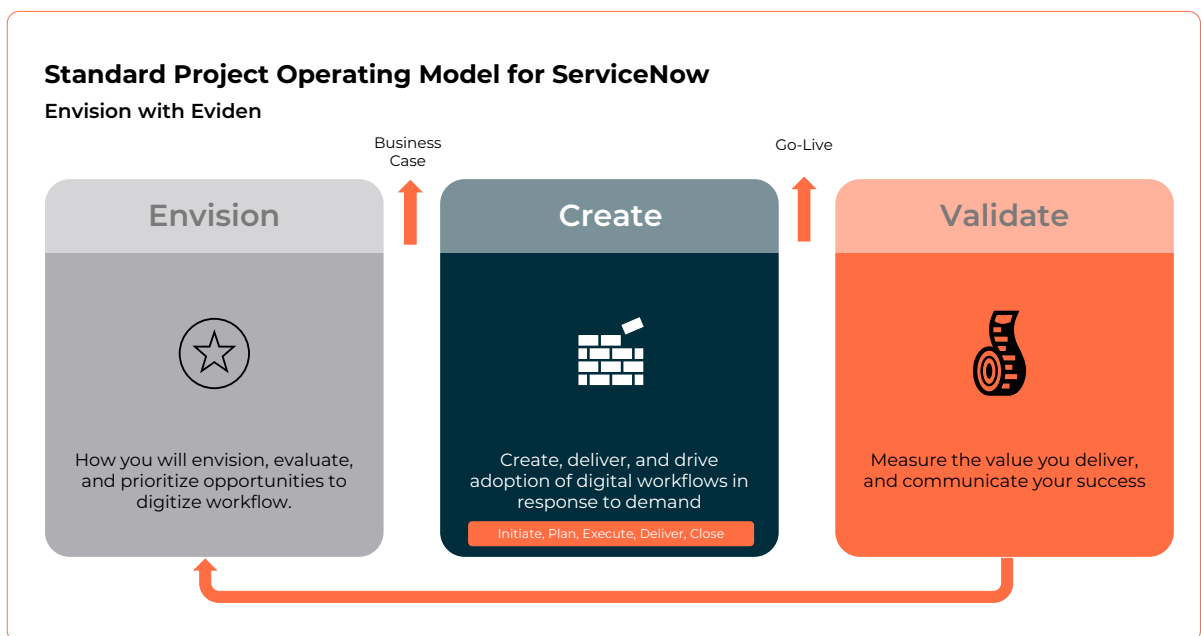
The 'Now Value Methodology'

Looking at the typical approach or operating model for ServiceNow engagements and projects, and how the project's progression is structured, there are three key phases in the 'Now Value Methodology, and each one is vital for success.

The **Envision** phase is where you plan for your future state, you review your organizational objectives and priorities, you evaluate options for solutions, you create business cases based on forecast benefits, and decide on a course of action. The Envision phase ends with a sound business case in which stakeholders are aligned.

The **Create** phase is the technical project where the solution is implemented. This can be delivered in-house, by ServiceNow, or through a partner. These projects are regularly successfully delivered against the Scope of Work. The Create phase ends with the go-live.

The **Validate** phase is what happens after the project. This is BAU working, where you should be capturing leading indicators to ensure you're on track to deliver the forecast benefits, where you should be capturing lagging indicators to demonstrate to the business that you're delivering value. The measure phase doesn't have an end and should be set up as an ongoing partnership between you, your partners and ServiceNow.



So, that's how the engagements should work – with three key phases.

In reality, what we often observe is that teams jump straight into the "create" phase of a project. However, this approach poses a significant risk of failing to realize the anticipated benefits and value. Without dedicating adequate time and attention to the "envision" phase, there's a danger that the work won't align with business priorities, and the overall return on investment and time to value will be affected.

Similarly, the "validate" phase is frequently neglected or given insufficient thought, resulting in crucial activities for maximizing platform benefits being overlooked. This missed opportunity to track performance against forecasted benefits and address issues can make it nearly impossible to report on the benefits or demonstrate return on investment. The inability to measure benefits also makes it more challenging to secure funding for future projects.

Our Advisory Services focus on highlighting the key elements to include in both the "envision" and "validate" phases, setting you up for success in the project and ensuring long-term success with the platform.



We've split the methodology up into three steps – the Why, What, and How.

Starting with step 1 – **the Why**

- This is where you set the vision, what are you trying to achieve, what are the target business outcomes you're aligned to or supporting. This is the foundation for everything that follows.

Then we have **the What**

- This is where you define the strategy. The strategy takes the vision and develops a high-level plan for the steps you should take to achieve your goals and measure your success

And the third step is **the How**

- This is the operating model. And this covers how the platform will be run and operated.

These are all the things that successful organisations do to realise maximum value from the platform

What's included in Envision

What's included

Envision with Eviden

Step 1

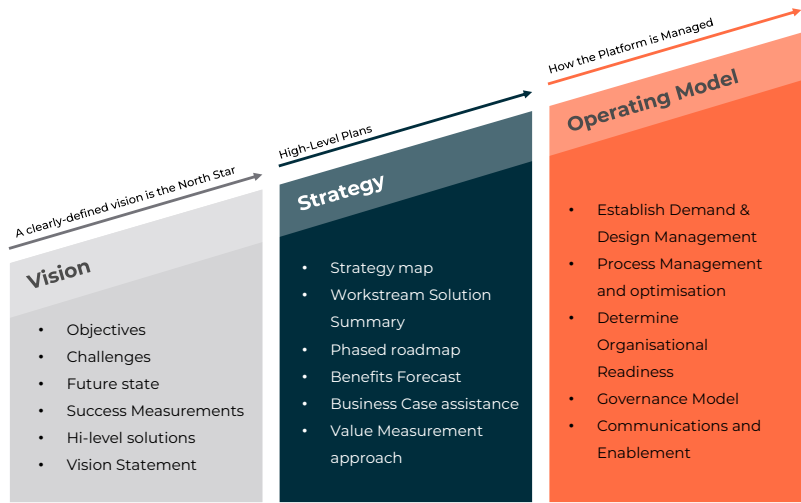
A discussion to determine your current state and objectives

Step 2

Tailor the service to meet your needs: Small, Medium, Large or tailored

Step 3

Provide a detailed proposal based on our mutual understanding of what is required and how Eviden can support you.



What does success look like with Envision?



Contact

servicenow@eviden.com

to discover more

About us

Eviden's ServiceNow Practice, the Centre of Excellence for Enterprise Service Management and Service integration.

A recognized leader with ServiceNow with 20 years of cumulative experience, over 500 experts and 1,300+ certifications across Europe, India and the USA. The Practice has over 15 years as a ServiceNow Partner and delivered many 100's of projects delivered for customers across all industries and boasts the highest level of certification for architecture.

Recognized by ServiceNow as an Elite member, in the top 16 of 1,600+ ServiceNow partners, and were ServiceNow's leading global CSAT partner for 2021/2022 – Ranked overall #1 Voice of the customer 2021 & 2022.

Confidential information owned by Eviden SAS, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Eviden SAS.

About Eviden

Eviden designs the scope composed of Atos' digital, cloud, big data and security business lines. It will be a global leader in data-driven, trusted and sustainable digital transformation. As a next generation digital business with worldwide leading positions in digital, cloud, data, advanced computing and security, it brings deep expertise for all industries in more than 53 countries. By uniting unique high-end technologies across the full digital continuum with 57,000 world-class talents, Eviden expands the possibilities of technologies for enterprises and public authorities, helping them to build their digital future. Eviden is an Atos Group business with an annual revenue of c. € 5 billion.

EVIDEN
an atos business

servicenow