



Digital Consulting Services

Helping you succeed in the digital economy

The Digital Imperative

Companies can no longer afford to just dabble at the edges of Digital Transformation (DX). Business imperatives are evolving at breakneck speed, heightened by the COVID-19 pandemic. It is no longer possible to craft long-term strategies, assign responsibility and performance targets and execute a three- to five-year plan. Today, you need to be able to respond to highly-volatile customer demand and adapt to severe disruption and change at dizzying pace.

NWT provides a portfolio of Digital Consultancy Services that will enable you to outmanoeuvre uncertainty and gain above market growth and sustainable competitive advantage. We achieve this by helping you implement an intelligent DX journey that balances speed and value and embraces the key digital imperatives that are shaping our world: improved agility, an aligned IT and business strategy, delivering a world-class user experience and ensuring the business is cost-effective.

Empower your organisation to think digitally

NWT's customer-focused Digital Consultancy Services combine our specialised consulting experience and capabilities to deliver the right solution and the right team required to address the complex, critical business challenges our customers face as they embark on their DX journey.



Devising and implementing an effective DX strategy aligned with business goals can be a daunting task. At NWT, we are happy to share our considerable experience to support you on your DX journey. We will enable you to change your operating model in order to achieve higher levels of business performance coupled with increased agility.

We have a diverse team of digital experts who will help you incorporate digital technology into all aspects of your organisation. Working in partnership with your internal teams, we will help you unify your infrastructure, drive change to the traditional ways of doing business and empower your organisation to think and act digitally.

At NWT, we provide C-Level consultancy on Cloud, analytics, application development and modernisation, security as well as workplace and mobility services. NWT has experience across a range of industry verticals including healthcare, retail, banking, telecoms, and manufacturing. We deliver IT solutions that focus on industry specifics, whilst also leveraging the experience and learnings from one industry to another, to deliver further business performance improvement.



Empower your organisation to act digitally

In order to deliver better customer service, deepen customer engagement and create new, more profitable business models companies need to think and act digitally. Our portfolio of Digital Consultancy Services will help you identify and unlock new business and customer experience opportunities at pace. Once you have a clear picture of what can be achieved, we will help you develop a data-driven vision that bridges the gap between your current state and your future, digitally-enabled state.

Urgent business imperative

The message that DX is an urgent business imperative comes through loud and clear from the plethora of discussions on how to remain competitive and relevant as the world becomes increasingly digital. What may not be quite so clear to many business leaders is what DX actually means for their business and how to maximise its value.

Because DX is different for every company, there is no common definition other than it being about 'changing the way you operate to deliver increased value to your customers'.

In our own DX conversations with NWT clients, the same key business imperatives continue to surface:

- Increase the pace that the business responds to change
- Align business and IT strategies
- Break down organisational silos
- Make the business more efficient, resilient and customer-focused.

Your organisation may be looking to accomplish some or all of these goals.

Beyond that, it is the cultural change that requires organisations to continually challenge the status quo, experiment often and recognise that learning from failure is an integral part of the transformation experience.

An important enabler of DX is, of course, technology. But equally, it is about replacing outdated processes and associated legacy technology with new processes focused on the customer and delivering improved customer experience underpinned by modern Agile IT platforms and solutions.

DX Foundation

The first step when embarking on the DX journey is to determine your level of digital maturity and identify how your organisation needs to change to become truly digital.

Audit and gap analysis

NWT will help you understand how your organisation sits alongside your peers so that you are able to make informed decisions to improve your market position. We will then work with you to identify opportunities for innovation, realising business value and increasing your competitive advantage.

NWT provides a range of independent services that are designed to deliver your DX imperatives in a timely and cost-effective manner. Importantly, they will also help to determine if your DX strategy is really feasible from a number of different perspectives – cost; risk profile; timeline, performance, sustainability and scalability as well as the resources needed to ensure the success of the programme.

Implementation support

Creating a strategy and roadmap is effectively useless without the correct execution. NWT will work shoulder-to-shoulder with your own team to ensure your DX programme delivers the strategic outcomes required within the agreed cost, risk and timeline parameters.

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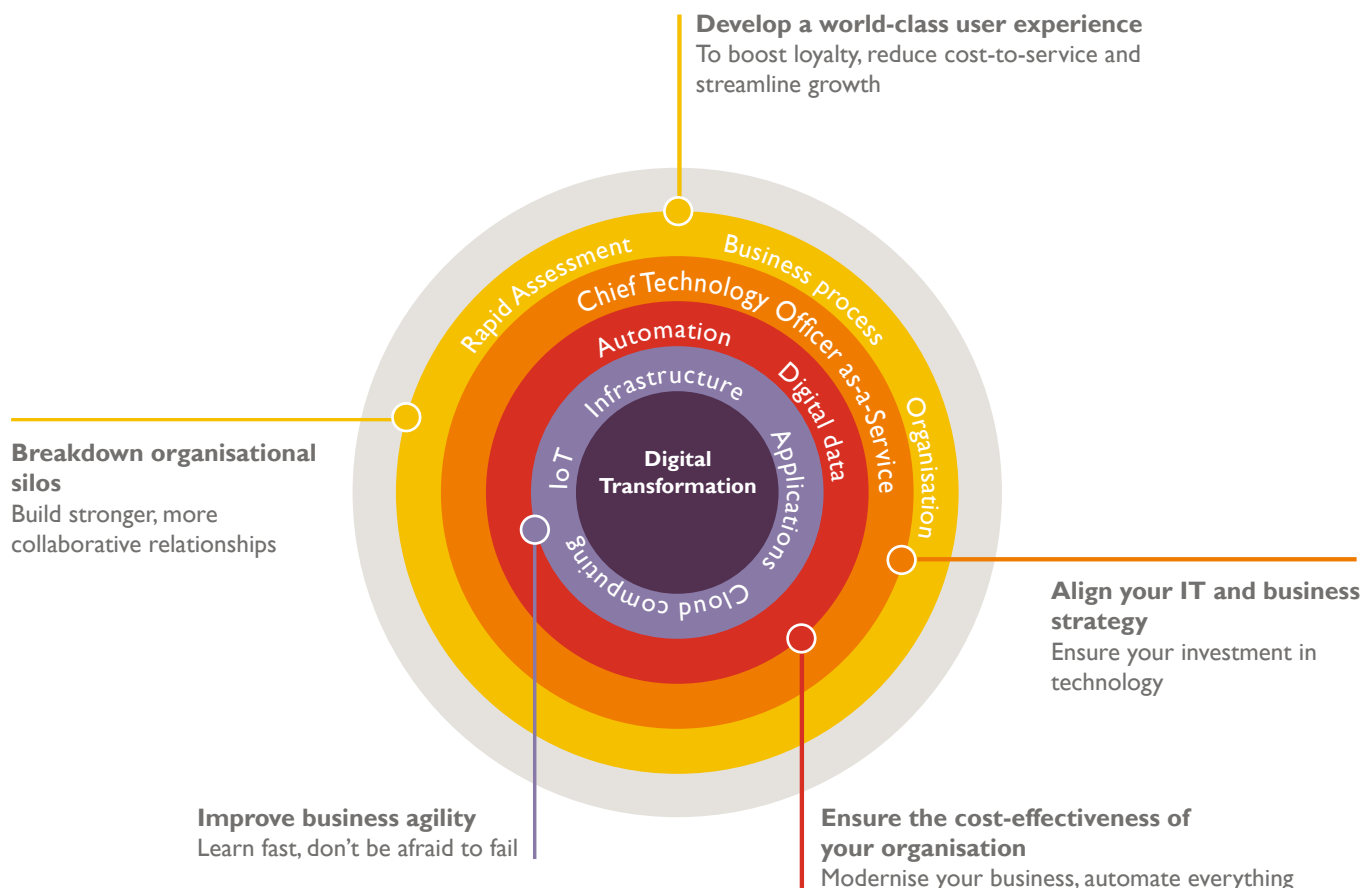


Figure 1 DX imperatives

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Project Management

Our experienced Project Managers, Consultants and Engineers will help you navigate your DX journey and ensure it delivers the required outcomes. From initial discussions with stakeholders through ongoing strategic advice and guidance during programme execution to post programme assessment, NWT can provide complete support.

Turn around failing projects

Almost inevitably with something as complex as a DX journey things won't always go to plan. So, if your DX programme has slowed, is running over agreed timescales or is just not delivering as it should, NWT will assess the programme to understand why it has gone wrong and propose a Recovery Plan to get the programme 'back to green'.

We will act in an ongoing advisory role to the programme on your behalf to ensure the programme progresses in the right direction or we will assume full responsibility depending on what is right for your business.

Skilled resource

While the right processes and associated enabling technology are crucial, having the right skills on-board is fundamental to the success of any digital transformation.

From Cloud computing specialists, security experts, data scientists, data architects to user experience designers, digital trainers, conversational brand strategists to digital and workplace managers, NWT will provide the skills you need to complement your own.

Working partnership with your own team, they will share their deep practitioner knowledge in infrastructure, applications, cyber security, customer experience and the intelligent workplace for the benefit of your DX programme.





Chief Technology Officer as-a-Service

Survival of the fittest is not about size or strength but the ability to recognise the need for change – to have the agility to move quickly to adapt and seize opportunities.

Designed for the CEO, CIO or CTO looking to embark on a DX programme, our CTO as-a-Service provides an actionable and prioritised programme of work, detailed business case and delivery milestones.

NWT will provide a senior DX Consultant, with real world-experience who will work with you to determine your level of digital maturity, where you sit against your peers and where you should go, in DX terms, to gain competitive advantage based on in-depth understanding of how to combine the latest technologies and advances to deliver transformational business change.

Using our Agile four-stage Discover, Develop, Design and Deliver process they will help ensure that your DX roadmap delivers the required outcomes.

Working in partnership with your own internal team, the CTO will help you create a detailed DX roadmap that prioritises activity based on pressing business goals. They will also identify the necessary IT, financial and capability required to deliver to your DX imperatives.

Our Consultants draw on the wider experience and resources of our strategic alliance partners, sharing knowledge and thought leadership on DX strategy, the end-to-end customer experience and the innovative thinking that is required to deliver to today's digital imperatives.



Rapid DX strategy and benefit realisation

Provided as part of our CTO as-a-Service or as individual stand-alone services, NWT has a range of assessment services that enable you to fully understand the challenges and opportunities associated with DX. We will provide an independent and objective review of your DX maturity and readiness, as well as a structured assessment of your project plans, business case, security risk and expected return on investment. This provides the key insights and information needed to make informed decisions about your DX journey with greater confidence.

Rapid DX Programme Assessment

Our Programme Assessment service provides an independent review of the technical and non-technical aspects of your DX programme including digital maturity, risk profile and benefits realisation plan. Our analytics platform uses software and artificial intelligence to deliver detailed insight into your IT infrastructure and application estate and then applies digitised experience, learnings and what-if capability to identify changes required to support delivery of the DX imperatives.

Work is executed in weekly sprints with a ceremony at the end of each week to review interim findings and metrics together with recommendations to improve the overall success of the programme. Our Agile review process ensures that your DX programme is structured correctly and is designed to deliver against milestones.

Security Audit

NWT has deep experience in designing and implementing security controls in order to remediate technical security risk. We will provide an independent audit of your security risk so that you have a greater understanding of the effectiveness of the security provision in your organisation and what changes might be required to ensure it is fit for purpose. Our Security Audit covers many different areas including:

- Process Assessments
- Threat Assessments
- Compliance with relevant industry standards/guidelines
- Vulnerability Assessment
- Forensic Analysis
- Risk and Compliance Assessments
- Penetration Testing and Ethical Hacking Tests

Business Continuity Services

NWT will provide a fully-managed Business Continuity Service that starts with an independent audit of your existing technical continuity plans and disaster recovery (DR) infrastructure. We then combine traditional DR recovery solutions with new Cloud-based services to ensure your Business Continuity Plan supports your future DX strategy. If required, we will also implement regular non-intrusive DR testing across your Workplace, Data Centre and Telecommunications infrastructure. Our fully-managed Business Continuity Services are designed to save valuable resource that can be focused on more vital parts of your organisation.



Helping you achieve your digital imperatives

Over the past five years, NWT has utilised its own industry experts coupled with strategic partnerships to offer a range of enterprise-grade Consultancy Services that are designed to help our clients embrace the digital world and modernise their IT. Our experts tap into a wealth of knowledge and expertise gained whilst working at CEO, CTO, CFO level to deliver immediate and sustainable value for our clients.

NWT has established key strategic partnerships and alliances with world-class organisations in order to create positive outcomes for our clients. Built on a foundation of collaboration, differentiation and innovation, our partner ecosystem underpins and complements our own specialised consulting capabilities and real-world experience enabling us to deliver the right solutions and teams to address the complex, critical business challenges our clients face in a time of unprecedented disruption and change.

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