Capita

From cloud migration to digital innovation
Rethinking the how and why of digital transformation in 2020

> "**Business transformation only succeeds with the right leadership and by getting your people on board with the big idea. You need to think in terms of employee engagement, collaboration and fostering an environment for creativity and innovation**". Paul Bevan, Research Director – IT Infrastructure, Bloor.

Today's organisations face a unique set of challenges. The problem is no longer about migrating to cloud, but about how to make the most of it once you arrive. How to tap into the wealth of digital innovations to deliver memorable user experiences, new solutions and services – and derive real value. Our research of 200 IT leaders from across industry suggests growing dissatisfaction following migration, as they continue to grapple with the problem of how to realise the full potential of cloud.

As leading enterprises embark on a second wave of digital transformation in 2020, public sector and local government organisations have a unique opportunity to learn from the experiences of these early migrators. In this report, we ask whether 'cloud' could be a misaligned goal, that's causing migratory organisations to overlook their original strategic objectives.

As this research shows, cloud adoption is a critical foundational step towards the deeper transformative opportunities offered by digital platforms and services. But it's important not to mistake the journey for the destination.

The answer to accelerating value from cloud migration while reducing cost is to start with smart strategies for targeted citizen services – and work towards continuous innovation. We look at how to accelerate the benefits of digital by driving transformation at an organisational level.

> "**We need to consider how we can use cloud as an enabler for revenue growth, and to pave the way towards more productive, cost-efficient and future-ready ways of working**". Mark Cook, Capita Technology Solutions Executive Officer.

Recommendations

"The findings in this report by Capita resonate with some of the messaging in our Cloud Computing *Trends to Watch* research[1] and I am pleased to share my views on cloud adoption, and why we need to start thinking differently." Roy Illsley, Ovum

Drawing on the key insights highlighted by this research, we have developed recommendations to help local government organisations maximise the value of their digital transformation.

1. Create a digital vision

Cloud is not an end in itself, but a pathway to innovative citizen services, offering engaging user experiences, improving team satisfaction, boosting productivity and lowering costs. But to ensure your transformation is far-reaching and sustainable, you'll need a clear strategy and vision.

2. Skill up for digital

Working in the cloud requires new technical skills and an understanding of the complexities. To meet the challenges of supporting innovation in the cloud – and the growing digital skills gap – it's more important than ever to invest in the right resources, skillsets and experience.

3. Collaborate for success

Do you and your service units share the same transformation goals? Are you able to work effectively towards a common goal? Digital transformation is complex and challenging – and it needs to be a team effort. We look at the importance of building a successful partnership to fully embrace the modernising potential of cloud.

4. Governance – controlling costs and standards

By its nature, cloud enables more agile, collaborative ways of working, where innovation can come from anywhere across the organisation. But increased fragmentation can lead to new vulnerabilities in terms of uncontrolled access, lack of compliance and cloud overspend. We look at how you can rein in the risk by focusing on governance.

5. Create an innovation mindset

The ultimate goal of cloud migration is around fully enabling your transformational potential. Once the foundations are in place, the challenge is to build the foundations for continuous innovation. We look at how to make use of your new digital capabilities and find new ways of creating value, increasing efficiencies and delivering outstanding citizen services and experiences – well into the future.

[1] Ovum: Trends to Watch 2020 – Cloud Computing report