

Deloitte.



Welcome to The Garage!

We tackle complex challenges by helping organizations set their innovation strategy, build innovations and new businesses, and spur ongoing growth within their company.

The Garage

The place where next generation businesses are made.



“

At the Garage we use fresh thinking, new ways of working and innovative technologies to transform your business and your organization. So that it can thrive today and tomorrow.

Patrick Laurent

Innovation Leader at Deloitte Luxembourg

What we deliver

We help clients to define and execute their innovation strategy.

Get the right focus

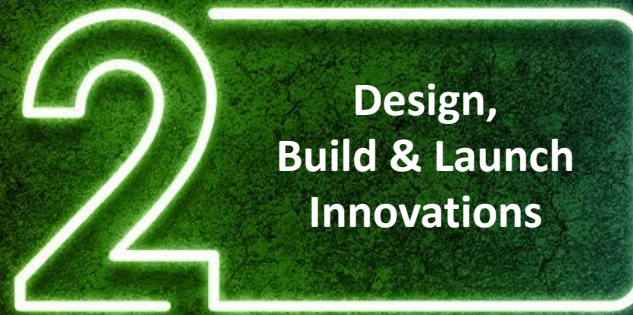
IMAGINE



We help clients define or redefine customer-centric **innovation and growth strategies** and evolve their **business models** to help them grow and thrive.

Get the focus right

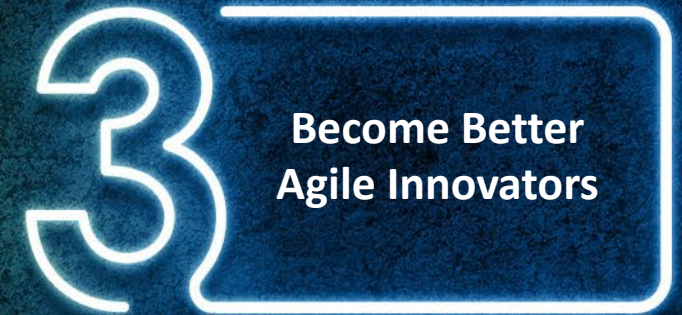
DELIVER



We co-create new **offerings**, value **propositions**, customer & employee **experiences**, and business **ventures** with our clients.

Get the business to scale

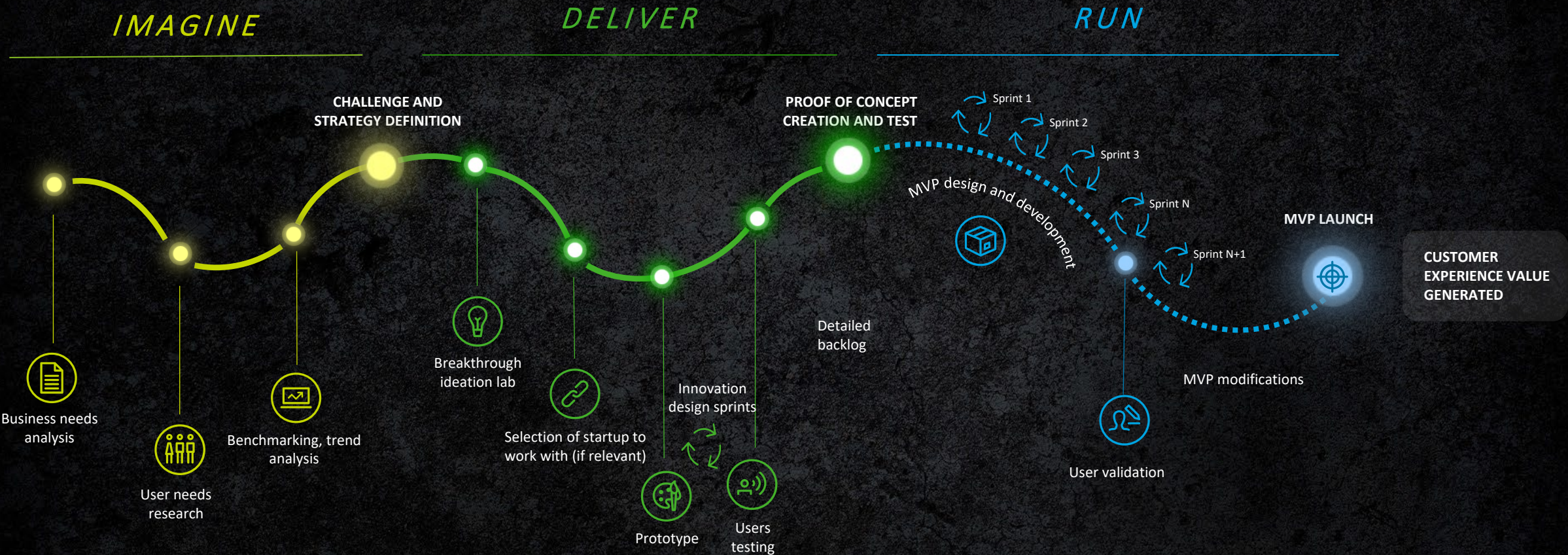
RUN



We work with clients to **transform the way they work** and **build the capabilities to drive innovation**, become customer-centric, and be adaptive and agile.

How we provide support along the innovation journey

Every objective can be pursued through specific services



- Interviews
- Kick off meeting
- Objectives, scope, approach and planning validation
- Stakeholders map
- Interview
- Observation
- Survey
- UX/UI Audit
- User research report
- Persona
- AS-IS journey
- Market research
- Benchmarking
- Market user report
- Brainstorm and prioritize solutions
- Define the new customer journey
- TO-BE customer journey
- High-level prioritized backlog
- Gap analysis
- Provider assessment
- Continuous user research
- User flow
- Wireframes
- Mockups
- Clickable prototype
- User test scenario
- Usability tests
- Usability/satisfaction survey

Our Innovation journey

A strategy-led, biased toward action, and agile approach.

IMAGINE

Define your strategy **GROWTH & INNOVATION STRATEGY BY DESIGN**

We start by defining your growth and (digital) innovation ambitions, and the right strategy and operating model to bring them to life.

Develop your solutions **BREAKTHROUGH IDEATION LABS**

Next we work with you to identify opportunities and ideas for innovation with immersive experiences designed to break down barriers and accelerate meaningful results.

DELIVER

Test and validate your ideas **INNOVATION SPRINTS**

Then, we make ideas tangible by going from idea to proof of concept and user validation in as little as a week.

Select the best startup to work with **CORPORATE + STARTUP PILOTS**

Sometimes solutions exist already, and we help you engage with best-in-class start-ups, test their solutions and drive tangible innovation through co-creation pilots.

RUN

Launch your innovation in the market **VENTURE BUILDING**

Once ideas have been validated, we help you bring them to market, by designing, building, and launching your next product, service, business model, or new growth venture.

Build your innovation operating system **INNOVATION ENABLEMENT**

We make disruptive innovation part of your organizational DNA, build and scale the capabilities to become better customer centric, agile and digital innovators and set up your innovation operating system.

Imagine: Set your Strategy

While organizations know they need to innovate, they often don't know where to start or how to sustain it. We combine our innovation experience with your insights to form a strong, clear strategy for growth.



Your Challenges

- What will help us look ahead to future opportunities?
- Markets and customers are changing faster than we are—what is the best way for us to respond to so much disruption and dynamism?
- How can we bring focus to innovation efforts?
- How can our company align on a clear definition of “innovation”?

The Outcomes

- Clear definition of your innovation ambition and intent
- Identification of your most critical themes that will guide innovation activity and investment
- Knowledge of capabilities, assets, and partnerships that are needed for success
- Clear, risk-balanced portfolio of initiatives
- Identification of your technology challenges and opportunities

Our Work

1. We look both outside and inside your organization to define an innovation strategy that best **fits your overall business strategy**, from business and technology perspective
2. We establish your growth & innovation **ambition**—the scale of possibility and degree of innovation that’s right for your organization
3. Together, we define clear growth & innovation **spaces**
4. We work with you to transform these insights into action by designing minimum viable offerings and **concrete plans** to launch these
5. We define a tailored approach to transform your **innovation performance**

Deliver: Design, Build, and Launch Innovations

We help leading organizations create growing businesses rooted in real customer needs, new technical possibilities, and business viability.

2 Design, Build and Launch Innovations

Your Challenges

- How can we get to know our customers better when many here believe we understand them?
- What will help us seize real innovation opportunities, not just features and products?
- How can we bring ideas from concept to market more efficiently?
- We are analytical and evaluative. What tools and methods will help us become more creative and generative?

The Outcomes

- Clear business cases and launch plans for new ideas
- New business and technical concepts that are made tangible through visualizations and demonstrations of the future value we are developing
- Advanced prototypes that help test and refine the future business, aligning the enterprise and accelerating piloting
- Motivated employees that will support implementation and see innovations succeed
- Implemented growth offerings, business models, and platforms that generate new revenue and scale quickly

Our Work

1. We work with you to **convert opportunities and ideas** into new businesses
2. We apply **new ways of working** to reveal new insights about your consumers and transform them into business concepts
3. Working alongside clients and through **Breakthrough Labs** we pinpoint where opportunity lies and develop an effective plan to seize it
4. We facilitate prototyping and testing through **Design Sprints** to refine new offers and accelerate launch and scaling
5. We actually prototype your technical solution through **our D.Lab experts**

Run: Build your Innovation Capabilities and Operating System

We work with you to organize and empower your talent and executive leadership with the right processes, tools, and partnerships to deliver successful, reliable, and accelerated innovation results.

3 Become Better Agile Innovators

Your Challenges

- How can we create a more innovative culture?
- How do we empower our people to take more responsibility for performance and truly be customer centric?
- How do we organize for operational excellence, cost, and innovation-driven growth at the same time?
- How can our organization sense changes in the market and respond quickly?

The Outcomes

- Engaged employees that are enabled and engaged to drive innovation in agile ways
- Developed innovation capabilities that integrate innovation across business units.
- Implemented innovation centers and labs for rapid prototyping and human-centered design, innovation tools, and innovation coaches
- Tailored incentive programs and metrics that will help foster and manage innovation efforts over time
- Innovation capabilities, processes, systems, and networks that amplify your own resources and are designed to drive higher returns on innovation investments

Our Work

1. We help you develop your own signature innovation capabilities, systems, and structures that are specific for the enterprise
2. We cultivate new methods and behaviors within your company that help drive growth – from protocols and metrics to talent development and learning programs
3. We facilitate the integration of innovation across the business, development of networks and governance structure through Agile methodologies
4. We establish new connections with organizations outside of your company to help enrich and inspire the way you coordinate and achieve sustainable innovations

Our way of working

A different approach and mindset is what makes us special.



[the
garage]

is different, because
how we engage
with our clients is
different.

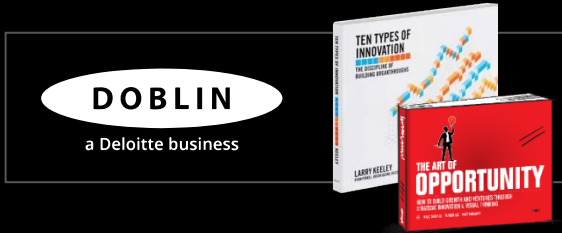
- **Working fast**
Done is better than perfect (unless you're a pilot or a surgeon!). We work fast and iterate often, from post-it to market pilot in as little as 60 days
- **Creating actionable outputs**
Your customers don't buy PowerPoint decks; neither should you! We use prototypes and pilots to bring ideas to life and test them with customers in the real world.
- **Working collaboratively**
We take collaboration to the next level. We work, eat, and drink together. This way, the propositions we build gain the momentum they need to launch and scale.
- **Working with experts cross-industry**
We've got you covered with all the skills required for successful strategic innovation. By packaging the power of Deloitte, we're transforming the design & innovation market in ways an agency or traditional consultancy cannot.
- **Let's test, implement, measure, and improve**
We test and validate the innovations with clients as early as possible. We embed the generated ideas into your organization and make sure the effects are measured and a cycle of continuous improvement is jumpstarted.

Our capabilities

A large and diverse ecosystem to meet all your needs.

A strong expertise on Innovation

Deloitte is recognized as a leader in innovation.



A team of technology experts

We have the experience applying new technologies to innovate.



A belief in Innovation at every scale



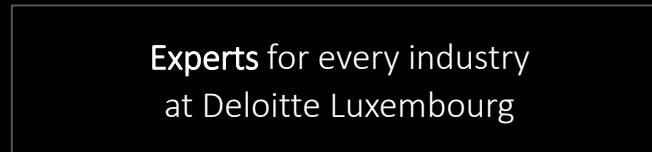
A disruptive/creative working environment

We take you out of the ordinary into a consciously designed environment to enable a fresh and innovative approach through our experience labs.



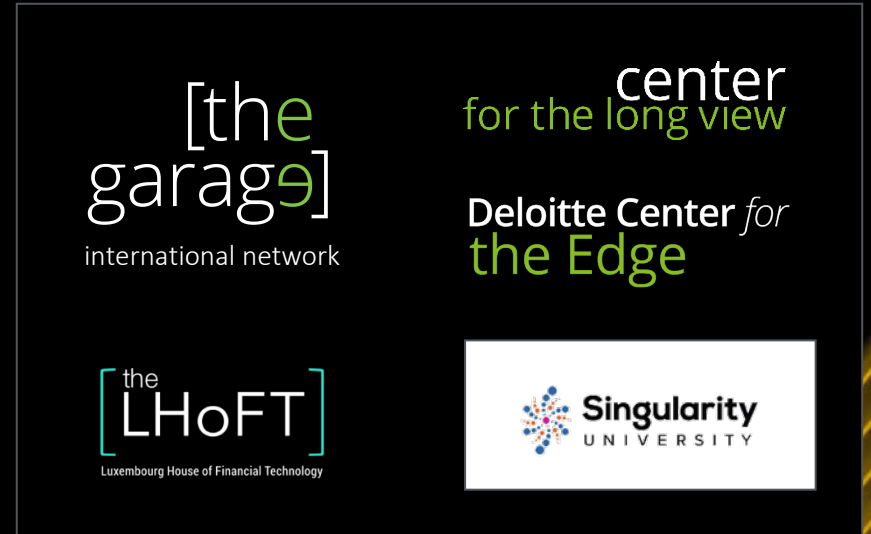
A deep knowledge in every industry

We have deep knowledge and experience in your industry.



A strong set of partnerships

We are part of a global network of start-ups and partners who will help you to successfully innovate.



Our client testimonials

Clients emphasize the collaborative, fast and deliverable-driven approach.

“

Thank you for a very insightful and inspirational session. The facilitators were very knowledgeable and professional. A great success. I really enjoyed it and came away energized and motivated to work with AI.

Post-trade services provider

A major strategic stream of the project would not have been possible without your team's intervention.

Large insurance company

Very good job for this first and important milestone,. Thanks to the team for the excellent work until now and for the extra-miles to deliver a prototype in a very limited timeframe.

Financial services company

This was perfectly prepared, flawlessly executed and both a real eye opener and an energizer for the whole Executive Committee! Many thanks for your dedication and your commitment to the cause.

Professional services firm

Just a quick note to say genuine thanks for last week. I found all your speakers fascinating, each with a different perspective and each made me think about our project. It was thought provoking. If you could pass on thanks to your team that would be appreciated. Also, as a concept, I loved the way you had structured the Lab and how you had managed to get it up and running. Again, much food for thought. Finally, it also brought home to me how aligned we are in culture, so all in all a very valuable day for which I am grateful.

Financial services company

Our team

A sample of the diverse team ready for you.



Patrick Laurent
Leader Innovation
palurent@deloitte.lu



Fateh Amroune
Director The Garage
famroune@deloitte.lu



Giulia Pescatore
Strategy Lead
gpescatore@deloitte.lu



Daniel Brunner
Tech Lead
dabrunner@deloitte.lu



Leonardo Oliveira
UX/UI Designer
leoliveira@deloitte.lu



Gwladys Lemoine
UX/UI Designer
glemoine@deloitte.lu



Nawel Saidi
Strategy Consultant
nsaidi@deloitte.lu



Georgian Georgescu
UX/UI Designer
ggeorgescu@deloitte.lu



Angela Linares
UX/UI Designer
alinaresvillegas@deloitte.lu



Our strategists



Our creatives



Our technologists



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