Realizing business transformation success requires seeing, doing, and delivering differently

In today's changing market, ambition needs to be delivered rapidly and with agility in order to win. Deloitte helps our clients achieve their ambition.



SENSE

Exploring disruptions from within and beyond our client's ecosystem, we provoke the imagination with new customer needs, new ways of working, and new forms of value. This discovery process informs customer-centric and technology-enabled business model and operating model possibilities.

FRAME

Shaping the BT ambition, we create business model and/or operating model options that are value creating, strategically robust, and capability grounded.

DECIDE

Incorporating leadership alignment, financial wherewithal, and organizational readiness, we support choosing the BT option(s), BT program leadership, and the optimal path forward.

DESIGN

Validating that the magnitude of value can be achieved, we agilely design and build capabilities, service delivery models, and organizational structures; test these against customer/stakeholder expectations, talent/ abilities and mindset, organizational fault lines, and competitor responses; and specify the magnitude of change required to adopt the new operating model.

REFINE

Incorporating lessons from design prototypes and pilots, we modify BT value expectations, business and / or operating model elements, and architect the specific BT launch roadmap and integrated change program.

SCALE

Initiating broader scale change, we prepare leaders, support implementation and organizational change program execution, and quantify progress on key launch and value outcomes metrics.

SUSTAIN

Ensuring the transformation is robust over time, we track value outcomes and propose adaptations to business and/or operating model elements in the face of analytic insights, operational lessons, ongoing disruptions, and competitor moves.