



## Systems Engineering

# Preserve the heart of the business while innovating

Organizations are modernizing and refocusing their technology systems to prosper in an accelerated business environment. In all likelihood, their operations are using outdated applications and running on legacy systems that are not up to the task, while business units have perpetuated their own platforms that don't talk to

each other. Faced with a dizzying choice of applications, next-generation cloud options, and advanced data and cognitive solutions, how to design, implement, and operate a systems transformation is one of toughest strategic challenges an organization will undertake.

## Have you set your ambitions?



### **Modernize critical applications.**

How focused is your organization on innovation that provides high reliability and availability while driving improved business value?



**Allow your systems to talk and collaborate with each other.** Are your organizational processes and systems disparate? What is your roadmap for integrating applications in a way that supports the complexity and needs of your organization?



**Preserve your organization at low risk.** Have you considered all factors in designing, implementing, and operating custom-developed systems, platform integration, and application modernization? How are other business units brought into the journey to sustain business operations while implementing a critical systems transformation initiative?

# How IT can work with the business

Forward-facing organizations are evolving the roles of technology and operations leaders to help drive business strategy and innovation. In our global survey, technology and business leaders were asked:

*In what ways does your information technology (IT) function engage with the business to develop end-customer solutions?*



**62%**

Building tech platforms to better engage with customers



**55%**

Jointly designing customer products and solutions



**48%**

Evaluating emerging tech to better engage with customers



**42%**

Collaborating with marketing and sales to establish joint processes



**36%**

Gathering and analyzing customer data

Source: Deloitte Global CIO Survey, 2018

## Re-engineering growth

Systems that are engineered according to next-generation business insights and technological capabilities will help you lay new pathways to performance and growth. Imagine the potential:



A state-of-the-art technology ecosystem, integrating applications across the enterprise, optimizing cross-functional business processes and communication.



Unprecedented levels of productivity driven by systems that provide your people with a seamless user experience, enabling them to deploy cutting-edge tools to perform to their full potential.



User-friendly transformation: the capability to upgrade and modernize your platforms and solutions without disrupting critical day-to-day operations.



High-performance and certified architects, DevOps and agile teams optimized to deliver new digital products and services at greater speed.



Improved business processes and project management capabilities that create new value across the organization.

## Imagine, Deliver, Run

The Deloitte pathway to successful transformation



### Imagine: The right focus

Set your ambition and chart a path to success by developing a roadmap to achieve those ambitions.



### Deliver: The right concept

Make it tangible: Put the ambition in motion by moving forward and launching in the market.



### Run: Getting to scale

Once the ambition is refined, scale it through flexible and integrated delivery teams.

"In the context of emerging technology trends, is there anything left to say about digital, analytics, and cloud? Yes: Despite their ubiquity and proven value, these technologies' full potential remains largely untapped."

- Deloitte Tech Trends 2019

### John Ciaramella

Global Consulting Core Business  
Operations Leader

Deloitte  
jciaramella@deloitte.com

### Kristen Miller

Global Consulting Systems  
Engineering Leader

Deloitte  
krmiller@deloitte.com

What is stopping you from achieving your ambitions? Let's talk.

#### About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) for a more detailed description of DTTL and its member firms.

© 2019. For information, contact Deloitte Touche Tohmatsu Limited