



ITS NOT THAT OBVIOUS... IS IT?

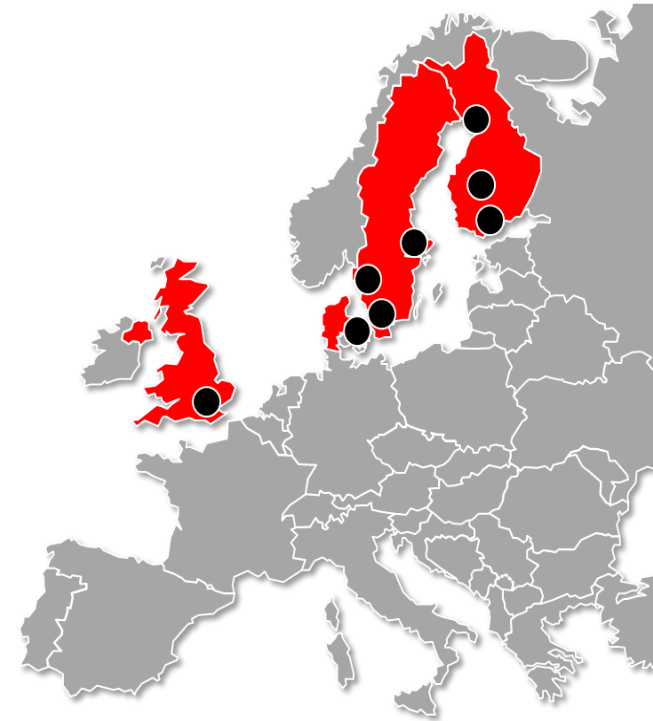


THE LEADING BUSINESS TECHNOLOGY COMPANY

Sofigate is the leading Northern European business technology management company. Our passion is to help organisations to turn digital innovations into well-managed business technology.

-  Investing in Intellectual Property like technology companies
-  Challenging the status-quo like start-up companies
-  Transformation capabilities like consulting companies
-  Two-digit growth like digital companies

 550 Employees	1000 COMPANIES TO INSPIRE EUROPE 2016 London Stock Exchange
 €76M Revenue (PF)	ONES TO WATCH European Business Awards 2018



Confidential

SHOW OF HANDS

- **Confident and can evidence that the majority of the ecosystem fully understands how they contribute to the success of the your organisation**
- **Confident and can evidence that the majority of the ecosystem fully understands how the other parts of the ecosystem contribute to the success of the your organisation**



**DO WE EXIST SOLELY
FOR OUR CUSTOMERS?**

SOFIGATE





LESS OBVIOUS APPROACHES THAT CAN ACTUALLY GO A LONG WAY TO DRIVING CUSTOMER SATISFACTION

- **Elimination of unstructured activity and making the world of work better**
- **Bringing the various group in the organisation closer together, and**
- **Ensuring everyone (including external partners/suppliers) knows how their role contributes to the success of the organisation**
- **Promoting physical and mental wellbeing**

ONE TEAM



1. **SILOS ARE ELIMINATED**
2. **COMMON GOAL**
3. **QUALITY OF SERVICE**

- ✓ **PREVENTING DUPLICATE EFFORT**
 - ✓ **REDUCE SHADOW IT**
 - ✓ **FASTER TIME TO MARKET**
 - ✓ **COLLABORATIVE ENVIRONMENT**
- ✓ **POSITIVE BEHAVIOURS AND RESULTS**
- ✓ **EVOLUTION NOT TRANSFORMATION**

MOTIVATING AND INCENTIVISING THE ECOSYSTEM



**WORLD CLASS
SERVICE**

**FOSTER THE HARMONY AND
COLLABORATION BETWEEN
THE VARIOUS TEAMS**

**AN UNDERSTANDING OF
HOW EACH OF THE
FUNCTIONS IN THE
ORGANISATION WORKS**

**FULLY UNDERSTAND - AT
GRANULAR LEVEL - WHAT
CAN STOP THEM FROM
DOING THEIR JOBS**

A man in a light blue shirt is sitting at a desk in a call center, wearing a headset and smiling at a computer monitor. Another person is visible in the foreground, also working at a computer. The background shows a bright office environment with a window and a plant.

NOT ALL APPROACHES NEED TO BE COMPLEX

Bringing 'the business' closer to the team's providing the technology and services to enable them to carry out their roles and functions.

Service desk realise the importance of their role in the context of maintaining the success of the organisation

SERVICE CATALOGUE DISCOVERY AND MAPPING



1

Explore current structures and repositories for information on IT Services and the mapping to Business Services that they enable.

2

Use workshops and interviews with each Business function to determine what they need to perform their jobs, and the Business impact when IT Service failure and degradation prevents them from doing so.

3

Map each business function activity/task to the IT Services that enable it and ensure that those IT Services are mapped to the agreed Resolver Groups.

4

Design the workflows and mapping to enable the configuration of ServiceNow in-line with the intended Objectives and Outcomes.

OBJECTIVES AND OUTCOMES

- ✓ **3-Click Incident Reporting and Request Submission**
- ✓ **Optimised Incident resolution and Request Fulfilment**
- ✓ **Greater visibility of the Services available and avoidance of shadow IT**
- ✓ **Refined SLAs and other measures**
- ✓ **A better understanding of the ways of working between the business and IT functions**

A group of five diverse professionals are gathered around a table in a meeting. They are looking at a tablet and documents. One man in a white shirt is pointing at the tablet. A woman on the right is holding a smartphone. There are pens, a notebook, and a coffee cup on the table. The background is a bright, modern office space.

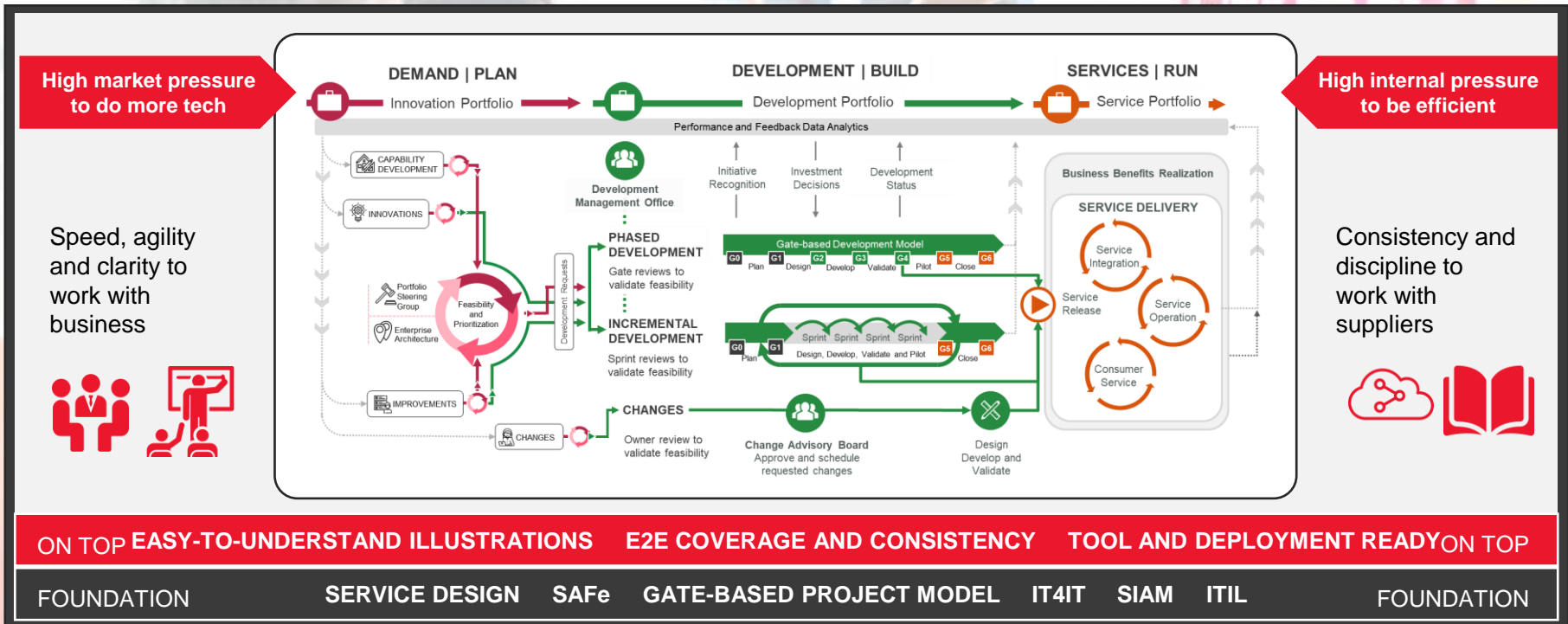
OTHER APPROACHES...

ACADEMIES

SIMULATIONS

SOFIGATE'S OPEN-SOURCE BUSINESS TECHNOLOGY OPERATING MODEL PROVIDES A COMMON WAY OF WORKING

CONSISTENCY AND CLARITY ON TOP OF GLOBAL PRACTICES



www.managebt.org

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