

# 4 EXPERT TIPS FOR A SUCCESSFUL IT TRANSFORMATION



According to an IDC survey of 2500 IT executives, organizations that successfully transform IT report greater business outcomes across a wide range of KPIs. Keep these best practices in mind.

## 1 | Foster strong relationships with lines of business (LOBs)

Among organizations that are successfully transforming IT, the survey shows that 98% of their IT teams work proactively with LOBs. These high-performing organizations also report 80% revenue growth in established product lines, and 90% revenue growth in new product lines.

## 2 | Support the business by focusing on service

High-performing IT organizations are responsive to the needs of stakeholder LOBs. Modern infrastructure and processes enable them to maintain a continuous dialogue, so they can understand and meet stakeholder requirements more effectively. Superior levels of business support were cited by 80% of organizations successfully transforming IT.

## 3 | Factor the importance of financial management

Enterprises with transformative IT leverage technology to add value across the business. This includes areas such as supply chain management, operations, performance monitoring and customer support. By assigning direct IT service costs and charging back for them, managers can direct IT resources where they add the most value.

## 4 | Maintain a culture of continuous improvement

Among organizations successfully transforming IT, 98% actively incorporate employee training into their strategic plan. As a result, these organizations spend up to 20% less time on IT maintenance and repair. Instead, they can focus on innovation, leverage external benchmarks to raise IT standards, and continue to enhance overall business results.

## Make IT Transformation a reality.

Today's digital economy demands IT Transformation. To achieve it, you must modernize your infrastructure, automate service delivery and transform people and processes. With a comprehensive portfolio of essential infrastructure solutions from Dell EMC, powered by Intel®, you can jump-start your IT Transformation.

## [DOWNLOAD THE FULL IDC REPORT](#)



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IDC Market Spotlight, "IT Organization Imperatives: Key Behaviors to Drive IT Transformation," January 2017.

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