

DIGITAL IT

How to boost your IT in the midst of the digital age



Digital IT – What is it all about?



Felix Middendorf
Vice President
Head of Business Technology
Capgemini Invent

“

There is no digital enterprise without a Digital IT

”

As companies across industries transform into technology service providers, IT must provide the underlying platform for future business innovation, transformation and growth

You might ask yourself:

What relevant innovation technologies influence our business?

What kind of strategic initiatives are pursued by our competition?

Which digital IT capabilities are required across all IT areas?

How do we leverage an IT ecosystem for business transformation and growth?

Our unique approach to digital IT Strategy prepares your enterprise for what is coming next

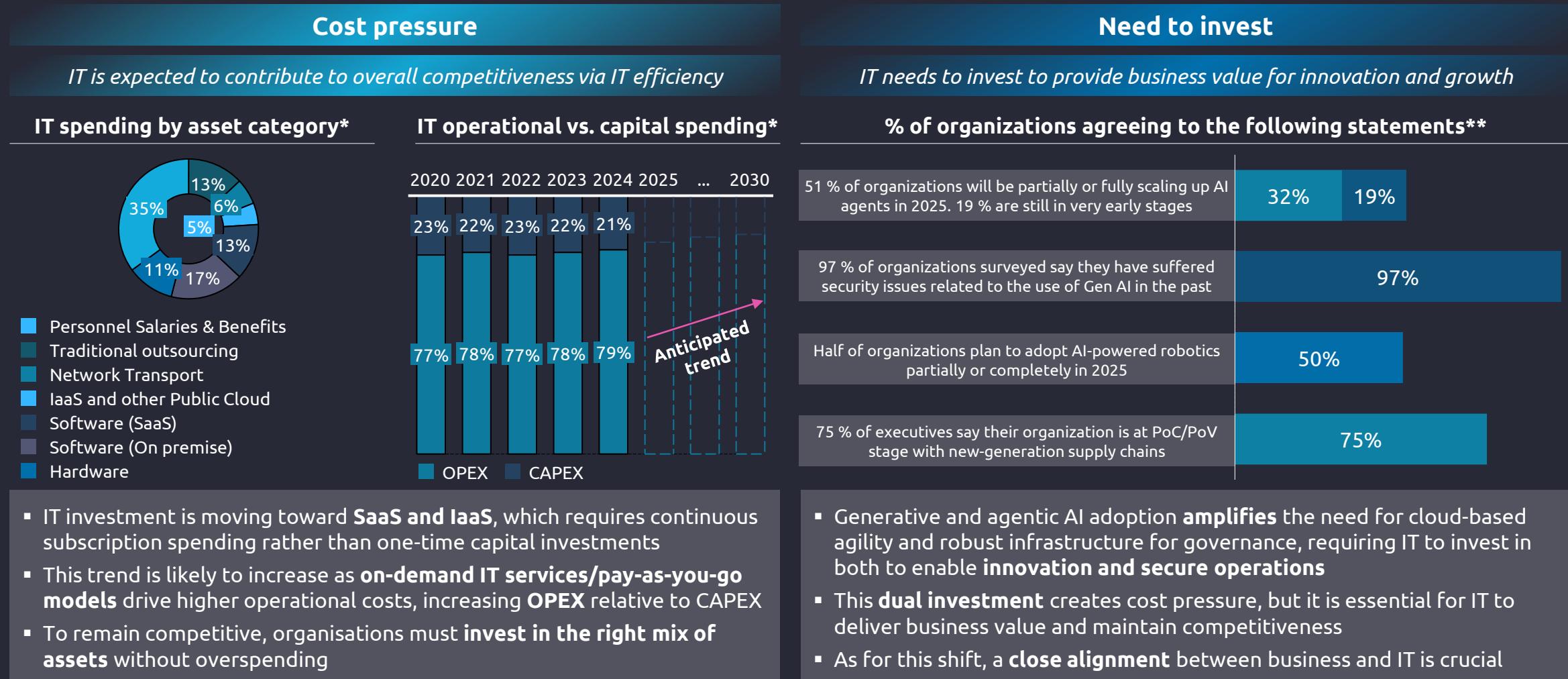


**IT must transform to tackle tomorrow's challenges –
a digital IT boosts organizations for the digital age**

Rising IT cost pressures demand a strategic shift to identify the right investments for a digital IT



Current challenges



Sources: *Gartner IT key metrics 2025 (partially adapted), **Capgemini Research Institute, Generative AI in organizations 2024

To build up the capabilities required to tackle current challenges, IT organizations need to excel regarding eight digital IT enablers



Enabler overview

As close partner of the business, entrepreneurial spirit and innovative thinking become an essential part of a digital IT



Business and IT engage in a new collaboration defined by a shared accountability for business success and realizing the strategic ambition

To keep pace with technology disruption and innovation, people development is employee-driven and allows for diverse career paths



Customers are more likely to engage with companies that are trusted to protect their intellectual property and assets

Open, modular, and cloud-based technology platforms are an essential enabler for business growth and innovation



A digital IT continuously identifies relevant technologies and scales them quickly to maximize value-contribution for the business

Digital IT organizations are built on agile product-centered and capability-based principles and allow for direct collaboration beyond hierarchies



A digital IT flexibly masters internal and external capabilities to innovate and differentiate through technology

Evolving the right capabilities is essential to ensure long-term resilience and future readiness



Digital IT organizations cultivate technology capabilities and prove their value for business success



Best practices

| Enabler | Description | Best practice |
|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Technology readiness | <p>A Digital IT continuously identifies relevant technologies and scales them quickly to maximize value-contribution for the business by</p> <ul style="list-style-type: none">▪ developing technology innovation competency▪ ensuring technology scaling▪ managing digital platforms▪ enabling interconnecting technologies and advanced data analytics |  Advanced data analytics enables smart eCommerce processes |
|  Business value mgmt. | <p>Business and IT engage in a new collaboration characterized by a shared accountability for business success and realization of the strategic ambition by</p> <ul style="list-style-type: none">▪ agreeing on and pursuing joint business targets▪ taking over ownership for end-to-end demand management▪ creating IT cost transparency▪ promoting business value transparency |  VW FS Digital Solutions is single-point-of-contact for IT services and has E2E responsibility |

Digital IT organizations cultivate technology capabilities and prove their value for business success



Best practices

| Enabler | Description | Best practice |
|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Leadership & culture | <p>As close partner of the business, entrepreneurial spirit and innovative thinking will become an essential part of a Digital IT by</p> <ul style="list-style-type: none">▪ developing a Digital IT vision▪ emphasizing role-based leadership▪ establishing a culture of trust▪ ensuring empowered employees |  <p>A corporate leadership academy provides training on digital skills and leadership coaching</p> |
|  Capability organization | <p>Digital IT organizations are built on agile, product-centered capabilities and allow for direct communication and collaboration beyond hierarchies by</p> <ul style="list-style-type: none">▪ establishing business-aligned technology capabilities▪ adopting a product-centric, capability-driven operating model▪ creating interdisciplinary agile teams▪ introducing dynamic co-creation |  <p>Cross-functional collaboration implemented in fully autonomous agile teams</p> |

Digital IT organizations cultivate technology capabilities and prove their value for business success



Best practices

| Enabler | Description | Best Practice |
|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Agile delivery | <p>Digital IT flexibly masters internal and external capabilities to innovate and differentiate through technology by</p> <ul style="list-style-type: none">▪ establishing an IT partner ecosystem▪ setting up a dynamic IT portfolio management▪ defining product delivery responsibility▪ fully applying DevOps principles |  <p>Introducing innovation formats like Digithons to accelerate and achieve quick “hands-on” results in agile workshops</p> |
|  Digital architecture | <p>Open, modular and cloud-based technology platforms are an essential enabler for business growth and innovation by</p> <ul style="list-style-type: none">▪ establishing a proactive architecture management▪ ensuring unique identity management▪ increasing automation via cloud infrastructure▪ providing platform modularity |  <p>Single view of customer enables digital end-to-end lease process that increases customer satisfaction</p> |

Digital IT organizations cultivate technology capabilities and prove their value for business success



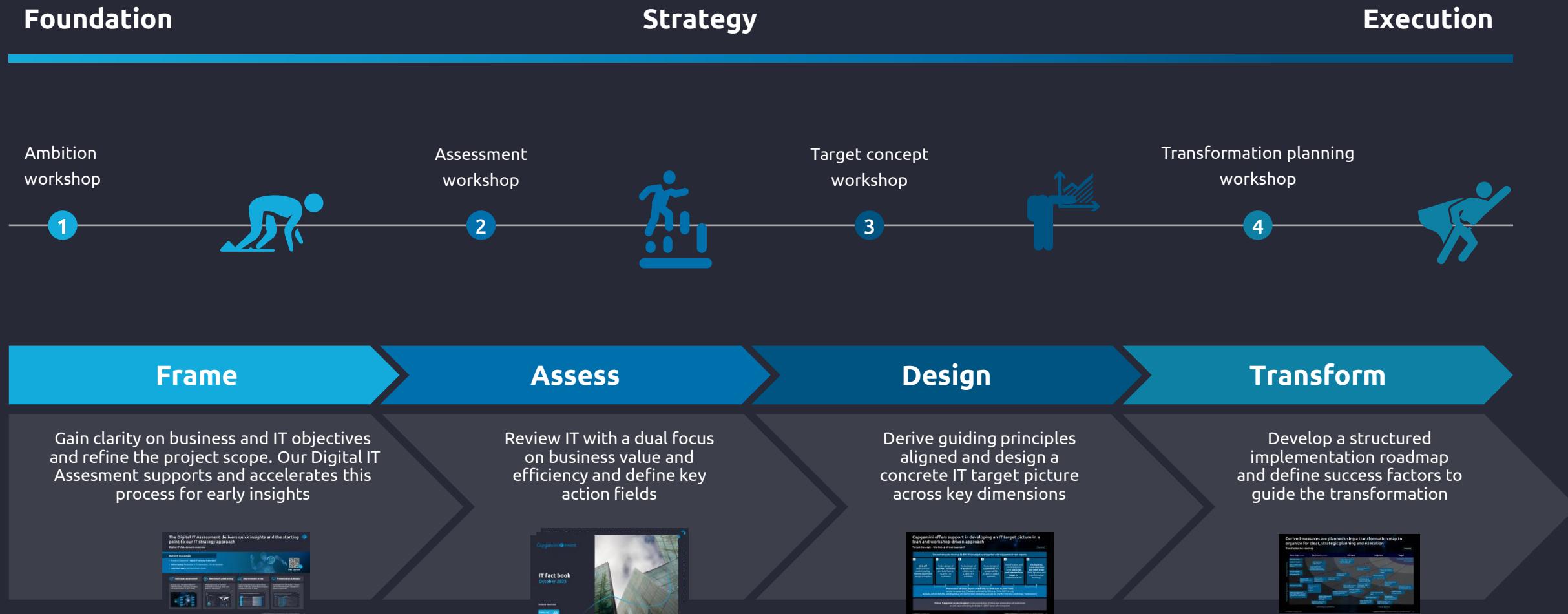
Best practices

| Enabler | Description | Best practice |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Cyber security</p> <p>Customers are more likely to engage with companies that are trusted to protect their intellectual property and assets by</p> <ul style="list-style-type: none">▪ raising awareness for security▪ establishing asset-based protection▪ adopting automated security response processes▪ providing resilient technologies |  <p>Establishment of people-centric cybersecurity strategy to create awareness & prevent incidents</p> |
|  | <p>People & skill mgmt.</p> <p>To keep pace with technology disruption and accelerate innovation, people development allows for diverse career paths and continuous upskilling by</p> <ul style="list-style-type: none">▪ providing digital skills and competences▪ attracting digital natives▪ ensuring continuous digital up-skilling▪ enabling technical career paths |  <p>Training and certification path to acquire digital key capabilities in cooperation with technology partners and universities</p> |

A holistic project approach continuously shapes the case for action



Project approach



The Digital IT Assessment delivers quick insights and the starting point to our IT strategy approach



Digital IT Assessment overview

Digital IT Assessment

- Based on Capgemini's **digital IT strategy framework**
- **Online survey:** Evaluation of 43 statements, ~20 min duration
- **Individual report** with benchmark results



Get started



Individual assessment

Receive your individual digital IT maturity report, showing strengths and opportunities in all IT areas





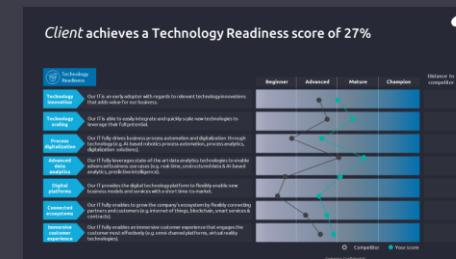
Benchmark positioning

Understand your IT position compared to industry peers and digital IT champions



Improvement areas

Gain transparency on improvement areas – maturity scores allow progress monitoring in all IT areas



 **Presentation & details**

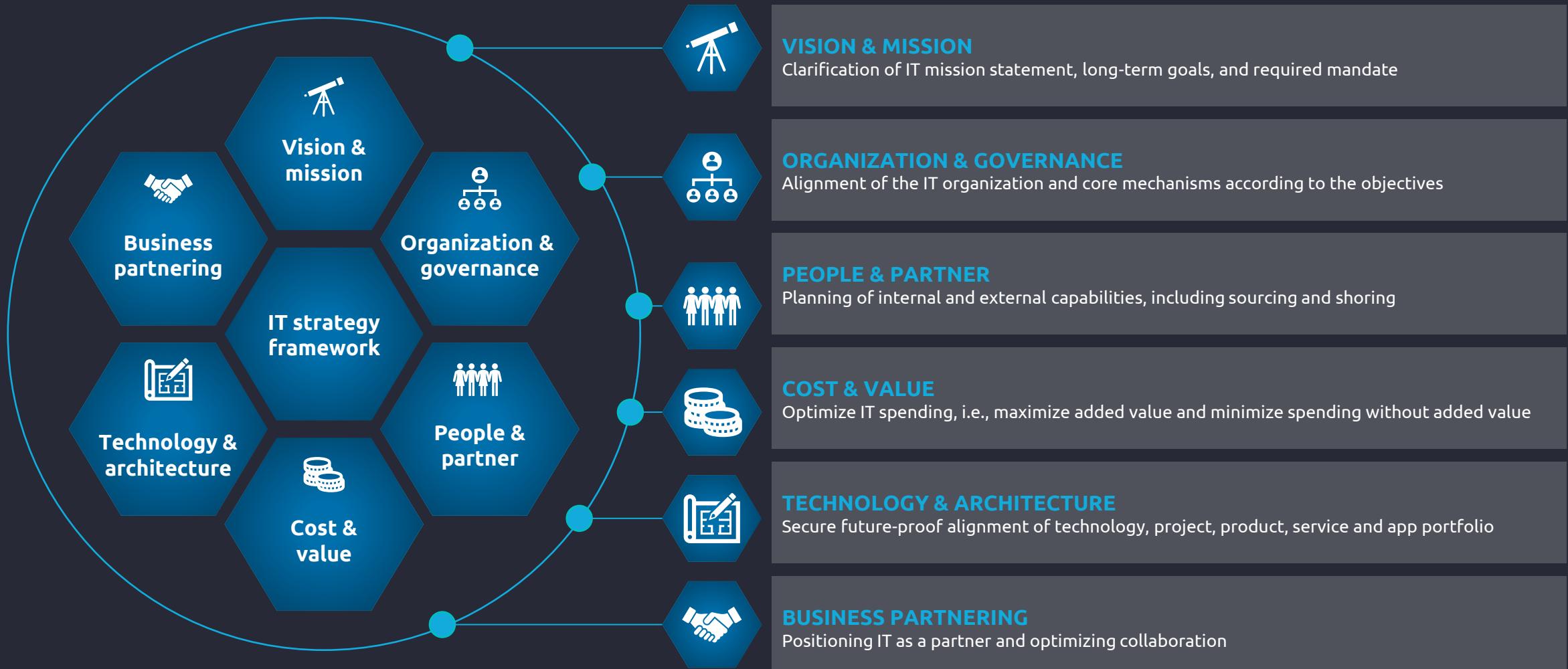
Participate free of charge – results can be discussed with Capgemini's experts (optional)



While the Digital IT assessment provides a rapid boost, our holistic IT strategy framework delivers a fully fledged approach



IT strategy framework





No digital enterprise without a digital IT!





Let's discuss how we can boost your IT to its full potential

Contacts



FELIX MIDDENDORF

Vice President

Capgemini Invent | Business Technology

Phone: +49 151 4025 1550

E-Mail: felix.middendorf@capgemini.com



HENNING KROHN

Senior Manager

Capgemini Invent | Business Technology

Phone: +49 151 2032 2675

E-Mail: henning.krohn@capgemini.com



MATHIS KUNZ

Manager

Capgemini Invent | Business Technology

Phone: +49 151 1719 4453

E-Mail: mathis.kunz@capgemini.com

About Capgemini Invent

As the digital innovation, design and transformation brand of the Capgemini Group, Capgemini Invent enables CxOs to envision and shape the future of their businesses. Located in over 30 studios and more than 60 offices around the world, it comprises a 12,500+ strong team of strategists, data scientists, product and experience designers, brand experts and technologists who develop new digital services, products, experiences and business models for sustainable growth.

Capgemini Invent is an integral part of Capgemini, a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

Get the future you want | www.capgemini.com/invent