

DIGITAL IT

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



Digital IT – What is it all about?



Felix Middendorf
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“

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

An abstract graphic of a network or data structure, composed of numerous blue dots (nodes) connected by thin, glowing blue lines. The structure is complex and organic, resembling a map of a continent or a large-scale data visualization, and is set against a dark blue background.

**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

Cost pressure

IT is expected to contribute to overall competitiveness via IT efficiency

IT spending by asset category*

- Personnel Salaries & Benefits
- Traditional outsourcing
- Network Transport
- IaaS and other Public Cloud
- Software (SaaS)
- Software (On premise)
- Hardware

IT operational vs. capital spending*

Year	OPEX (%)	CAPEX (%)
2020	77%	23%
2021	78%	22%
2022	77%	23%
2023	78%	22%
2024	79%	21%

- IT investment is moving toward **SaaS and IaaS**, which requires continuous subscription spending rather than one-time capital investments
- This trend is likely to increase as **on-demand IT services/pay-as-you-go models** drive higher operational costs, increasing **OPEX** relative to CAPEX
- To remain competitive, organisations must **invest in the right mix of assets** without overspending

Need to invest

IT needs to invest to provide business value for innovation and growth

% of organizations agreeing to the following statements**

51 % of organizations will be partially or fully scaling up AI agents in 2025. 19 % are still in very early stages	32%	19%
97 % of organizations surveyed say they have suffered security issues related to the use of Gen AI in the past	97%	
Half of organizations plan to adopt AI-powered robotics partially or completely in 2025	50%	
75 % of executives say their organization is at PoC/PoV stage with new-generation supply chains	75%	

- Generative and agentic AI adoption **amplifies** the need for cloud-based agility and robust infrastructure for governance, requiring IT to invest in both to enable **innovation and secure operations**
- This **dual investment** creates cost pressure, but it is essential for IT to deliver business value and maintain competitiveness
- As for this shift, a **close alignment** between business and IT is crucial

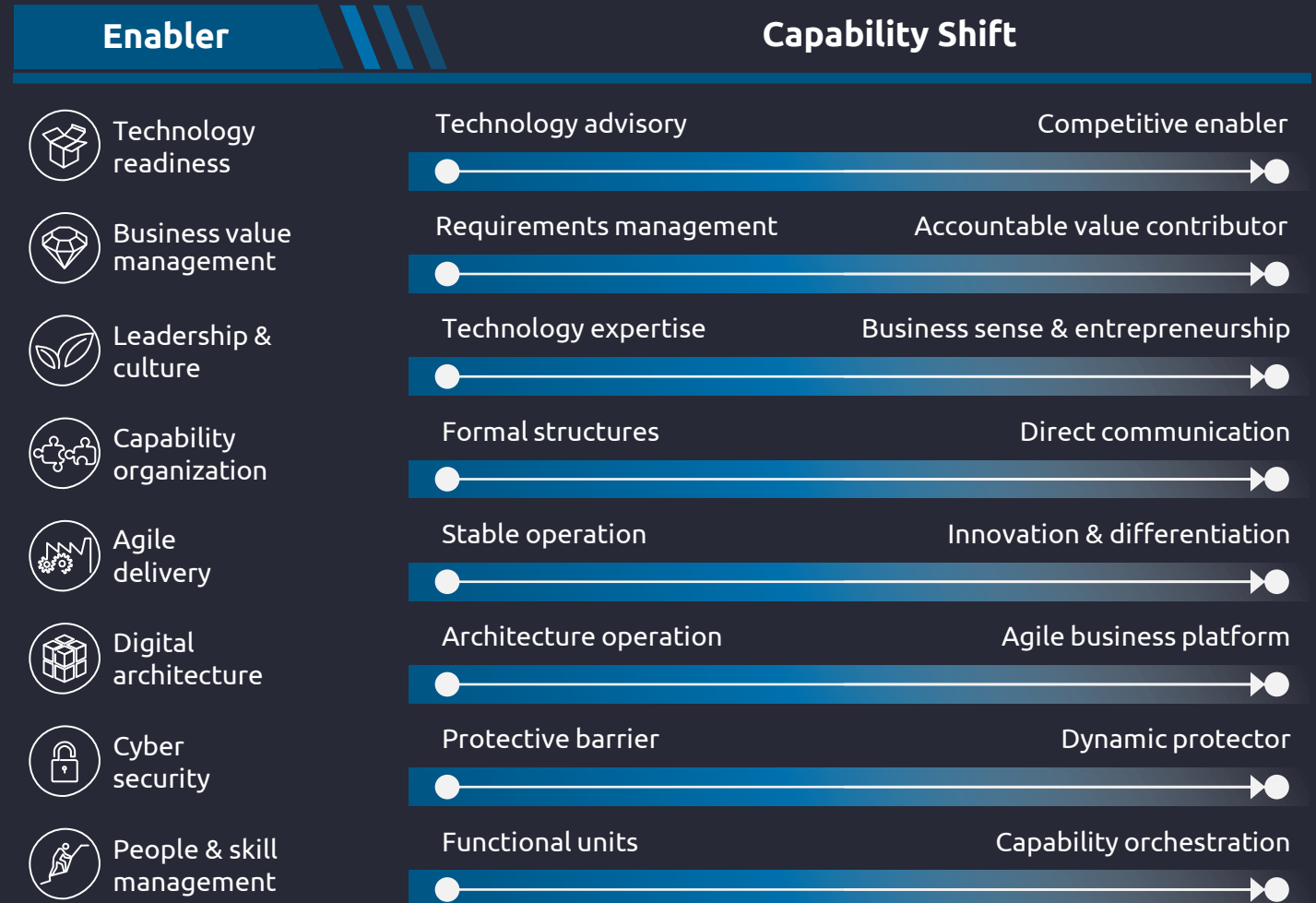
To build up the capabilities required to tackle current challenges, IT organizations need to excel regarding eight digital IT enablers



Enabler overview






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	 <p>Advanced data analytics enables smart eCommerce processes</p>
 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	 <p>VW FS Digital Solutions is single-point-of-contact for IT services and has E2E responsibility</p>

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>

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Best practices

Enabler	Description	Best practice
 Cyber security	<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>
 People & skill mgmt.	<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



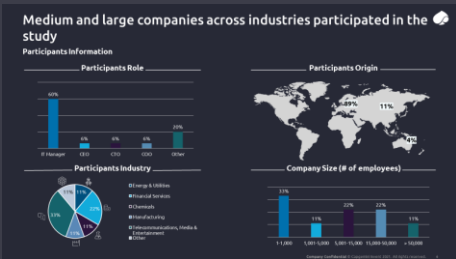
Individual assessment

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



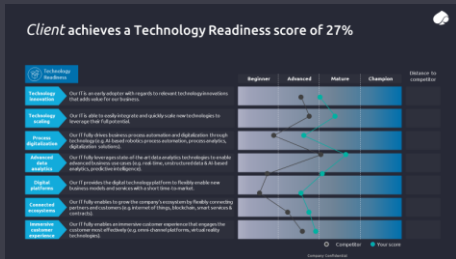
Benchmark positioning

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



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