

leading resolutions

INSIGHTS

Key Business Technology Trends

September 2021

leading resolutions



of linking business strategy
with technology

2021 sees Leading Resolutions celebrate 20 years of providing business focused technology services to blue chip clients in the UK and overseas. We are proud to be seen by our customers as the voice of authority and are privileged to be supporting you through your critical business transformation initiatives and programmes.

Deploying the right capability, skills and experience at the right time, we focus purely on providing the most efficient and cost effective solution for you, delivering on time, to budget and operating with our ethical values, underpinning everything we do.



The Author

Jon Bance, Consulting Director at Leading Resolutions, talks about how disruption to business norms has brought change and opportunity for companies, with the ability and resources to respond swiftly.

Leading Resolutions are there to support customers through change and we are helping you prepare for whatever disruption might come next.

A global challenge that triggered change

The rapid changes to business markets following the World Health Organization's declaration of a global pandemic illustrate how external events can disrupt business. Governments reacted by imposing lockdown measures that meant many businesses couldn't open their physical locations, and even where they could, they still faced a situation in which consumer confidence was diminished.

Change was immediate; people chose to avoid public places because of health concerns or restricted their spending due to an uncertain job market. Many organisations responded by adopting technology to continue operations, allowing employees to work from home through Teams and Zoom, children were home tutored or used online learning management systems to complete their school curriculum, and governments rushed to put more services online.

The critical role of IT infrastructure

With technology playing a key role in allowing organisations to maintain daily activities, IT became even more critical to business viability and was thrust into a critical function. No longer was the IT department supporting capabilities lower down the value stream – it was now core to delivering on the organisation's value proposition.

There is a transitional period ahead; the pandemic will come to an end, but further change is inevitable and with other potential disruption flashpoints, the role of IT remains critical.

IT will play an ever more critical role in organisations that want to rapidly capitalise on change to get ahead, and stay ahead, of the competition. IT must focus on accelerating speed to value and enable flexibility and rapid redeployment of resources.

Change is permanent

Many professionals expect that their organisations will never be the same as they were before the pandemic. In 2021, organisations look toward a transitional post-pandemic period with more change on the horizon. The pandemic highlighted how organisations are vulnerable to change; many professionals don't feel their IT maturity is high enough to support the expected rate of change.

How we can help

At Leading Resolutions, we work with a diverse portfolio of customers, helping them to predict change and address it and to prepare for whatever disruption occurs next and cement their value propositions.

We enable businesses to make technology as flexible as possible; many have adopted Agile and Scrum Methodologies at a significant pace, this is not a surprise given that those same businesses can no longer wait multiple years for technology change.

MVP (Minimum Viable Product) has now become normal business language and large programme teams are a thing of the past. Alongside this procurement teams are having to adapt to keep up with the pace of change, seeking expertise to market assess and reduce tender timescales. Similarly, businesses do not have 6-9 months from requirement to selection to implement or begin to replace systems and technology

Talk to Jon about how we can help your business grow through change

☎ 01793 488 000

✉ info@leadingresolutions.com

Five-year plans are a thing of the past

Businesses need to be flexible, to react, to interact, to respond quickly to disruption and to support or spin up new market propositions. Data has become the new oil or gold; the ability to structure data at a moment's notice or in real-time is imperative to allow businesses to plan and react swiftly.

A trend that we have been observing is the increasing adoption of Robotic Process Automation (RPA) to speed up processes; the use of Machine Learning to underpin, test and implement change to the proposition has been widely written about and we are seeing it first-hand.



The environment - a key factor

The environment has become an important focus area for businesses, even during the height of the pandemic it has rightly remained in the spotlight. IT infrastructure and processes form a significant part of the change companies need to make. Businesses should all be aiming to be Net Carbon Neutral or Net Carbon Negative if the United Nations' goal to halve carbon emissions by 2030 and reach net-zero emissions by 2050 is to be met.

Governments continue to react to the pandemic by imposing lockdown measures that require many businesses to ask employees to remain working remotely. The distributed model will continue to be an important factor for businesses in the UK with business leaders finally embracing the Homeworking and Hybrid models.

Many organisations agree that sustainability goals are important to maintain business into the future and are enjoying related benefits such as energy cost savings. The environment is not just an ethical discussion, it is one of finance and business structure.

This feeds very nicely into a business moving towards being Net Carbon Negative, with less reliance on transport to get people to work. We do note however that there needs to be a happy balance to the remote working shift. Leading Resolutions have implemented Innovation challenges around wellness on our Innovation portal and we know, it is a challenge for Team leads; change, is as ever, permanent.