Digital Transformation – a journey

Successful and sustainable digital transformation is a journey, not a single event. It requires a technology partner that fully understands your business, working with you every step of the way.

Expertise and Experience

Innovative technology alone does not deliver the results your customers and colleagues demand. We built our business on the belief that successful tech-enablement requires a blend of technological expertise, change management experience and digital transformation skills.

Combining these capabilities with a broad understanding of your organisation and the challenges you face, enables us to deliver the optimal solution to ensure rapid and sustained improvements.

How We Work

Our approach is to start every engagement by taking the time to understand vision of the organization; gaining a clear view of your ambitions and direction of travel. We then review the outcomes you hope to achieve through digital transformation and apply solutions through the lenses of the customer and employee experience.

People - Working with your team, we fully explore their challenges; demonstrating how the technology solution will be configured to best address their needs and improve their day to day experience.

Data - Existing data is often fragmented, inconsistent or missing. We work to design and engineer the high-quality data-streams demanded by new technology, which in turn powers insightful and timely decision-making across your organisation.
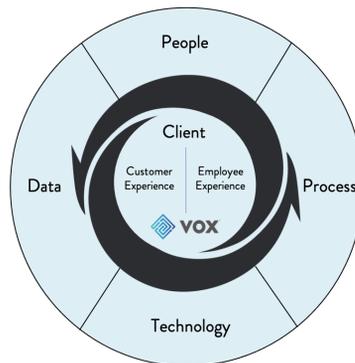
Process - We tap into your team's business process knowledge to understand how they operate; sharing our insights and experience of workflow optimisation, and co-creating the improvements through the use of new technology.

Technology - We review your existing technology stack to identify how the latest technology can be better leveraged. By taking a holistic view we aim to maximise the benefit of applying new technology, whilst minimising the disruption to legacy technology that must be retained.

The Future is the Cloud

A combination of SaaS solutions, simple provisioning of infrastructure, subscription-based pricing models, and leading-edge application development tools, means the cloud is a strategic enabler that can no longer be ignored by any leading organisation. Our team of experts support clients in understanding the benefits of the cloud, ensuring the right level of data governance, and migrating technology solutions to a more cloud orientated approach.

Our Capabilities

Strategic Goals

- Digitise Processes
- Improve Customer Experience
- Engaged and Effective Employees
- Better Informed Decisions
- Sustainable Evolutionary Improvement

Programme and Project Management

Our programme and project management team have deep expertise in the delivery of major digital change programmes. We understand how to structure and plan projects within financial institutions to set them up for success.

With delivery leadership capabilities across business and technology, we build effective governance frameworks, taking responsibility for optimal use of global resources, and defining the most efficient delivery path to meet the programme goals, whilst maintaining an ongoing focus on risk management and mitigation.

Business Analysis

We provide specialist banking and technology SME input across major change programmes. With a focus on customer journey and user experience, we seek to deliver value to both clients and employees. Typical activities include establishing baselines, collating benefits and validating against business case at project initiation, as well as current state analysis, requirements capture and target state definition as we progress into delivery.

Our business analysts often become central points of contact within projects for knowledge about business processes, systems landscapes and proposed business requirements. Bridging the business and technology domains enables better collaboration on how to deliver the solution the business really needs.

Operational and Process Change

All large-scale digital programmes have a component of operational and process change. Our consultants understand and help with best practice guidance. We have expertise in developing process nuances to reflect global and local strategies. By a process of analysis, optimisation, redesign, documentation and implementation, we coordinate operational change, within business and technology teams, on a global basis. Training on new processes, monitoring usage and acting on feedback, ensures successful transition with minimised operational risk.

Change Management

A digital vision must be driven from the top. Our change managers ensure clear sponsorship, consistent communication and clarity of purpose. Improving business engagement with focus and proactive management of adoption, drives increased benefits. By a process of articulating the vision in a practical manner, actively managing causes of resistance and developing approaches to gain buy-in, our consultants work hand in hand with the business teams to ensure a positive outcome.

Data Governance and Data Scientists

Data is at the heart of all modern organisations. Digital Transformation seeks to ensure that using re-engineered technology and processes, people (employees and clients), are empowered to operate more effectively.

This can only be achieved through better use of data. Our data specialists help organisations optimise data governance across regions and cloud providers, with a clear understanding of statutory and regulatory constraints, and a keen eye on efficiency.

We help develop clear data architecture and data strategies, enabling security and privacy risk to be managed effectively, whilst providing the optimum foundations for collaboration and business insights. Our data analysts and data scientists leverage best practice ML and AI solutions to identify unmet/under-serviced client needs, generating strategic insights whilst identifying new opportunities or risks.

Vox combines global banking and regulatory experience, innovative data solutions, and skilled specialists to help global financial institutions plan, resource, and deliver regulatory and business change projects.

Regulatory Change

This challenging regulatory market needs high-quality, skilled specialists. Vox offers companies quality regulatory specialists and competitive pricing to plan, resource and deliver major change projects. We manage global projects by augmenting your existing team with experienced PMs and subject matter experts, supported by highly trained junior staff, to provide scalable resourcing to meet demand.

Data Solutions

Data is at the heart of everything. We help global financial institutions engage technology and unlock their data to transform their businesses. Our industry experience, data know-how, fintech expertise, and commitment to excellence is why financial firms keep counting on us to design and execute their data, technology, and business strategy.

Service Delivery Centre

Vox's Service Delivery Centres (SDCs) offer nearshore staff augmentation, project delivery, and business process outsourcing from our sites in Belfast, Northern Ireland and Lodz, Poland. Our SDCs offer high-quality staff, overseen by an experienced Vox executive team, secure, dedicated office space with high-speed access to our clients' systems, and a cost-effective and scalable resource model.