



# VOX<sup>®</sup>

www.voxfp.com



## 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 organization and the challenges you face, enables us to deliver the optimal solution to ensure rapid and sustained improvements.

### How We Work

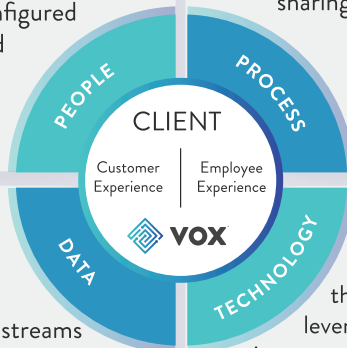
Our approach is to start every engagement by taking the time to understand vision of the organization; gaining a clear view of your ambitions and direction of travel. We then review the outcomes you hope to achieve through digital transformation and apply solutions through the lenses of the customer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

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.

We tap into your team's business process knowledge to understand how they operate; sharing our insights and experience of workflow optimization, and co-creating the improvements through the use of new technology.

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 organization.

We review your existing technology stack to identify how the latest technology can be better leveraged. By taking a holistic view we aim to maximize the benefit of applying new technology, whilst minimizing 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 organization. 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



## 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.

## 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.

## 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, optimization, redesign, documentation and implementation, we coordinate operational change, within business and technology teams, on a global basis.

## 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.



**VOX** Financial Partners

WE HELP FINANCIAL INSTITUTIONS MANAGE COMPLEX REGULATORY AND BUSINESS CHANGE