Business Agility Executive Forum

Roma, 15 novembre
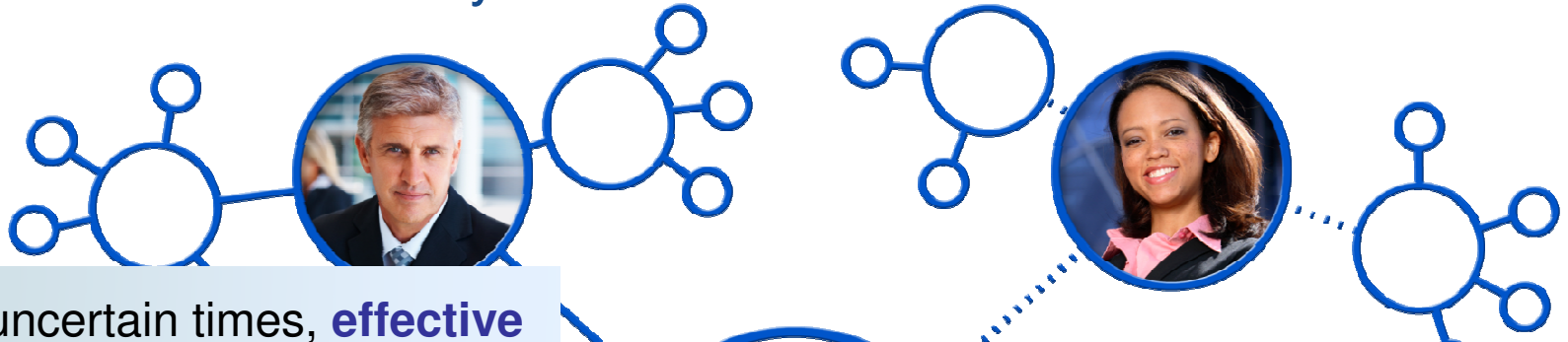
Antonio Lopriore – **BPM Leader Software Group Europe**

The Power of Business Agility for Innovation, Transformation and Growth

CEOs Recognize the Challenges and Opportunities as the Business Network Becomes More Dynamic

"In these uncertain times, **effective and swift decision making** is more important than ever."

Shuzo Sumi, *President and CEO Tokio Marine Holdings, Inc.*

"Our products **need to anticipate need**, rather than respond to a request."

Michael D'Ascenzo, *Commissioner of Taxation, Australian Taxation Office*

"The **complexity over the next five years** is off the charts – a 100 on your scale from 1 to 5"

Edward Lonergan, *President and CEO Diversey, Inc.*

IBM Global CEO Survey, Institute for Business Value, 2010
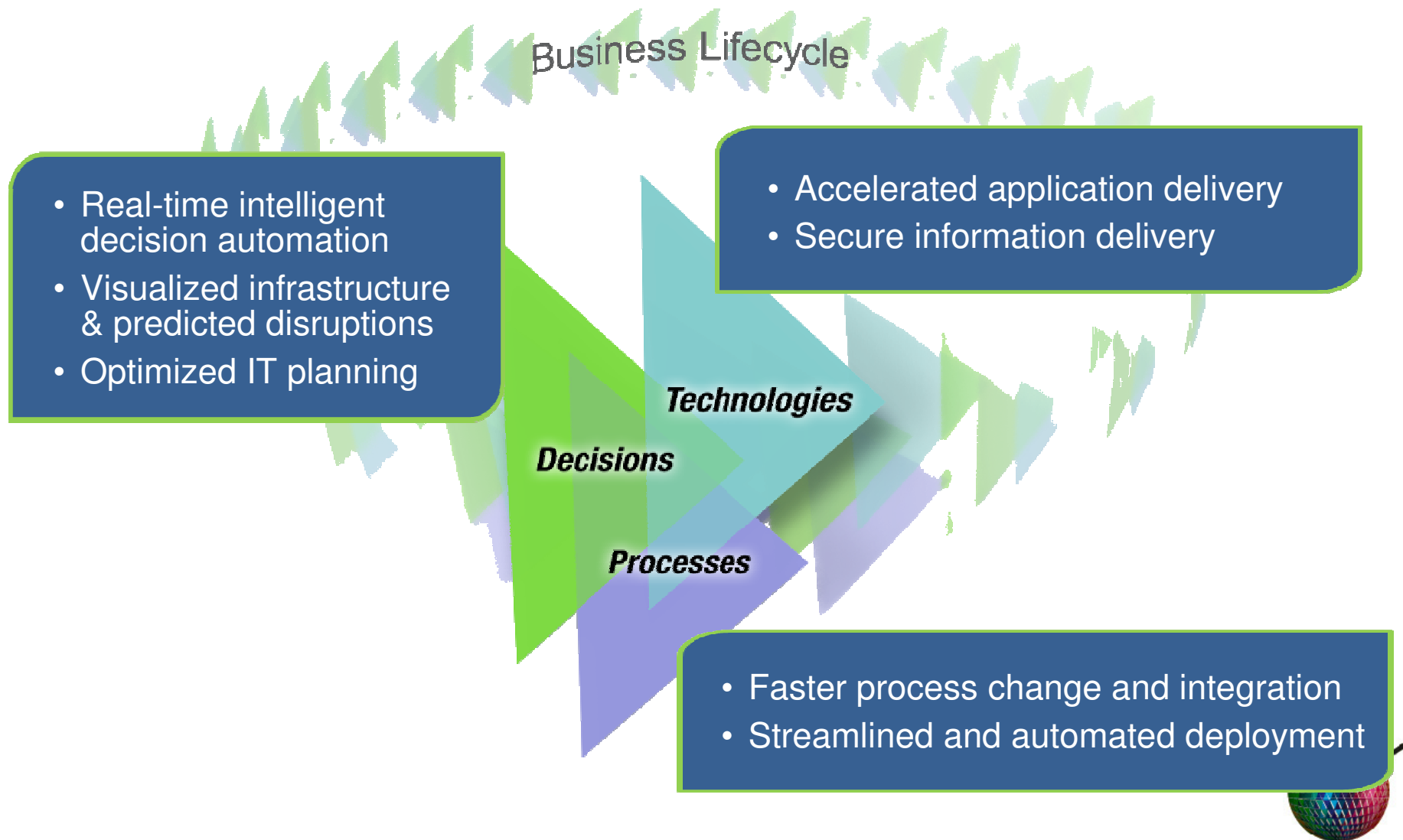
What's Going to Make a Difference:

Through client transformations and market insight we have identified specific **agility levers**

[uh-jil-i-tee lev-erz] *noun:* combinations of technology capabilities that accelerate the path to **agility** with **reduced cost** and **greater efficiency**

When you are faced with planned and unexpected change?

Agility Levers Turn Change and Complexity To Your Advantage

Business Lifecycle

- Real-time intelligent decision automation
- Visualized infrastructure & predicted disruptions
- Optimized IT planning

- Accelerated application delivery
- Secure information delivery

Technologies

Decisions

Processes

- Faster process change and integration
- Streamlined and automated deployment

Make Better **Decisions** Driven by Analytics and Business Rules

Decisions

How can you:

Improve your operational decisions and the decisions you make about change?

Use **Agility Levers** To Make Better Decisions

Agility Lever:

Real-time, intelligent decision automation

Agility Lever:

Visualized infrastructure & predicted disruptions

Agility Lever:

Optimized IT planning

Capability:

Decision Management

Capability:

Predictive Business Service Management

Capability:

Application Portfolio Management

New! • IBM WebSphere Operational Decision Management
Enhanced! • IBM Tivoli Business Service Manager
New! • IBM Tivoli Analytics for Service Performance (Preview)

Take a Smarter Approach To **Process and Integration**

sions

Processes

How can you:

Respond faster and better to business change?

Use **Agility Levers** To Take a Smarter Approach To Process

Agility Lever:

Faster process change and integration

Agility Lever:

Streamlined and automated deployment

Capability:

Business Process Management + SOA

Capability:

Collaborative Dev/Ops

Enhanced! • IBM WebSphere Message Broker

New! • IBM Rational Automation Framework

Accelerate Application, Service and Information Delivery and Extend Reach To Cloud
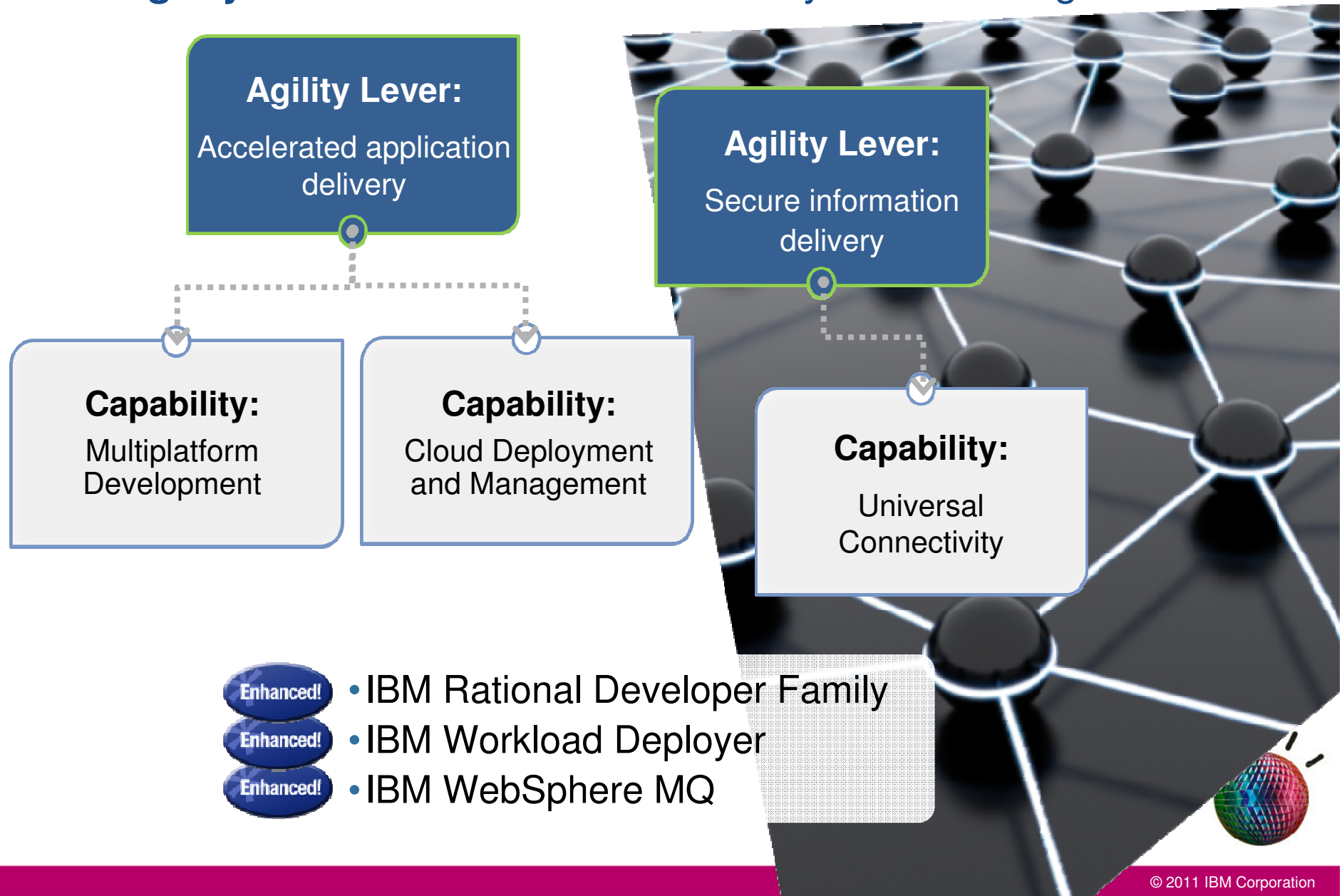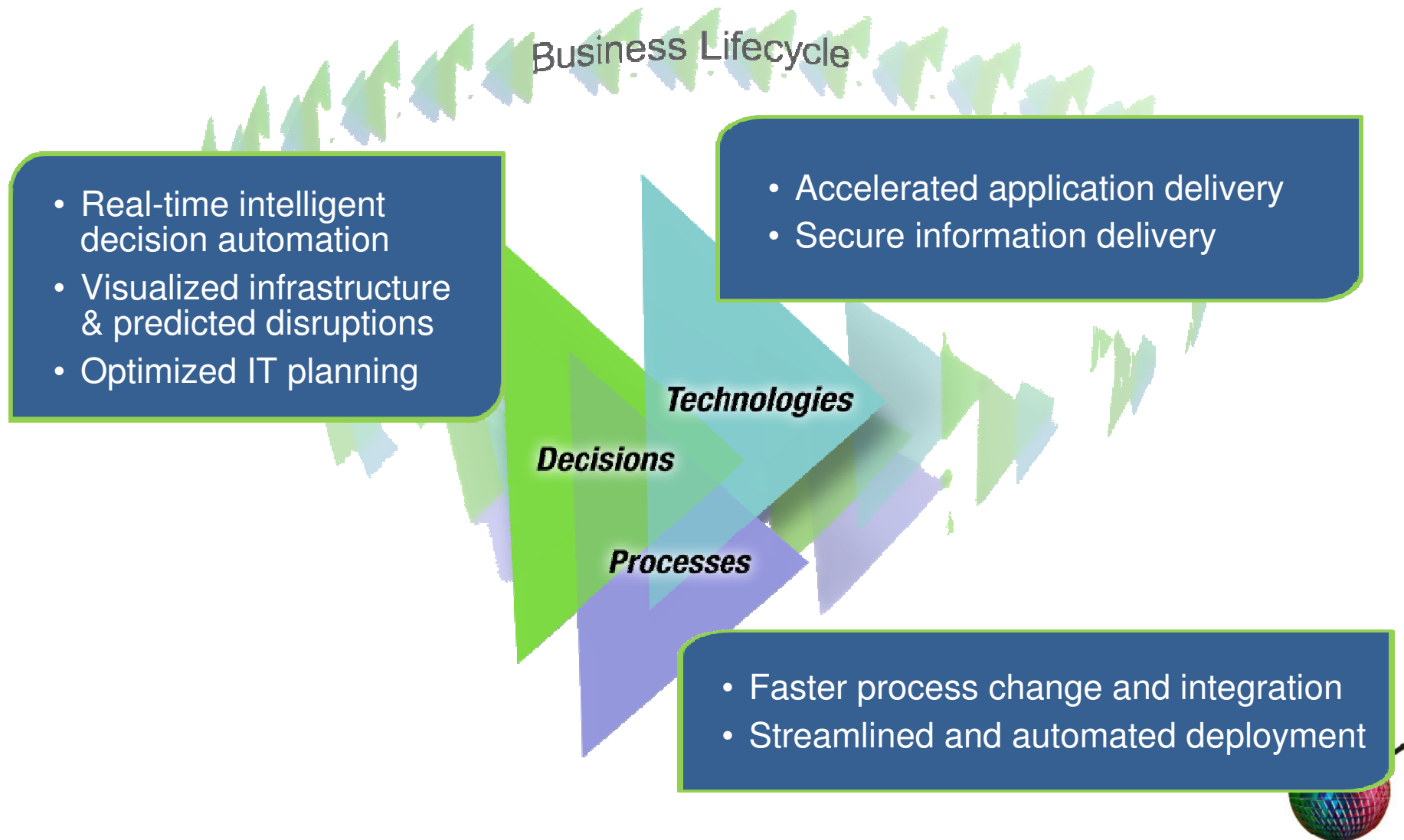
Technologies

How can you:

Accelerate the delivery of applications and services securely and cost efficiently?

Use **Agility Levers** To Accelerate Delivery of Technologies

Agility Lever:

Accelerated application delivery

Agility Lever:

Secure information delivery

Capability:

Multiplatform Development

Capability:

Cloud Deployment and Management

Capability:

Universal Connectivity

Enhanced! • IBM Rational Developer Family

Enhanced! • IBM Workload Deployer

Enhanced! • IBM WebSphere MQ

Recap: **Agility Levers** Improve Outcomes Through the Lifecycle of Business Changes

Business Lifecycle

- Real-time intelligent decision automation
- Visualized infrastructure & predicted disruptions
- Optimized IT planning

- Accelerated application delivery
- Secure information delivery

Technologies

Decisions

Processes

- Faster process change and integration
- Streamlined and automated deployment

Agility Levers Are Driven By Combinations of Capabilities

Agility Levers

Capabilities

Decisions

- Real-time intelligent decision automation
- Visualized infrastructure & predicted disruptions
- Optimized IT planning

- Decision Management
- Predictive Business Service Management
- Application Portfolio Management

Processes

- Faster process change and integration
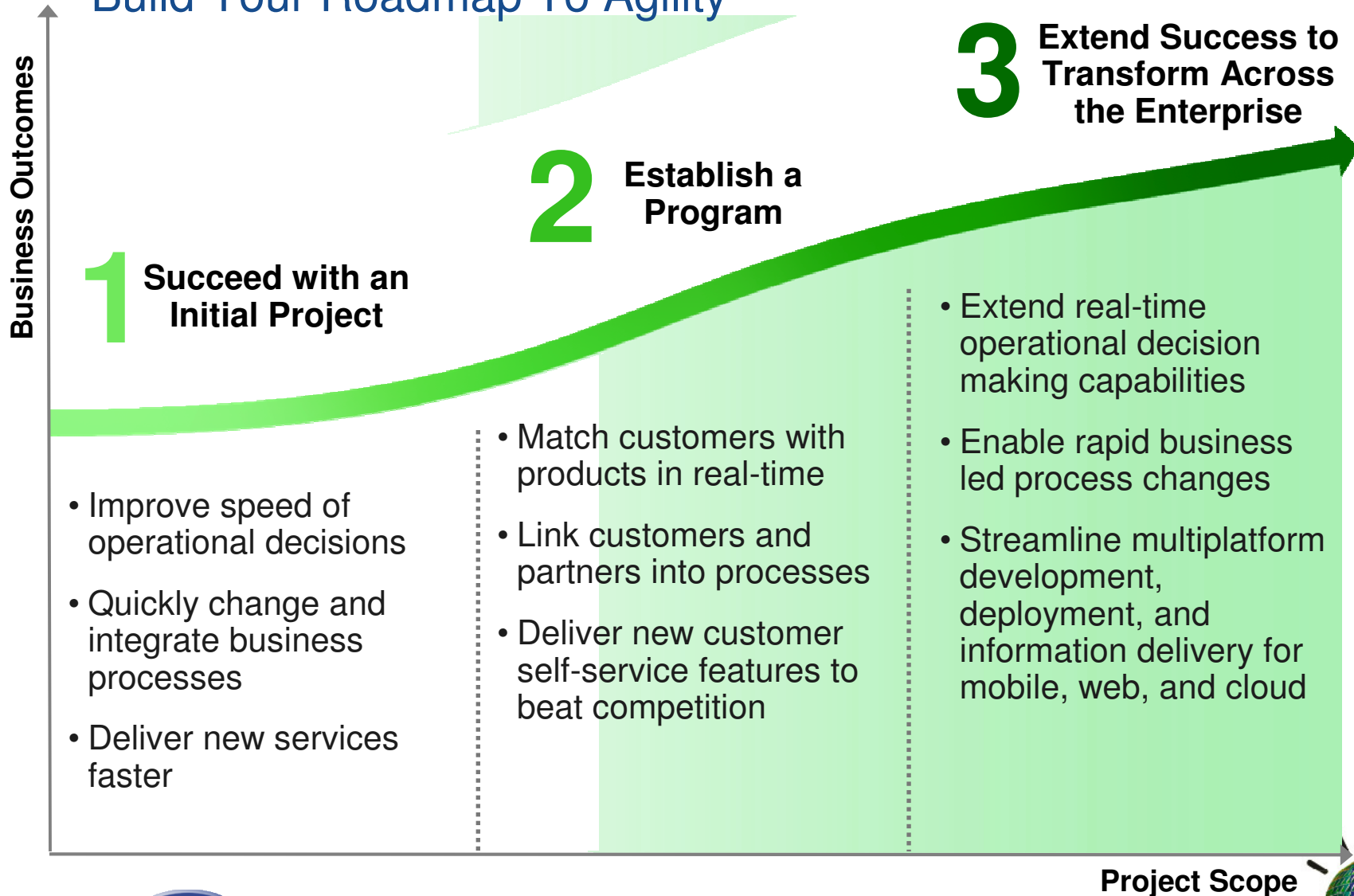- Streamlined and automated deployment

- Business Process Management + SOA
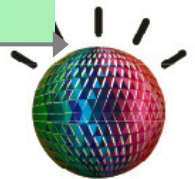- Collaborative Dev/Ops

Technologies

- Accelerated application delivery
- Secure information delivery

- Multiplatform Development
- Cloud Deployment and Management
- Universal Connectivity

Build Your Roadmap To Agility

Business Outcomes →

3 **Extend Success to Transform Across the Enterprise**

2 **Establish a Program**

1 **Succeed with an Initial Project**

- Extend real-time operational decision making capabilities

- Enable rapid business led process changes

- Streamline multiplatform development, deployment, and information delivery for mobile, web, and cloud

- Match customers with products in real-time

- Link customers and partners into processes

- Deliver new customer self-service features to beat competition

- Improve speed of operational decisions

- Quickly change and integrate business processes

- Deliver new services faster

Project Scope →

New! Services Offerings for Adoption and Progression

Business Agility Across Industries and Geographies

Austrian Federal Ministry of the Interior

- Needed to create a secure national civil registry to support federal processes
- Used **Technology** lever to save more than US$1.5 million per year in school operations and labor costs

edelia GROUPE eDF

- Needed to efficiently create a smart energy management program
- Use **Process** and **Technology** levers to reduce greenhouse gases and provide economic savings to their consumers

Wuxi, China

- Needed to encourage software startups with IT support services
- Used **Technology** lever to provide cloud-based infrastructure, platform, and software services for more successful start-ups

AVIVA

- Needed to rationalize a sprawling portfolio of applications to better efficiency, productivity and customer service
- Used **Technology** and **Process** levers for a 30% reuse of assets and 87% reduction of performance testing

IBM Is Your Partner Of Choice For Business Agility

#1 in Connectivity

#1 in Application Integration Middleware

#1 in Business Rules

#1 Overall Software Development Platform
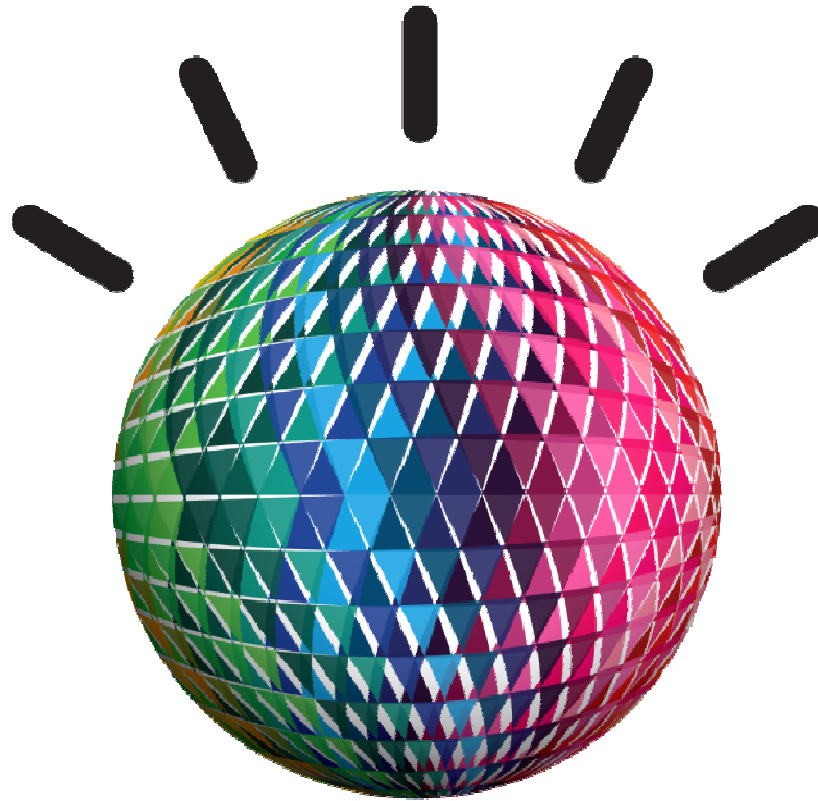
#1 in IT Operations Management

#1 in SOA

#1 Solution for Boosting Software Team Collaboration

#1 in BPM

Next Steps

- Talk with your IBM representative
- Consider a workshop or pilot
- Visit **ibm.com/business-agility**