5 Pillars of a successful IT transformation

In a summit by Odgers Berndtson, a leading global executive search firm, organized in New Delhi in February 2022, leaders recognized that **"the pandemic spurred the rapid adoption of digital solutions, thereby accelerating the transition to the digital economy. A shift in cultural mentality must accompany digital transformation. For those firms that were wary of automation, digital transformation has proven difficult."**

Going digital is more than just embracing current practices; it's also a step towards the future, matching your business model and techniques with the format that's quickly becoming the new norm.

Digitalization, like any new integration, comes with its own set of obstacles. Being aware and planning for the obstacles can help firms face the challenges that IT transformation brings. Understanding the most common faults that occur throughout a transition might often be enough to help you avoid them in your own plan.

Let's take a look at the five pillars of a successful IT transformation that can help your company maintain its performance, extend its offers, and achieve long-term sustainability as you implement new innovations.

Initiatives that are clearly defined: The goals of IT transformation differ depending on the industry. It is therefore important that you decide what you want to achieve with the IT transformation. Adopting digitization without knowing its capability is pointless; without the knowledge and motivation to support its integration, IT transformation is more likely to become disruptive and expensive rather than turning out to be successful. To minimize any potential disruptions or losses, meticulously examining all the possibilities that IT transformation offers, researching the most beneficial digital technologies in your field, and creating new projects based on them are important.

Structural hierarchy: Will your change be mostly cultural, organizational, or a blend of the two? Are customers likely to be affected in the same way that employees are? Will there be any knowledge gaps that need to be addressed during the transformation that could cause business disruption? Consider these questions to ensure a successful transformation.

Digital technology, software, and business models must all work in tandem, but they cannot be implemented into an existing organization randomly. Instead, create a bottom-up or top-down integration approach that allows your company to adapt to the changes that digital technologies bring without sacrificing service quality or productivity.

Customer experience: Customers are frequently the ones who have the greatest contact with digital technologies. The modifications you make should only improve their experience with your firm. Clients will receive speedier service if you automate laborious procedures on your end; AI chatbots can assist customers to obtain focused answers to their questions without having to navigate your site.

Improving how people engage with your company will have a long-term impact on your reputation. Adopting digital technologies shows your clients that you appreciate their time and want to provide them with the finest service possible.

Collaboration: Leadership skill is required to define and implement a company's transformative journey, but most executives lack the technical expertise to make the best technological decisions for their company's future. As a result, it's best to seek advice from experts in a variety of digital fields who can offer valuable insight and recommendations on both the short- and long-term benefits of a certain technology. Employees must realize that the incorporation of digital tools in the workplace has an impact on their lives just as it does on the lives of their customers. These modifications should always be presented as beneficial.

A holistic approach: IT transformation is a continuous process, not a one-time event. While it's easy to get stuck in a rut when a traditional way of doing things is followed, digitalization breeds creativity and adaptation. Success or failure will ultimately be determined by a flexible mentality and desire to adapt across domains.

The key to success is simply understanding that IT transformation involves a diverse set of things. Having the correct leader, and resources can contribute greatly to achieving success in IT transformation.