

Transformation journeys

The art of traveling light



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Embarking freely on a transformation journey

Today's CIOs face key challenges around being able to innovate at the speed they would like, being weighed down by expensive, legacy systems, and struggling to deliver value to the business in a way that moves the needle without increasing cost and risk. They want to embark on a transformation journey; however, they are being held back by various elements. They need a solution that will lighten the load, letting them travel down the transformation path with agility and velocity.

Traveling light affords people freedoms that just can't be experienced when their lives are more complex. Light travelers experience the ultimate freedom; they can travel the world with nothing more than a credit card, a passport, and a taste for adventure. Travelers with more complex lives often envy the ability to simply book a cheap ticket and follow their dreams without waiting for designated holiday windows.

The constraints of a complex life, including cars, mortgages, children, jobs, and more, means that these travelers have to plan carefully in advance, take shorter trips to safer (and less interesting) destinations,

and return to a sense of predictability sooner than they would like. And, they usually have to pay more for the privilege than their counterparts who travel light. They console themselves with the guard rails or investments that have already been made in their life. Yet the truth is, they miss the speed, adaptability, and lightness of their previous traveler existence.

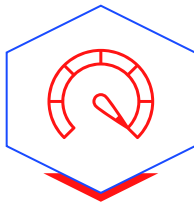
The modern CIO faces the same dilemma. Just as there is a real art to traveling light without finding oneself without the necessities, CIOs need to understand how to minimize unnecessary constraints so they can maximize the value of their transformation investments. Faced with legacy systems and constrained by technical debt, many CIOs cannot embark on the digital transformation vision. Instead, they become stuck, making incremental changes yet rarely gaining the freedom to genuinely transform with a lightness that lets them dream big, be flexible, and stay ahead of the curve no matter what happens in future. They've invested in complex and monolithic systems that may be expensive but no longer deliver the first-class experience they expected.

CIOs need to understand how to minimize unnecessary constraints so they can maximize the value of their transformation investments.



CIOs and travelers alike want to be safe and secure on their journey, move through the world with agility and speed, and travel sustainably.

CIOs are looking for a transformation journey that delivers four key outcomes:



1. Performance

CIOs are looking for transformational technology solutions that let them deliver exceptional user experiences for employees and customers. This means fast, reliable, robust connectivity that makes working from anywhere a simple and secure proposition.

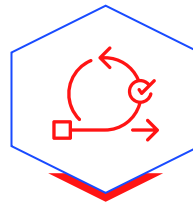
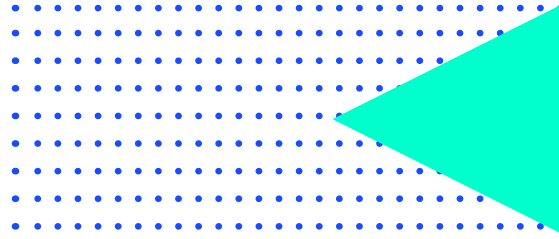
Applications should perform for remote workers just as well as they do for those in the office, delivering on productivity expectations for the business.



3. Security

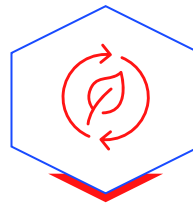
Security—both physical and cyber—remains of the highest importance for both travellers and CIOs.

Keeping data safe and preventing disruptive, costly breaches remains top of mind. CIOs require a modern, intelligent connectivity option that delivers security as a built-in, non-negotiable feature. Travelers appreciate that airport security keeps them safe but they don't want it to make them miss their flight. Likewise, CIOs want security that enables the business and lets it keep moving quickly.



2. Agility

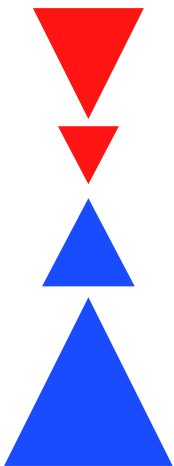
Like a solo traveller, CIOs need the flexibility to leave one pathway behind and choose another to get them to their destination. This means choosing systems that are lightweight, flexible and scalable, that can deliver both short- and long-term results, and that can grow alongside the business.



4. Sustainability

Travelers are more aware than ever of their impact on the environment. Opportunities to reduce emissions are plentiful for today's travelers. Similarly, CIOs are looking to contribute to environmental, sustainability, and governance (ESG) goals in a meaningful way.

Choosing solutions that deliver on these aims can help CIOs shrink their CO2 footprint and deliver transformation without the environmental cost.



Reclaiming the ability to travel light

To achieve real transformation, CIOs need to reclaim the traveler spirit so they can travel light, then—like working with a first-class travel agent—choose the right partner so their journey includes a first-class experience, giving them the best of both worlds. With the right transformation partner, CIOs no longer need to carry their own bags or take public transport to their accommodation. Instead, they can travel in style, assisted and accompanied throughout the transformation journey by experts and guides so they can experience the best of what the world has to offer.

As the world increasingly integrates digital business solutions, CIOs are turning their attention towards their own journeys, finding new ways to deliver value to the organization through real and lasting digital transformation. When approaching transformation, CIOs should demand an experience that lets them move at pace to really leverage the digital economy and the opportunities it provides.

This eBook explores the ways CIOs can reclaim the traveller spirit on their transformation journey and leverage intelligent connectivity solutions to reach their destination successfully.





Change is the first step in a coming-of-age journey

Being able to embrace change is likely to become a key indicator for success in today's business landscape. A commitment to flexibility is essential; however, can be hard to achieve when CIOs are shackled to overly complex infrastructure and systems.

Over the past few years, organizations have increasingly empowered staff members to work from anywhere. When businesses had to quickly enable remote working, CIOs often found themselves laying temporary solutions on top of legacy networks. While this worked in the short term, it's now clear that the business landscape won't snap back to pre-pandemic characteristics, and the tech debt created by this approach will continue to weigh down the CIO's backpack.

Businesses have now moved from managing a central office and perhaps a few sub-branch locations to managing multiple branches of individual employees working in their homes or other locations outside the office. In this environment, organizations are finding new ways to compete effectively in a digital world without compromising security.

Savvy CIOs know they must rely on data-driven decisions to become a strategic business partner that can drive innovation. They're looking to address capacity needs and technology complexity, while being innovative at the same time rather than restrictive. Perhaps most importantly, they're looking to deliver the best network and cloud experience possible, wherever and whenever it's needed with minimal risk.

In the past, CIOs were hamstrung by budget and resourcing constraints. While they may have had a clear vision of the ideal solutions to drive their organization forward, embarking on this journey was out of the question. That's no longer the case. Today's CIO can envision a future without compromise as they book a first-class trip to transformation through intelligent connectivity.

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Networks are the roads your business travels on

Traveling with not much more than a backpack delivers significant freedoms. However, today's CIOs don't travel alone. Their traveling companions consist of a wide variety of stakeholders, each of whom has specific expectations around the quality of the digital experience.

For example, few things rankle as much as a delayed journey on congested highways and clogged local streets. Travelers are relieved when they travel a road that is smooth and fast, with limited traffic. Similarly, remote working can be frustrating and unproductive for employees if internet speeds and networks are inadequate. Employees increasingly expect company systems to just work, regardless of their location. Being able to leverage reliable, fast networks to deliver a strong remote working experience is important for business productivity, staff engagement and retention, and customer experience.



Customer expectations continue to rise despite the challenges presented by the global pandemic.

Recent research shows that workers are both more engaged and more likely to stay longer at businesses that let them work remotely. More than half of remote workers surveyed said they would look elsewhere if they were no longer allowed to work remotely.¹ However, in a separate study, 49 per cent of respondents cited poor internet bandwidth as a concern for working remotely. Thirty-six per cent of respondents said they were unprepared for the shift to remote work.²

At the same time, customer expectations continue to rise despite the challenges presented by the global pandemic. They want faster, more personalized service

and an authentic experience.³ This is impossible to deliver when workers are struggling with systems that don't perform well in a remote work scenario.

Meeting increasing expectations isn't the only challenge CIOs face. New and emerging technologies are revolutionizing the way organizations do business. CIOs are hungry to deploy game-changing solutions like artificial intelligence, virtual and augmented reality, omnichannel apps, and wearables. For many, this can be akin to a traveler in a sports car traversing potholed and complex network of one-way streets and single-lane bridges. It's impossible to deploy emerging technologies with confidence if users struggle to complete basic network tasks. Once the traveler in their rented sports car makes it onto the open road, the freedom can be exhilarating. Likewise, when the CIO has an intelligent network that frees them to adopt emerging technologies, the impact on the business can be astonishing.

The user experience is everything, and it comes down to the quality of the network. A legacy network cannot hope to deliver the same seamless and even enjoyable experience as an intelligent network that delivers:

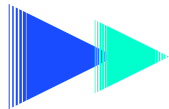
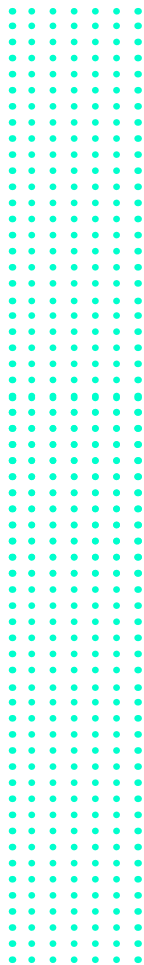
- **predictability** that lets IT teams address potential performance issues or degradation before it becomes an issue
- **visibility**, so CIOs know when the network is delivering business value
- a **foundation** of reliable, secure connectivity so CIOs can focus on innovating for customers and providing an even better experience for employees.

The network touches every individual within a company. Data-driven, intelligent networking means CIOs can shift their focus from problem-solving and keeping the lights on to innovating and strategically driving the business.

1. https://employmenthero.com/blog/remote-working-statistics/?gclid=Cj0KCQjw3lqSBhCoARIsAMBkTb3lyqr7UFe-AjU5UASoaeNBTYvK4MNOJzMV8qGHDuf4tCFSTIwuhkYaAkJTAEALw_wcB&gclidsrc=aw.ds

2. <https://www.navisite.com/resources/reports/the-overnight-shift-to-a-remote-workforce>

3. <https://www.forbes.com/sites/forbesbusinesscouncil/2021/02/04/how-the-pandemic-has-impacted-customer-expectations/?sh=8578c1931852>



Complexity or predictability? A successful journey requires a bit of both

The term 'complexity' often comes with a negative connotation, with vendors promising to reduce complexity and CIOs tasked with simplifying it. However, complexity is simply a situation where there are many connections. Many connections create more resilience, which is important in an uncertain business landscape. It means more back-up options and adaptability.

Often, the value of the whole is greater than the sum of its parts when the complexity is just right. More elements working together can deliver more benefits. However, too much complexity makes systems hard to manage and less malleable. Some attempts to simplify complexity or address specific problems can unintentionally make things worse. Highly complex systems can grow outside the reach of managers. Failing to understand how systems interact with each other, and how this impacts complexity, can create opacity.

It's important to have a balance between manageable, positive complexity and complexity that creates additional challenges. A modular structure can help, as can setting a group of principles that must underly all technology systems and decisions.

Being able to embrace change is likely to become a key indicator for success in today's business landscape. A commitment to flexibility is essential yet can be hard to achieve when organisations are shackled to highly complex infrastructure and systems.

Risk-averse CIOs often seek predictability in their digital transformation journey. However, while predictability may sound safe, it can prevent organizations from pivoting quickly enough to meet market needs. As the solo traveler embraced that unpredictability and was prepared to go wherever the adventure took them, so must modern CIOs be nimble enough to identify when a change in tactic or strategy is required.

Being able to embrace change is likely to become a key indicator for success in today's business landscape.



Staying connected for the journey

In the past, travelers relied on public phones and postcards. Today, they expect Wi-Fi in every location so they can post on social media, email friends and family, and stay connected no matter where they are.

The same is true for CIOs; however, there is connectivity and then there's intelligent connectivity. Legacy connectivity solutions were built on compromise. With intelligent connectivity solutions, CIOs no longer need to compromise. They can achieve:

- **agility and scalability** that adjusts networks based on business demand, reacting quickly to changing requirements with a consumption-based model
- **predictability** through artificial intelligence (AI) to provide real-time insights into connectivity and app performance for proactive management and an ultimately reliable user experience
- **security** built in from the ground up and woven into the fabric of the network to minimize risk
- **sustainability** both in terms of environmental and broader business goals, meeting increasing environmental, sustainable, and governance (ESG) requirements.

Intelligent connectivity extends networking to connect everything, everywhere, intelligently, to drive business performance. With software-defined networking, integrated security, and managed network and user experience services, intelligent connectivity delivers a scalable and agile networking solution that provides access and security from edge-to-edge. It also delivers cost efficiencies and reduces organisations' carbon impact.

Importantly, an opex approach means CIOs no longer have to compromise, choosing which technologies to implement now and what to save for later, often leading to technical debt. Instead, CIOs can get everything they need with no compromise to set their business up for the future. This lets them move incredibly quickly along the transformation path, no longer held back by financial concerns or a lack of access to the technologies that smooth the way.

Why Logicalis is your ideal travel partner for the digital transformation journey

The experience and network service capabilities of Logicalis make us the ideal traveling companion for the digital transformation journey. Managed network services continuously monitor, maintain, update, expand, and optimize the network, leaving CIOs free to innovate and drive ongoing transformation. Meanwhile, Logicalis user experience services monitor apps, network, and connectivity to optimize the user experience. This lets CIOs and IT teams move away from daily user requests so they can focus more on forward-looking activities.

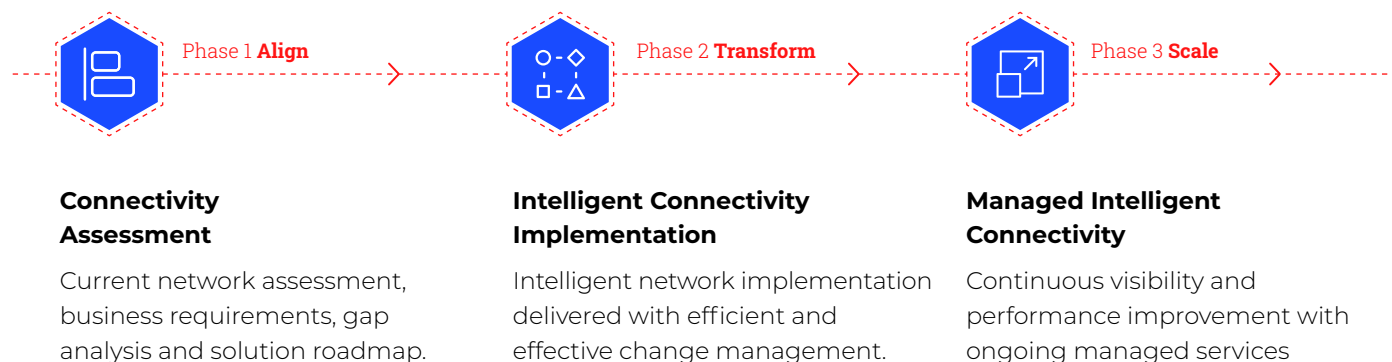
Organizations that want to achieve rapid change to overcome substandard network performance can benefit from working with Logicalis. Far from a slow, tedious journey, Logicalis delivers a streamlined, fast, and low risk transformation experience. Being able to travel at speed is essential for organizations looking to outperform their competitors.

The Logicalis intelligent connectivity solution delivers a scalable network with secure access to cloud-enabled platforms and applications at all times. Logicalis helps CIOs overcome data complexity and generate insights to proactively optimize the network continuously. In other words, Logicalis is your concierge and bellhop all in one, carrying your bags and clearing the path ahead of you so you can clearly see your way to digital transformation.

We measure success in terms of:

- **availability:** uptime of the end-to-end network
- **security:** protection of people and data against threats
- **experience:** delivering an exceptional user experience
- **sustainability:** lowering the carbon impact
- **economics:** extracting maximum value from network investments.

We take you on a journey to intelligent connectivity:



Case study

StarHealth delivers critical community services

StarHealth provides primary care services throughout Victoria, Australia. Set up to deliver services on-site from healthcare centers across multiple locations, many of StarHealth's clients struggled to attend in person to receive the treatment they needed. This posed a challenge to the marginalized communities and clients that StarHealth supports.

Consequently, the team at StarHealth decided to evolve the way services were delivered to meet these challenges by adopting a decentralized cloud-based model. This meant that, instead of requiring clients to come to StarHealth locations, StarHealth could visit clients directly or rapidly set up a presence when required.

Logicalis designed, project-managed, and delivered the solution, and now manages it.

With a rigid, legacy, point-to-point data network running on copper, StarHealth needed to modernize its network and make it more flexible so it could deliver remote services. The IT team also needed a faster way to provide connectivity to new buildings and mobile sites.

StarHealth chose Logicalis to design a modern, flexible network to support its cloud-first strategy. Logicalis recommended a one-stop-shop software-defined wide area networking (SD-WAN) solution, combining Cisco Meraki Security and SD-WAN with high speed NBN fibre, all fully monitored and managed by Logicalis managed services. Logicalis designed, project-managed, and delivered the solution, and now manages it.

The outcomes included faster, more reliable gigabit connectivity to all of StarHealth's existing sites with significantly reduced lead times for setting up in new locations, which can be done with a quick call to the Logicalis help desk.

The security of Cisco Meraki Dashboard and the flexibility of SD-WAN let StarHealth securely adopt a range of connectivity options, from NBN through to cellular long-term evolution (LTE) and future 5G connectivity. With a managed SD-WAN service securely fast-tracking traffic between remote user, branch, and cloud, StarHealth truly has a cloud-ready network that takes advantage of the scale and agility of the Office 365 Cloud-based productivity suite.

StarHealth's CIO can focus on running the business and responding quickly to the needs of the organization instead of simply keeping the lights on. During COVID-19, StarHealth had to establish mobile testing services within 30 minutes, a feat which would have taken six weeks with the previous network.

This capability has been made possible by the Logicalis Managed Services team, which is available and highly responsive on the phone in the event of an issue. With the intelligence and visibility provided by the Meraki platform, the network becomes a valuable diagnostic tool rather than the culprit in resolving application performance issues.





Want to know how you can plan your ideal digital transformation journey?

If your business relies on legacy networking, then its future is compromised. As CIO, you can unlock the power of an intelligent network with the right solutions. This can help you:

- drive your organization's strategic direction and ensure business growth
- deliver exceptional user experiences throughout the organization
- clear the way to adopt emerging, revolutionary technologies
- cement your position as a strategic business partner
- deliver significant and obvious value to the business.

Logicalis can help you unlock the power of a future without compromise with intelligent connectivity.

To find out more, contact the team today.