

# How to deliver Digital Transformation while minimising “Shadow IT”



## The situation

We live in the age of digital natives where our firms are under constant pressure to innovate, to drive efficiency, to remain competitive and relevant to our customers.

Between 50-80% of business processes are covered by core ERP systems such as Oracle or SAP, as well as CRM systems like Salesforce or Dynamics, but hundreds of lower level business processes remain unaddressed by these solutions, either because of the time and expense needed to customise them or because of the dynamic nature of business resulting in new processes being required quickly to address specific scenarios and in some cases for a finite period of time.



## The challenge

Modifying existing ERP systems to meet specific needs is extremely costly. Implementing custom-coded applications is often expensive, time consuming and inflexible to change/improve.

To completely ignore these requirements brings inefficiency, requires increased headcount to cope with manual work arounds and often results in dissatisfaction amongst customers and employees.

Industrious users may take it upon themselves to invest time and money in their own solutions, leading to the rise of Shadow IT. These applications, often Excel-based, lack visibility, control, security and scalability.

Lack of governance by IT presents a data security risk: a recent Forbes Insights Survey\* titled “Perception Gaps in Cyber Resilience: Where Are Your Blind Spots?” found that more than 1 in 5 organizations have experienced a cyber event due to an unsanctioned IT resource. Organisations simply cannot afford to expose themselves to these risks and must invest to mitigate them.



## The key question

How can IT Leaders provide the business with tools to digitally orchestrate these specific business processes, which are often the differentiators to their product or services in a secure, scalable, agile and economic way?

## What do the experts say?

Forrester, in their 2020 Window of Opportunity report\*\*, predicts that a more embedded, connected, and adaptive IT approach will gain momentum in 2020 — particularly as firms address the opportunity and challenges of emerging technologies. Some firms are already using low-code software development to bridge the business-IT divide and let developers within the business units take on projects that would not otherwise be high-priority.

\* <https://www.forbes.com/forbes-insights/perception-gaps-in-cyber-resilience-where-are-your-blind-spots/>

\*\* <https://go.forrester.com/wp-content/uploads/2020/02/Forrester-Window-Of-Opportunity.pdf>

## ““ Case study 1

A global bottling company for a well-known soft drinks-brand chose an Enterprise Application Platform to create a suite of Apps to support the processes of their centralised Excellence Journey Toolkit. This enabled:

- Best practices to be shared across sites
- Employee collaboration
- Executive visibility of progress

The business has trained numerous employees to self-configure Apps on the platform to deliver bespoke solutions at speed while IT have the assurance that the platform meets their security requirements.

## ““ Case study 2

A major Automotive OEM created a best practice operating standards assessment for their franchised dealer network across Europe. The Excel-based process was highly tailored to reflect their ways of working which they didn't want to compromise.

Using a zero code Enterprise Application Platform they were instead able to deliver an application that enabled Sales Managers to conduct their assessments using their mobile or tablet at the dealer in real time. The gamechanger was the applications ability to generate reports, which used to take hours to produce. The time saved enabled the field teams to spend more time on productive activities.

## Key takeaways

- Organisations will always have a need for solutions that cannot be delivered by core systems and will resort to practical ways of fulfilling these needs, often using Excel or unapproved off the shelf solutions
- This manifests itself in Shadow IT which, while solving short term needs, causes issues including: lack of interoperability, compromised security, uncontrolled costs and business sustainability, because core processes are being managed on unsupported solutions
- IT needs to be an embedded partner in the business to enable them with tools that deliver agility and flexibility while protecting the company
- Investing in an Enterprise Application Platform (EAP) and a mindset of sustainable digital transformation allows IT to operate proactively rather than being reactive or preventative

**For more information on this and our wider capabilities, please do not hesitate to contact us.**



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### The Barton Partnership

The Barton Partnership represents an extensive network of former top tier consultants with subsequent industry experience across the UK, Europe and internationally. We mobilise individuals and teams to solve your business problems, from advisory through scoping and problem solving to vendor selection and implementation.



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### Softtools

Softtools is a zero-code EAP which delivers real-time visibility, control, sharing of best practices and transformation in productivity and experience. This, combined with an ability to operate on any device, with or without an internet connection makes Softtools the world's most advanced web application platform.