

DIGITAL TRANSFORMATION



DEFINE



DESIGN



DELIVER

Digital Transformation Is a Long-Term Journey

Building digital capabilities and transforming a business is a long-term journey, not a single point in time or specific technology. It starts with a simple question: *How might we ...* 1) Change how we work? 2) Delight our customers? 3) Differentiate from our competitors? or 4) Improve our performance? Navigate's approach to digital transformation helps you to answer these questions as the basis for defining your digital transformation journey and ultimately delivering your desired business outcomes.

Digital Transformation Service Offerings

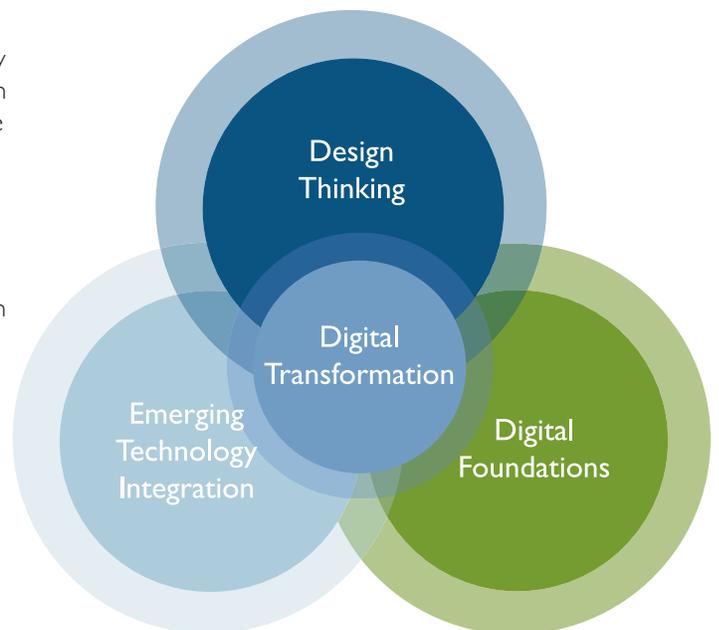
No two digital transformation journeys start the same way. Every organization faces unique business challenges and strives to reach different strategic goals. Navigate's Digital Transformation Practice provides a range of service offerings to help you execute your distinct transformation journey.

DESIGN THINKING seeks to solve your most challenging issues with empathy-led design.

EMERGING TECHNOLOGY INTEGRATION enables you to push the envelope with bleeding-edge technologies and services.

DIGITAL FOUNDATIONS establishes readiness and a baseline for building digital capabilities within your organization.

Regardless of your organization's starting point, the digital transformation journey will ultimately incorporate elements of all our service offerings.



Elements of the Digital Transformation Journey

While no two digital transformations are alike, Navigate's iterative approach leverages all of our service offerings to help you define your own transformation journey.



DEFINE

Define what your organization is trying to accomplish both short & long term

AWARENESS

Introduce the potential of leveraging digital to reimagine how your organization operates and delivers products and services to customers

UNDERSTAND

Conduct upfront research to understand your organization's: culture, people, and current capabilities

BUSINESS CHALLENGE

Unpack the specific business challenge your organization is facing or attempting to solve

BUSINESS GOALS

Define your organizational vision and goals, both near and long term, that will guide the design of the transformation journey



DESIGN

Develop and test specific solutions and their ability to deliver desired business outcomes

DESIGN-LED SOLUTIONING

Leverage Design Thinking to develop near and long-term solutions to achieve transformation objectives

READINESS ASSESSMENT

Assess your organization's readiness and engage associates to build enthusiasm and buy-in

BUSINESS CASE & PLANNING

Evaluate solutions against pre-determined KPIs / metrics for success

JOURNEY MAPPING

Define the overall transformation plan and journey for your organization



DELIVER

Refine potential solutions and holistically deploy them across your organization

PROGRAM / PROJECT MANAGEMENT

Outline the team, plan, and framework for delivery

GOVERNANCE

Define roles and responsibilities

CHANGE MANAGEMENT

Develop holistic change and communication strategy

RISK MANAGEMENT

Identify and mitigate risk

TESTING / ITERATION OF SOLUTIONS

Engage with end users to rapidly test and iterate on proposed solutions

FULL-SCALE DEPLOYMENT

Implement solutions across your organization

WORKFORCE PLANNING

Develop plan to align workforce to deliver new solutions and technology

BENEFIT REALIZATION & CONTINUOUS IMPROVEMENT

Evaluate solutions against pre-set goals and metrics to determine if solutions are delivering expected outcomes