

# Digital Strategy & Transformation

Healthcare | Financial Services | Telecommunications



## Business Challenge

### Premise

Organizations must learn to be Agile to compete and flourish today in the “Application Economy.” They must respond quickly to change and react without hesitation to exploit new opportunities. GED has assisted organizations to transform, compete and thrive in the “Application Economy.”

### Focus Areas

**Customer Experience | Satisfaction** - Across web, mobile, and wearables channels providing insight into user behavior.

**Application Performance Management** - End to end monitoring from mobile to mainframe of Mission Critical Applications (MCA).

**Infrastructure Management** - Visibility across data centers, public, hybrid and private clouds supporting the MCA.

**Dev Ops** - Agile development, testing and deployment of MCA applications.

**Security** - Access management to enable digital transformation initiatives.

**API's** - The building blocks of digital transformation.



Organizations face a myriad of challenges when competing today in the “application economy.” The key is *analyzing* an organization’s business and digital strategies along with current project initiatives so that the appropriate and *transformational* technologies can be leveraged to deliver the results the organization strives to *achieve*.

### Services Overview

GED will engage with an organization to review its business goals and objectives along with their digital strategies and project initiatives. Our mission is to guide and assist an organization in achieving success along their transformational journey. Focus areas can include but are not limited to the following:

**Customer Experience/Satisfaction** – for Internal & External Customers

**Application Performance Management** - of Mission Critical Applications (MCA’s)

**Infrastructure Management** - services supporting the MCA’s

**Dev Ops** - Agile development, testing, & application deployment

## Results

**BI Modernization** | Business Leasing Services, NJ

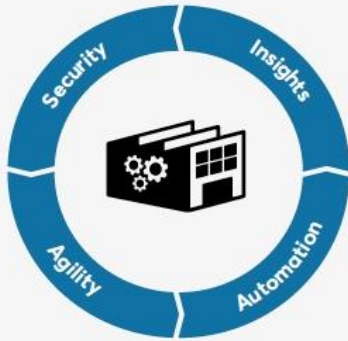
**Financial Insights via BI Portal** | Healthcare, WA

**Key Volume Metrics Operations Portal** | Healthcare, IL

**Solution Assessment & Go-Forward Plan** | Event Management, MD

**Cross-System Data Reconciliation** – Manufacturing, PA

**User Experience** – Telecommunications, KS



## Benefits

There are several benefits an organization can realize following the implementation of recommended strategies and technologies:

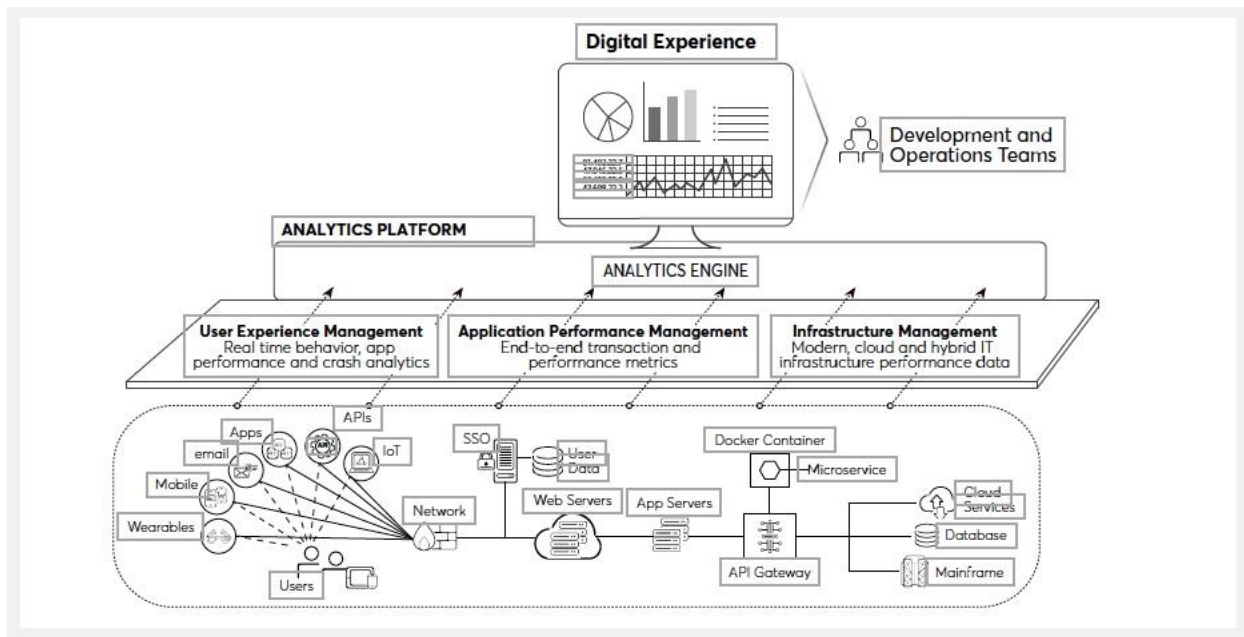
**Quickly Diagnosis Conditions** - Potential problems can be seen before they start affecting customer experience and resolved before they become issues.

**Predict When Issues Will Occur** - By applying the right math and intelligence to understand patterns, trends and anomalies.

**Prescribe Enhancements** - Better design, code and resource usage based upon insights that will improve efficiencies and positively impact the customer experience and application performance.

## Capabilities

Our track record demonstrates that GED has the breadth and depth of experience to deliver digital strategies and implement transformational solutions that can assist an organization in achieving their strategic goals and objectives.



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