



Fast-Track Your Digital Transformation By Partnering With Experts

COVID-19 Advice from Leapfrog Services, Inc.



As we go back to work, we are emerging on new terrain. It's digital.

Are you ready? Most organizations need to recalibrate, adapt, and leverage IT as much as possible — thriving in a pandemic can depend on how effectively you fast-track your digital agenda. Whether your digital transformation includes better collaboration, online access to corporate resources, delivering services electronically, strengthening cybersecurity, or enabling your ability to generate more revenue — or all of the above — partnering with IT experts with proven transformation processes gives you an edge.

Leapfrog Services recommends these four steps:

1. First, brainstorm key business questions related to post-COVID

Bring leadership and IT together to discuss your digital vision:

- What could we have been doing before the pandemic hit that would have put us in a better position for teleworking? For responding to changing times in general?
- How have our revenue-generating opportunities changed and what will they likely look like over the next couple of years? Which opportunities are our priorities?
- Which existing resources can we move to the cloud right away? Which ones require more work or need to stay on-premises?
- How can we use innovative technologies to meet our customers where they are today? How do these technologies also help us grow?
- Do we currently have the IT expertise to roll out and manage the changes we need to make?

2. Update your IT roadmap to align with your updated business goals

Once you know your goals, review them with an experienced IT partner:

- Evaluate available technologies to determine which ones can interface with your existing technology.
- Look to apply tools that are built for a distributed workforce to as much of your IT environment as possible. If your organization already has these tools in place, focus on refining and filling gaps.
- Decide which current infrastructure components need to be replaced or retired to enable a seamless hybrid environment.
- Build in security from the ground up — it should be part of the design, not an afterthought.
- Decide what's needed to get the service levels, encryption, and visibility you need from your hybrid environment without staff or customers experiencing bugs and crashes.
- Keep revenue-generation in mind throughout your planning.

3. Develop a systematic cloud-migration plan

Now that you have a roadmap, nail down the digital details:

- Collaborate with your IT team to inventory your applications, data, and workloads
- Look at which of these resources, based on priorities and costs, should move to the cloud — the goal is to virtualize as many as possible while phasing out and/or consolidating platforms.
- Develop a work plan for migrating resources in the most logical order.
- Develop written processes for quick, remote onboarding and offboarding.
- Lean heavily on standardization, including possibly moving staff to a virtual desktop interface (VDI), to simplify your IT delivery and management model.
- Plan how you will instrument new digital solutions, either mobile or web, based on desired functionality and ensuring any changes are in compliance.

4. Execute your digital agenda, from migration to integration to training

- Create a timeline that includes roles, responsibilities, action items, and deadlines.
- Plan to work fast. An experienced IT partner will have standardized processes in place that make transformation efficient.
- Prepare your workforce. Tell your employees why you're making changes, when the changes are expected to roll out, and how they will be trained to use the new tools and platforms.
- Start with updating your infrastructure — solid infrastructure enables all of your digital tools and platforms to work together and function smoothly.
- Migrate resources and deploy new platforms.
- Set up the intracloud connectivity and security to process transactions between different platforms.
- Test and validate.

Embrace and leverage your digital approach

Cloud security and cloud integration are no longer issues for concern — doing business digitally is a mature, proven approach with standards, controls, and visibility. While the amount of work required to digitally transform legacy systems may still seem daunting to some, using the right team, tools, and platforms simplify the process. Teaming up with digital transformation experts now, in the early stages of your planning, can position your organization to capitalize on the technologies that will drive success in 2020 and beyond.

Leapfrog has seen the best results come from working closely together as a team. Our specialists assess your current IT environment and learn how your organization generates revenue. Then we work with you to translate your objectives into a workable IT roadmap, hybrid infrastructure design, and cloud-migration strategy. From there comes the seamless execution and 24/7 monitoring and management.

In a well-planned, well-managed, fast-tracked digital transformation, your end-users will not be able to differentiate between computing that's happening in the cloud or happening on-premises. It all works together, and it works regardless of where anyone is located.

