



## Core Business Operations

# Keeping the heart of business beating

Core business operations systems are the heartbeat of your business, enabling the organization to do what it does best, and do it profitably, 24/7. They empower your talent, enhance productivity, service your customers, and drive results.

Today's advanced technologies, driven by cloud-based solutions such as artificial intelligence (AI) and data analytics, have become an essential investment for any organization reimagining and retooling its operations to thrive.

The challenge for technology and operations leaders lies in how to navigate a complex maze of solutions, especially those tailored to their industry. But with the right strategic guidance, the potential for game-changing transformation is boundless.

## Have you set your ambitions?



**Positively face relentless digital disruption.** What will it take to equip your core business operations with the leading-edge tools that enable you to execute on your strategic vision, implement with ease, and continue to optimize?



**Modernize legacy technology.** How can you modernize your existing applications to drive innovation, improve financial performance, and accelerate speed to market? How are you using new advanced technologies, ecosystems and alliances, and your technology business unit to effectively transform and run your operations?



**Let your systems talk and collaborate.** Are you and your executive team aligned with ensuring that systems are not disparate in your organization? What integration strategies need to be considered to operate as one business, rather than in silos?



**Migrating to the cloud.** Have you thought about your cloud migration strategy – from design, implementation and operations, to the end-to-end managed services of your infrastructure?

## Leaders' top technology priorities

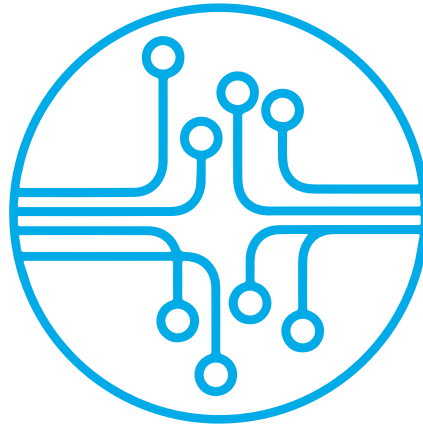
In our recent survey, global technology and business leaders were asked to rank the top five areas of technology focus within their organization. These emerged as the six most important areas of activity:

Source: Deloitte Global CIO Survey

**69%**  
Process automation and transformation

**64%**  
Customer experience and engagement

**51%**  
IT infrastructure and cloud



**50%**  
Enterprise platforms

**49%**  
Customer growth, segmentation, and profitability

**43%**  
E-commerce and customer portals

## Change to operations leads to a transformed business

Standing still is not an option. Organizations need to reimagine what their business is capable of, and that starts at the core of their business: their operations.

To be true enablers of innovation and drivers of competitive advantage, operations need to be powered by the latest data analytics, automation, and cognitive tools. Imagine a future for your operations that looks like this:



Game-changing capabilities to maximize efficiency, accelerate productivity, streamline core functions such as payments and revenue processes, reduce costs, and free people from repetitive tasks to focus on bringing greater value to the organization.



An ecosystem that is fully migrated to the cloud, enabling your organization to leverage the market's most cutting-edge advanced solutions.



Redesigned core systems that optimize the delivery of technology services across the enterprise, support updated and integrated applications, and improve operations across the business.



Competitive advantage in your market, driven by digital tools that are tailored to and optimized for your industry, in areas as diverse as health care, life sciences, banking, insurance, and emerging new-economy services.

## Imagine, Deliver, Run

The Deloitte pathway to successful transformation



### Imagine: The right focus

Set your ambition and chart a path to success by developing a roadmap to achieve those ambitions.



### Deliver: The right concept

Make it tangible: Put the ambition in motion by moving forward and launching in the market.



### Run: Getting to scale

Once the ambition is refined, scale it through flexible and integrated delivery teams.

"When we think about core business operations, it's about building, supporting and running the core systems that are the engine of our clients' business."

—John Ciaramella

### John Ciaramella

Global Consulting Core Business Operations Leader

Deloitte

[jciaramella@deloitte.com](mailto:jciaramella@deloitte.com)

What is stopping you from achieving your ambitions? Let's talk.

#### About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) for a more detailed description of DTTL and its member firms.

© 2019. For information, contact Deloitte Touche Tohmatsu Limited