SERVICE OVERVIEW

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DATA SHEET

Digital Change

Helping you solve complex technology challenges with simple solutions and ensuring you achieve your digital goals at pace

At Intergence we understand how challenging it can be keeping pace with new technology.

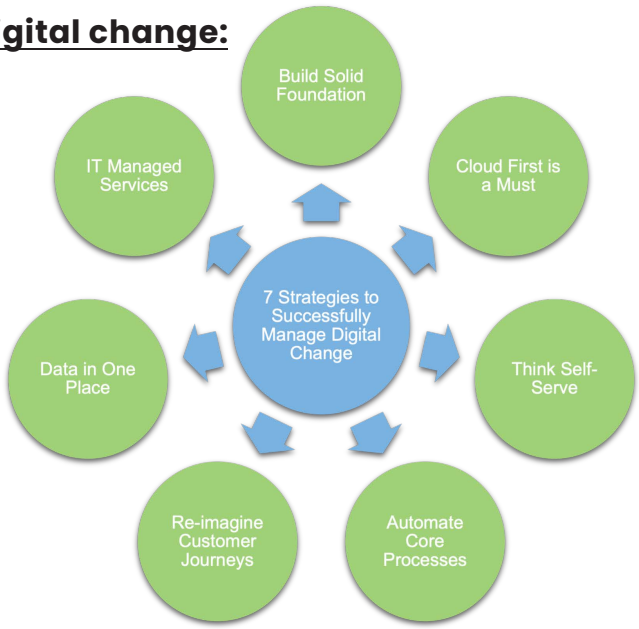
We also recognise the compelling reasons your businesshas to embrace the digital evolution to serve your customers better and streamline operations in order to survive, thrive and grow.

Our digital change experts and ecosystem of the latest digital technologies, will support you at each and every step of your transformation journey by:

- Simplifying what digital means to your business and increasing the performance and success of your digital projects
- Helping you leverage the latest digital technologies and tailoring to your customers most pressing needs
- Leaving in place the knowledge, skills and capabilities for you to successfully manage digital change on a continuous and sustainable basis

At Intergence we believe in a simple, pragmatic, non-jargon approach to digital change, focusing on teamwork, communication and collaboration

7 strategies to manage digital change:



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How we can help

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Build A Solid Foundation

When you embark on digital change, one of the first and most important things to consider is your IT Infrastructure. It's your foundation. We simplify and modernise IT Infrastructures, so they perform better, are cheaper to run, easier to manage, less vulnerable to security threats and more flexible and scalable to facilitate real digital change.

Cloud First Is a Must

The recent pandemic has highlighted the importance of enabling effective flexible working, so if you have not done already now is the time to adopt a cloud first strategy. We will help you through your entire cloud transformation journey, from helping you make the right platform and technology decisions, through to migrating on-premise services and applications to the cloud and benefits realisation.

Think Self-Serve

Self-service improves customer service, productivity and boosts site traffic. It can also be extended to all parts of your business. At Intergence we've developed self-service approaches for commercial customers, to book space on transport, crew to access their rostas and manage their own personnel affairs and maintenance to report accidents and incidents without the need to contact the office.

Automate Core Processes

Many businesses rely on a plethora of systems, spreadsheets and manual processes to manage their operations resulting in high volumes of waste, delays and errors. We help businesses reduce costs, increase efficiency and expand market share by digitising their processes, from web-based portals for employees, bespoke tablet-based planning applications, through to leveraging IOT and AI to enable businesses to pin-point and respond to service issues much faster and avoid them reoccurring.

Digital Change

We successfully implemented a large digital change programme for an established travel and transport business, helping them to modernise, transform and achieve their goals for reputational recovery and growth

Re-Imagine the Customer Journey

With increasing competition and customer expectations rising it's vital for businesses to make the online journey experience as easy and as enjoyable as possible. We help businesses improve their online customer experience, by removing friction, reducing abandonments and increasing commercial opportunities. We also develop mobile applications, which boost revenues and help you engage better with your customers

Data In One Place

Many businesses rely on multiple systems, databases and platforms, which makes it very difficult for IT teams to understand what is happening with their systems and data and to pin-point service problems quickly and effectively. We help businesses turn all of their data into insights and through Stratiam, provide you with a single view, without the need to log-in to multiple systems.

IT Managed service

Managing new technology can be a real headache, especially when you need to keep your business running smoothly, securely and efficiently every day. It often needs new skills, which some businesses simply do not have. We can take this problem away from you and help you manage all of your systems and data, allowing you to focus on what really matters – your customers!

Intergence has helped many businesses leverage the benefits of digital change

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• **Build Solid Foundation & Cloud First Approach:** Helping a local government client simplify and modernise their IT Infrastructure as well as migrate many of their on-premise services and applications to the cloud resulted in a 65% reduction in costs (less storage, computation, less space)

• **Think Self-Serve:** Extending self-serve to other parts of the business, such as the reporting of accidents, incidents and near misses saw a transport company experience a reduction in the number of costly claims by 25% (as a result of preventative measures)

• **Automating Core Processes:** Digitizing a large freight businesses operational processes end-to-end improved efficiency and saved over 350 hours of manual processing and non-value adding work a week – allowing the business to focus on improving service to their commercial customers

• **Re-Imagine the Customer Journey:** Removing friction (number of clicks) and making the online booking journey easier and more enjoyable, including giving access to a new mobile app, helped a travel company reduce abandonments and increase conversion rates by 0.9%

• **Data In One Place:** Simplifying the tools used to monitor and manage IT Infrastructure using Stratiam helped a financial services client reduce the number of log-ins by the IT operations team from 30 to 1. In addition we helped the same client simplify and eliminate over 200 unnecessary ad hoc reports

• **IT Managed services:** Our managed services using predictive monitoring capability have help our clients save 100's of hours of system downtime each week. Our own internal managed service has seen a reduction troubled tickets and major incidents by 40%

• **ROI / Payback:** And finally if you were to fast-track all of the digital strategies we have touched upon in this paper, then from our experience you would expect to see an ROI in less than 2 years, depending on size of business and complexity

Benefits

ISO 9001
ISO 27001
Crown Commercial Service
HM Government G-Cloud
CYBER ESSENTIALS

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