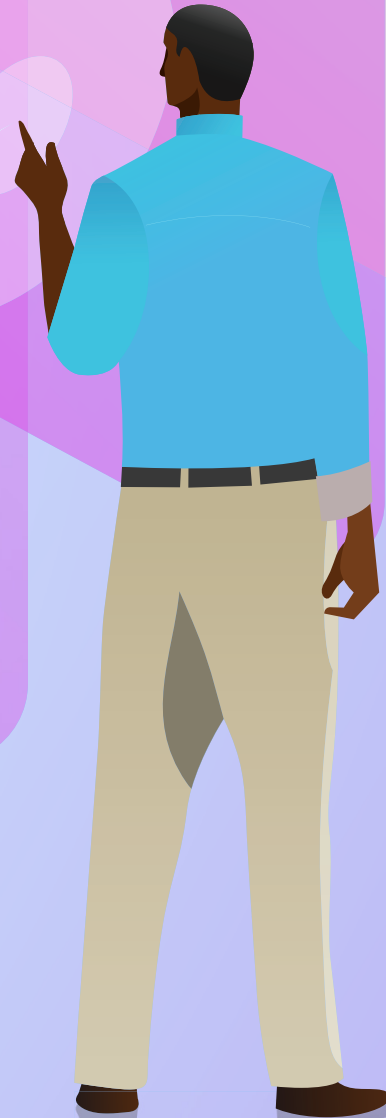




A guide to IT modernization

Enabling a frictionless digital workplace



Introduction

We've said it before, and we'll say it again: IT modernization is no longer a luxury, it's a necessity. Businesses must embrace IT modernization to enhance agility, reduce costs, improve user experiences, and more. Let's dive in...



What is IT modernization?

IT modernization refers to the strategic overhaul and upgrading of a company's information technology infrastructure, systems, and practices. Not only does a modernized IT org contribute toward great digital employee experience (DEX), but it is essential for maintaining competitiveness, efficiency, and security. It transforms the IT landscape to support agility, efficiency, and innovation.

Examples of IT modernization initiatives include leveraging technologies like AI, intelligence, machine learning, and advanced analytics. This works to:

- ✓ Eliminate digital friction
- ✓ Streamline operations
- ✓ Optimize workflows
- ✓ Enhance customer experiences
- ✓ Drive innovation

Why does IT modernization matter?

To put it simply, IT modernization matters because outdated systems impact efficiency, limit scalability, and compromise security. Workplace technology that once seemed innovative can quickly become a hindrance. This results in high maintenance costs, data silos, slow manual processes, and vulnerabilities.

Providing end users with frictionless digital workplace experiences is essential. And by [prioritizing IT modernization](#), end user computing (EUC) and digital workplace teams can make friction-free IT a reality.

Key Drivers of IT modernization

Organizations are driven to prioritize IT modernization by several factors; growth, productivity, cost-effectiveness, etc. But perhaps the most significant drivers come from the End User Computing (EUC) teams. With objectives such as efficiently managing endpoints, simplifying device management, and streamlining troubleshooting processes, IT modernization is an effective way to achieve these goals.

Top 3 drivers

- 1 Security Risks:** Outdated infrastructure can leave businesses vulnerable to cyber threats and data breaches, as they may lack the necessary security patches and updates. Modernizing IT infrastructure is crucial for robust data protection and cybersecurity.
- 2 Operational Efficiency:** Digital friction associated with outdated technology is a killer of operational efficiency. Modernizing your infrastructure to streamline processes and optimize automation eliminates instances of digital friction, enhancing productivity and efficiency.
- 3 User Expectations:** Employees and customers alike expect seamless consumer-like experiences, driving the need for modern, intuitive systems. Legacy approaches to IT support, characterized by reactive troubleshooting and cumbersome ticketing systems, no longer suffice in meeting these expectations.
- 4 Regulatory Compliance:** Consistently evolving regulatory requirements demand up-to-date technology for organizations to remain compliant.

Business Benefits of IT Modernization

Modernizing IT yields numerous benefits, not only for IT teams but for the wider organization, too.



For IT teams

- ✓ Enhanced system performance and reduced technical debt as application modernization helps address these challenges.
- ✓ Simplified management and maintenance of IT infrastructure.
- ✓ More time to focus on higher value, engaging work as modern infrastructure relieves teams of time-consuming manual tasks.



For employees

- ✓ Improved user experience thanks to modern IT solutions that have DEX at their core, delivering intuitive interfaces, personalized service, and seamless access to resources.
- ✓ Autonomy and independence due to modern tools and applications, including self-service options.
- ✓ Reduced frustration with outdated systems and slow processes.



For businesses

- ✓ Increased agility and ability to respond to market changes with modern, scalable infrastructure.
- ✓ Cost savings through reduced maintenance costs, improved resource usage, and increased operational efficiency.
- ✓ Stronger competitive edge and ability to attract top talent.

Roadmap to IT modernization

Modernizing your IT infrastructure might seem like a colossal task, but with an effective roadmap, organizations can transform their IT environments, boosting agility, efficiency, and security. We have eight steps to kick-start [your IT modernization journey](#).



Assessment and strategy development

Thoroughly assess your current IT landscape to identify outdated systems, inefficiencies and security vulnerabilities. Define business and technical objectives, and create a detailed plan with milestones, timelines, and resource requirements.



Infrastructure Modernization

Transition to cloud-based solutions for scalability, flexibility, and cost efficiency. Update network infrastructure to support higher bandwidth and improved connectivity.



Application Modernization

Evaluate existing applications to determine which to retire, replace, or re-engineer. Break down larger applications into microservices for improved scalability and maintainability.



Data Modernization

Implement data integration solutions to eliminate silos and ensure seamless data flow. Establish robust data governance practices to ensure data quality, privacy, and compliance. Use advanced analytics and machine learning for actionable insights.



Process Automation

Re-engineer business processes to eliminate inefficiencies and automate tasks. Implement Robotic Process Automation (RPA) for repetitive tasks and AI for complex decision-making.



Security Enhancement

Adopt a Zero Trust security model and implement continuous monitoring and advanced threat detection. Provide regular security training for employees.



Change Management and Governance

Engage stakeholders for alignment and buy-in. Develop a comprehensive change management plan and establish a governance framework.




Continuous Improvement

Track key performance metrics and create feedback loops to refine and improve the IT environment. Foster a culture of innovation and experimentation.

Common Challenges IT Modernization

Like all trips worth taking, the journey to IT modernization isn't without its challenges. These are some of the common challenges organizations face and how to overcome them.

	Challenges	Solutions
Legacy systems and technical debt	 These factors can drag down modernization efforts, leaving organizations with obsolete and vulnerable infrastructure.	 Modernize applications to reduce technical debt and use APIs for integration.
Data Security Concerns	 With modernized IT infrastructure comes the risk of potential data breaches and privacy issues.	 Implement comprehensive risk assessments and robust security measures. Train your employees on best practices and enforce strict access controls.
Integration Issues	 Integrating new technologies with legacy systems is often challenging, time-consuming, and can contribute toward digital friction.	 Develop strategies considering compatibility and use adapters and middleware solutions.
Budget Limitations	 With ongoing economic pressures, budgets are tightening, and IT modernization requires significant financial investment.	 Prioritize high-ROI projects and communicate long-term benefits to secure stakeholder buy-in.
Change Resistance	 IT modernization requires workflow changes and an inevitable cultural shift that employees may resist.	 Implement effective change management strategies with clear communication and training.
Skills Gap	 As technological innovation ramps up, organizations struggle to find skilled professionals skilled in modern technologies.	 Invest in upskilling and training employees and hire skilled professionals.

Conclusion

Embrace the Journey

The path to IT modernization is paved with both challenges and opportunities. By understanding the drivers and benefits, and by addressing common challenges, IT leaders and EUC teams can create a frictionless digital workplace that drives efficiency, security, and satisfaction. Embracing IT modernization not only tackles current problems but also sets the stage for future opportunities, providing lasting growth and success.

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