Transforming Transformation

Digital Transformation since COVID-19

PREPARED FOR:

Mid-Atlantic CIO Forum

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Digital Transformation isn't what it use to be...

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The Pandemic had a mixed impact on Digital Transformation

Data is both the fuel & product of Digital Transformation

what else has data as fuel & product?

Power to the People

A tactical approach to Digital Transformation

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“Accelerating digital transformation requires new digital skills, not just in IT, but across all organizational functions,”

-- HBR, Maintaining Momentum on Digital Transformation

This includes everyone understanding the role of data in business.

innovating with data

Democratizing data for better customer service

global healthcare provider
IT Support Team

Problem

Customer support tickets were unpredictable on how long they would take and had inconsistent communication.

Solution

Visualized the process as a leader board to see who needed support from their peers on process choke points.

Accelerating with your acceleration

Leveraging the data your platforms collects

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"We've seen two years' worth of digital transformation in two months,"

-- Satya Nadella
April 30, 2020

-- data from Statistia.com

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Automating Onboarding from HR to IT

food services
HR Team

Problem

Onboarding a new team member is error prone across a mix of legacy & modern systems.

Solution

Using the Microsoft Graph, systems can be connected to create a digital process that leverages existing systems.

Tales of Transformation

What your past could signal about your future

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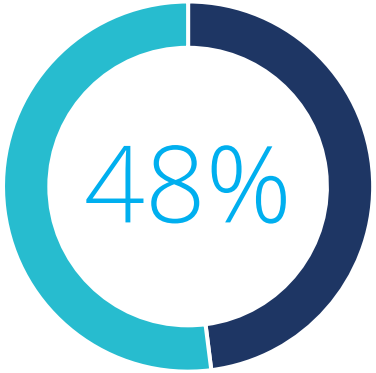
“for nearly 7 in 10 organizations, their digital transformation projects fail to reach completion or meet objectives.”

-- Insight.com 2023 Intelligent Technology Pulse

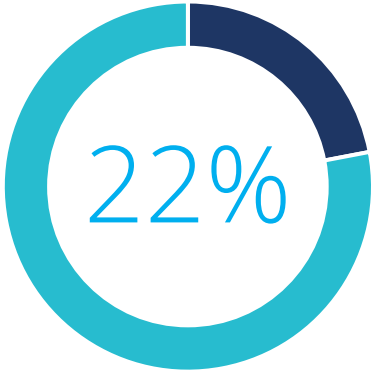
Why did they fail?

Poorly defined requirements



Insufficiently developed skills and resources

Change management and implementation complications



Security concerns and compliance constraints

-- Insight.com 2023 Intelligent Technology Pulse

With these stats, how do you think an AI Transformation will go?

Don’t be a dumpster fire.

Upskill your people.

innovating with data

Code as Data, Developers to AI Whisperers

association
IT Team

Problem

Needed to convert a legacy AngularJS app to React with a robust, stable development pipeline readying the business for the future.

Solution

Using LLMs working together, we redesigned the development process to accelerate development by marrying dev skills, AI tools, and software development best practices.

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Successful transformation comes from your people.

Your data empowers them.

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Digital transformation is leading to new frontiers

If you have a workforce
who can harness their
data, processes, & skills
to fulfill on that transformation.

tkulp@mindovermachines.com

www.mindovermachines.com

/in/timkulp

Questions?

Thank you!