

PIVOT AIM FRAMEWORK

Enables more effective IT initiatives with reduced risk by better aligning technology solutions

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full life-cycle of our customer's technology investments.

SERVICE CHANNELS

-  Fulfillment
-  Professional
-  Deployment
-  Workforce
-  Managed

SOLUTION DISCIPLINES

-  End User
-  Network
-  Data Center
-  Collaboration

SERVICES VALUE STREAM



Assess Design Implement Manage Optimize

ALIGN TECHNOLOGY WITH BUSINESS OUTCOMES

In a traditional business-to-business transaction, the onus is on the buyer to gain value from the product. The seller may recommend products and facilitate comparisons, but the focus remains on the sale itself rather than the long-term outcome of the transaction.

While that system works well in many industries, it doesn't translate to high-tech products and services — particularly as organizations seek to transform their operations through the application of digital technologies. In this environment, organizations aren't concerned with the features or functionality of the product. They are concerned with the business results the product can help them achieve.

The Pivot Technology Solutions Analyze and Improve (AIM) Framework helps ensure that our customers obtain the desired outcomes from each technology implementation. Built on industry standards, the AIM Framework provides an architectural approach to designing, planning, implementing, optimizing and governing enterprise IT infrastructure. It aggregates the domain expertise within the Pivot organization, enabling us to apply a full suite of consulting, advisory and technical services to maximize the business value of each solution.

ENHANCING TECHNOLOGY INITIATIVES

Many organizations recognize the critical need for IT investments that enhance the customer experience and improve business outcomes. However, rapid technology advancements and unclear product lifecycles have made it difficult to develop a technology plan that achieves those objectives. Even organizations that have invested in innovation centers lack the necessary knowledge and skills to drive IT strategy. Senior executives often focus on short-term results, with limited long-term vision.



PIVOT DELIVERY FRAMEWORKS

The [Pivot Delivery Frameworks](#) are part of an initiative to standardize delivery methodologies to better serve our customers.

- **AIM** - end-to-end process flow for strategic technology initiatives that ensures the right services are in place
- **Center of Excellence Program (COEP)** - created to evaluate and design Next Gen services and solutions
- **Client Care** - dedicated to governance and operational excellence
- **Project Management (PMO)** - created to deliver best-in-class project management
- **Pivot Ready** - focused on on-boarding customers to better their Managed Services experience

The problems are compounded by the scarce resources available for new initiatives. A lack of integration and business alignment results in a hodgepodge of digital initiatives that cannibalize existing resources.

The Pivot AIM Framework helps overcome the challenges by prioritizing business objectives and aligning technology with those objectives. It is a tailored, vendor-agnostic approach to business transformation that provides both the recommendations and roadmap to address unique business needs in a systematic, commonsense way. It identifies opportunities to reduce costs and increase productivity, and improves business operational efficiencies and customer experiences with faster time-to-market and a smarter technology spend.

STRUCTURE OF THE AIM FRAMEWORK

Pivot's AIM Framework emphasizes business process assessment and engineering in the development of IT solutions. The Pivot team conducts strategy workshops to map dataflows and develop meaningful metrics for evaluating technology solutions. Our consultants survey key individuals to gain an understanding of business needs, while our engineers review the IT environment and monitor the performance and usage of devices and applications. All of this information is compiled and analyzed to begin development of a solution model that addresses the customer's priorities.

The framework then uses a five-phase approach to facilitate an outcome-based services model:

- **Business Technical Assessment.** The AIM Framework assumes that the customer has a business need and has not yet determined which technology solution is best suited to meet that need. The Business Technical Assessment is designed to identify business, technology, financial and operational requirements, and to map technology solutions to the desired business outcome. The current and desired future states of the IT architecture are documented, with recommendations for

the optimal path to minimize disruptions and adhere to best practices.

- **Solution Assessment.** Once the customer has identified the best technology solution, either through the Business Technical Assessment or other means, the Solution Assessment facilitates the selection of specific product(s) based upon budget, application requirements and the current and future state of the IT architecture. The Solution Assessment may involve the development of a proof of concept to test the feasibility of the product(s).

- **Solution Design.** If the customer decides to go ahead with the project using the selected product(s), we proceed to the Solution Design phase. The design and configuration of the solution are documented, and an integrated implementation plan is developed.

- **Solution Implementation.** Pivot's technical delivery team leverages the integrated implementation plan to deploy the solution in the customer's environment. An engagement workbook is developed, incorporating the project schedule, communication plan, change management plan, risk management plan and escalation plan. The workbook includes the project responsibility matrix, action register and other documentation.

- **Solution Optimization.** The AIM Framework does not end with the implementation of the solution. It provides a strategy for continuous improvement through the definition of key performance indicators and collection and analysis of metrics. The production environment is monitored for availability and performance, and operational controls evaluated for efficiency, accuracy and the end-user experience. Solution optimization may involve policy development and user training, as [appropriate](#).

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