

PIVOT READY FRAMEWORK

Optimizes IT service delivery through due diligence, collaboration, and process validation

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

READY FRAMEWORK ENABLES NIMBLE TEAMS

Virtually every organization is developing or implementing a digital transformation initiative. Digital transformation involves a rethinking of business processes and workflows to best take advantage of the latest technologies. Done right, digital transformation enables organizations to achieve levels of productivity, customer service and innovation never before thought possible. It also can create competitive advantages by accelerating the time-to-market of new products and services and the adoption of new and innovative business models.

Pivot Technology Solutions supports transformative IT initiatives through its unique Ready Framework. Based upon industry standards and proven project management methodologies, the Ready Framework encompasses all of the activities that take place from the development of a Statement of Work through the successful implementation of a technology solution and transition to ongoing operations.

Pivot takes an Agile approach in implementing the Ready Framework, enabling our teams to be nimble and efficient. The framework is fully customizable according to the project scope, with an emphasis on communication and collaboration, upfront optimization of service delivery and continual process improvement. It enables us to develop and implement world-class solutions that are cost-effective and provide a high level of customer satisfaction.

SUPPORTING DIGITAL TRANSFORMATION

According to the Enterprise Digital Transformation Study conducted by 451 Research, 42 percent of executives expect major disruption in their industries due to the deployment of new digital technologies. As a result, 51 percent of enterprises have a formal digital transformation strategy, 19 percent are in the planning stages, and 23 percent are working on discrete projects without an overarching strategy.



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. All documentation and other deliverables are based upon ITIL and Six Sigma standards so they may be readily incorporated into the production environment. Knowledge transfer materials are reviewed prior to transition to the customer, and SLAs are tested during the transition phase to ensure the right resources and processes are in place.

Digital transformation makes it possible to increase business agility, better manage business risk, improve operational efficiency and enhance the customer experience. When combined with an IT Business Management model, organizations can overcome the barriers imposed by inflexible IT systems, organizational silos and legacy practices, and optimize the value of technology investments.

Among the critical factors for digital transformation success is choosing the right partner, as 49 percent of study respondents said their organizations are using or expect to use an IT services provider in support of their digital transformation programs. While Pivot's Ready Framework is applicable to any IT implementation, it provides key benefits that can aid in digital transformation and IT Business Management.

BENEFITS OF THE READY FRAMEWORK

Pivot's Ready Framework provides a model for the successful delivery of client services that achieve desired goals within agreed cost parameters. It was developed using industry standards and enhanced through years of experience working with clients across industry sectors.

A customer-first mindset underpins the framework, emphasizing a collaborative approach to project due diligence. A primary objective is to document existing processes and work through any unknowns prior to project initiation in order to streamline implementation and reduce risk. Tools and processes are continually optimized and enhancements implemented immediately to maximize their benefits.

While the Pivot Ready Framework may utilize project management methodologies, it is distinct from the PMO Framework from our Project Management Office. The Ready Framework incorporates a wide range of activities, including assessment, project planning, process mapping and review, documentation, integration and configuration, staffing and training, management and reporting. However, processes and workflows are customized based on deliverables described in the Statement of Work, with

monitoring and testing at every phase.

After a Statement of Work is signed, Pivot and the customer work together to collect any existing process documentation and create new documentation as needed. The customer must approve the documentation and be fully engaged in setting up the tools, reports and metrics that will be used in tracking success. This helps the customer's operational team understand the deliverables that are in scope, as well as any gaps that may not have been considered during the scoping and pricing phases.

Complex projects may require onsite or remote workshops, in which Pivot and the customer walk through all aspects of service delivery so standard operating procedures and process maps can be documented. Pivot takes responsibility for re-engineering operational processes based upon client input and non-production testing of all processes prior to go-live.

Ready Framework deliverables are determined by the scope of the project and the services to be performed. Possible deliverables include:

- Service delivery plan
- Volume forecasting and work allocation, if applicable
- Tools integration, setup and customization
- Details of scope and expectation of deliverables
- Defined reporting metrics, status updates and project outlines
- Training plans, if applicable
- Governance model for the Pivot Client Care Framework, if applicable
- Inputs and outputs from Pivot teams
- Financial model review and alignment with resources
- Invoicing approval process and templates

© 2018 Pivot Technology Solutions. All trademarks or registered trademarks are the property of their respective owners. REF# PTS-0218



888.895.0495



PIVOTTS.COM



TORONTO • FOUNTAIN VALLEY