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E-BOOK

How **not** to become another digital transformation failure statistic.

30 min read

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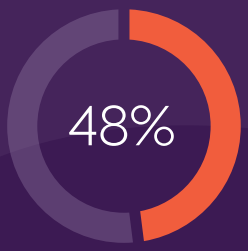
SECTION ONE

Introduction

The tough reality of digital transformation

According to McKinsey & Company, an estimated 90% of organisations are now undergoing some form of digital transformation, so the likelihood is that your business is, too.

However, while the tsunami of DX is 'exciting' (if not exhausting) for businesses everywhere, the stats around failed attempts to meet transformation goals are sobering for CIOs faced with making the dream a reality. While there are a lot of DX stats (validated and otherwise) around what causes project success or failure, this is the one that strikes fear in the hearts of CIOs worldwide:



Just **48% of digital initiatives** enterprise-wide meet or exceed business outcome targets (leaving **52%** out in the cold).

Gartner's 2025 CIO Survey.

So, while you may be keen to deliver a new-look organisation that leverages everything good about digital transformation, you're doubtless wary of being remembered as 'the CIO that didn't roll out what was promised' to the company, its employees, customers, investors and other stakeholders.

What makes it even more difficult is that it's rarely just one thing that needs to be transformed. DX isn't just about new, better, or more innovative technology, but the willingness of the people at every level within the business to align, accept, and adopt change.

Leaving you (and your reputation) to juggle multiple moving parts to deliver tangible, measurable, and lasting business impacts.

WHAT ARE YOU GOING TO GET OUT OF THIS EBOOK?

Our objective is to help you avoid the pitfalls that can so easily turn what should be your DX triumph into a tragedy of wasted time, effort, money, and depleted professional reputation.

In this guide, we discuss:

- The familiar and new challenges you face as a CIO undertaking a DX project
- Mistakes that can cut your DX efforts off at the knees
- Services, solutions and strategies that, together, will help you effectively dodge failure
- The good news is that none of this includes going it alone.

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SECTION TWO

Your DX tick list

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Transformation's tipping point.

If your organisation is serious about transformation, your CIO is at the centre of it — whether that's made official or not.

They're being asked to :

- **Modernise systems,**
- **Drive innovation,**
- **Lead the AI agenda,**
- **Manage cyber risk,**
- **Support business units,**
- **Deliver results.**

And when it wobbles? It's the CIO who gets the questions.

The role has never carried more weight — or more scrutiny. This isn't a call for sympathy. It's a challenge to rethink how we support the person tasked with holding the digital future together. If you're a CIO, share this with your peers. Start the conversations you don't always get time to have. If you're a board member or C-suite leader — ask yourself: Are we really setting this role up to succeed? Because when the CIO breaks, so does your strategy. So, what's really on the CIO's plate — and what can we do to help them succeed?

Let's break down the pressures — and the plays that shift the game.

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THE PRESSURES ON THE CIO

Everyone wants to "do something with AI." Few understand what that really means.

Boards and executive teams are demanding fast answers and visible progress — but often without a clear grasp of the technical, ethical, or strategic implications. The CIO is stuck in the middle: expected to lead the charge and educate the room, often at the same time.

It's not just about tools. It's about governance, architecture, risk, skills, and value. But the question they still get asked is:

"So... what's our AI play?"

The push is clear: go faster, be bolder, innovate harder.

But what sits underneath is less glamorous — outages, breaches, reputational risk. CIOs are asked to lead digital reinvention while knowing that one wrong move could shut down operations or land them on the news.

It's a high-wire act: be visionary, but risk nothing. And if it breaks? Everyone asks why the tech failed.

✓ TECH TRANSFORMATION IS BUSINESS TRANSFORMATION

When transformation stumbles, the system gets blamed — the platform didn't deliver, the integration was messy, the rollout hit friction.

But the truth is: most failures are human. Misalignment, inertia, capability gaps, leadership drift. And yet, the CIO is often held responsible for outcomes that hinge on behaviours they don't control.

You can't deliver transformation if the business isn't ready to transform. And CIOs can't do that readiness work alone.

✓ EVERYONE IS THEIR OWN CIO

Functional leaders know their space. They've got problems to solve and pressure to deliver — and in many cases, they're already exploring solutions, demos, and tools.

Some of those ideas are brilliant. Others are blind spots with logos. The challenge for the CIO isn't blocking curiosity — it's guiding it. Aligning tech ambition with architecture, governance, and security. Encouraging initiative without losing control of the roadmap. The best insights live in the business. But so do the biggest risks.

✓ LOCKED-IN BUDGETS AND HIGH EXPECTATIONS

Most CIOs start the year with a budget that's already spent — committed to keeping core systems running. ERP, CRM, HRIS... they're necessary, but they leave little room for the new. Despite that, the brief is clear: transform the business. And fast.

It's not a spending issue — it's a mindset issue. We're still treating technology as a cost centre when it's now the operating model. If you want to change the business, you need to change how you invest in it.

✓ THE DATA DELUSION

The AI vision is exciting. The demos sparkle. The vendors promise magic. But the fuel is missing.

Without quality data — structured, connected, governed — even the smartest tools fall flat. CIOs know this. But getting the business to care about data hygiene, ownership, and architecture? That's the real challenge. The conversation can't start with AI. It has to start with data readiness. Everything else is theatre.

✓ BEYOND PRODUCTIVITY: THE ETHICAL PRESSURE

Just because technology can do something doesn't mean it should.

CIOs are being asked to weigh more than ROI — they're being asked to weigh impact. On people. On jobs. On trust. On the planet. Sustainability, inclusion, fairness — these aren't edge cases anymore. They're part of the brief.

The CIO's role now stretches into territory no one trained them for — and that no one else is clearly owning.

✓ FROM PRESSURE TO PROGRESS

Understanding the pressure is step one. But what happens next — how the business responds — is what defines outcomes. Here are seven plays that don't just support the CIO. They shift how transformation happens.

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THE PLAYS TO OVERCOME THOSE PRESSURES

01

Executive wisdom needs updating

Most transformation roadblocks don't come from the tech — they come from the top.

Boards and exec teams want to move fast, but too often lack the digital and AI literacy to ask the right questions or spot the real risks. That creates noise, misalignment, and decisions based on instinct instead of insight.

This isn't about turning leaders into technologists. It's about giving them enough understanding to lead wisely. Because if the room isn't equipped to navigate complexity, someone else ends up carrying the cost.

02

Rethink the investment model

CIOs are still expected to justify transformation with the same old frameworks: fixed ROI, clear timelines, clean CapEx splits.

That doesn't match the reality of modern tech. The value is iterative. The outcomes are shared. And the biggest wins often cut across functions — even though the IT budget foots the bill. This isn't just about telling a better story. It's about evolving how the business treats investment — from isolated cost centres to shared bets on strategic change.

03

Make data the entry ticket

No clean data? No transformation.

Before the next AI initiative hits the roadmap, set a clear expectation: get your data in order first. Structured. Connected. Credible. But don't just raise the bar — help them clear it. Build simple, repeatable ways for teams to clean, own, and govern their data. Because until the foundation's solid, everything else is showreel

04

Pilot the tech — and the people

Pilots aren't new. But the value they offer now is different.

Yes, they let you test tools. But more importantly, they test readiness — how people respond, what breaks, where resistance shows up.

With modern platforms, you can experiment fast and learn loud. And when the next big idea comes along, you'll already know who's ready to lead it — and who needs support.

05

Build bridges, not silos

IT can't transform the business alone. But co-design isn't a free-for-all.

Bring others into the build — especially HR, Ops, and Finance — with clear roles and real input. Be intentional about when you listen, and when you move.

This isn't about getting buy-in. It's about building something people actually believe in — because they helped shape it.

06

Build AI literacy from the ground up

People are experimenting with Gen AI. But many are also quietly unsure — confused, anxious, or worried about what it means for their role.

Start where it helps. Show how it can support real work, not just generate buzz. Then scale with clear, role-relevant training — across every level, not just the digital teams.

You don't get adoption through access. You get it through confidence.

07

Support the role, not just the work

The modern CIO role has outgrown its original job description.

They're expected to lead change, influence culture, manage risk, shape strategy — all while delivering stable systems and faster answers. Most weren't trained for that. But no one else was either.

So support the person, not just the pipeline. Create space to think. Offer opportunities to grow. Because if the CIO is key to transformation, you need to invest in more than just their output — you need to invest in their evolution.

Support the seat that supports the strategy

The CIO is no longer just a tech executive. They're the anchor point for change, the translator between vision and execution, the safety net when things get complicated.

They don't need more noise. They need clarity. Shared accountability. Backing that matches the size of the task.

Because if the business is betting on transformation, the smartest move you can make is making sure the CIO doesn't have to carry it alone.

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03

SECTION THREE

Your DX project

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But what else should be on your list?

The list on the previous page is of all the standard CIO: 101 DX list items you know by heart. **But on the right is our 'over and above' list of three actions we think are essential considerations for modern DX projects.**

Why do we rate them as essential?

What do we possibly know that you, as a CIO who has doubtless been in the business for a while, don't? In two words: Exposure and experience. We're at the coalface of transformation every day. For every DX project one of our customers' CIOs completes, our team does around 100.)

01

✓ Engage with an AI-ready partner.

This isn't just from a use case and ROI perspective (although obviously important) but also in terms of AI's impact on your cybersecurity and data. Including AI in your DX initiative (as you will doubtless want to) requires you to:

- Recognise which AI innovations are lacking in business drivers and are unlikely to deliver value vs those which will offer a genuine return
- Invest in change management and training to enable your employees to keep up with AI
- Implement or review your AI Governance/Framework
- Review and update your Data Governance policy
- Pay even more attention to AI-related cybersecurity risks

With the right partner, you'll realise accelerated results, be able to access hard-to-find skills, and derisk your DX journey — turning AI from experiment into value.

02

✓ Integrate, integrate, integrate.

A successful DX project relies heavily on effective integration to connect people, data, processes, and technologies. And without effective environment-wide integration, introducing AI into your business or using data effectively to achieve the results you want isn't possible.

03

✓ Don't go it alone.

Yes, you can hire your own resources or bring in contractors to manage every aspect of your DX project. But in many (let's be honest – most) ways, it's a false economy and the world has moved on from this approach. With one full-service transformation partner, you'll have:

- One owner and one SLA. There's just one company owning (and accountable for) transformation and technology strategy > build > run > ROI
- Slashed delivery time with cross-functional talent and often pre-built accelerators
- Easy access to cloud, AI, cyber, UX, change management experts — and more when needed - no long hiring cycles or idle payroll
- Ongoing evolution and support of your DX solution

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What can make or break a digital transformation project?

BAD DX		GOOD DX
Stagnant or declining revenue.	REVENUE	Increased revenue and market share.
Poor user adoption of new technologies.	NEW TECH	High user engagement and adoption.
Disconnected systems leading to data siloes and operational inefficiencies.	EFFICIENCY	Integrated systems delivering real-time data and enhancing operational efficiency.
A lack of clear vision and strategy that results in scope slippages and delayed go-live.	VISION	Clear vision and strategic alignment leading to on-time, in-scope delivery.
Resistance to change among employees, poor adoption levels.	CULTURE	Culture of innovation and adaptability, process improvements embraced and appreciated.
Inadequate data management and analysis leading to conflict and distrust.	DATA ANALYTICS	Robust data analytics driving decision-making.
Failed to meet project timelines and budgets.	TIMELINES	The project was completed on time and within budget.
Negative impact on customer experience and NPS.	CX	Enhanced customer experience and satisfaction – and a higher NPS.
Limited scalability and flexibility.	FLEXIBILITY	Scalable solutions that adapt to changing business needs.
Minimal return on investment (ROI).	ROI	Strong ROI and measurable business outcomes.
High staff turnover, especially among your burnt-out transformation 'heroes'.	RETENTION	Better retention rates of upskilled cross-functional teams.
Benefits case quietly shelved (seeking a new CIO position)	BENEFITS	Benefits tracked and measured (secure position, kudos, and maybe even a bonus)

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Four ways to get your DX project wrong.

Why have these actions (or inactions) made our DX 'mistakes-not-to-make' list?

While most are probably on your best practice to-do list, they're not always followed through on or adequately prioritised. As mentioned earlier, 52% of digital initiatives enterprise-wide neither meet nor exceed business outcome targets.

01

✕ Not achieving stakeholder buy-in or alignment (and this is a biggie)

While it may be DX: 101, we continue to see CIOs make the same mistakes, and under pressure from the business, push on regardless.
The direct knock-on effects of not gaining stakeholder buy-in and support for the planned transformation include:

- Insufficient resources, both in terms of budget and personnel, can stall progress and limit the scope of your project.
- Resistance to change, resulting in pushback against new processes or technologies, can derail your implementation efforts.
- Misaligned goals resulting in conflicting priorities and confusion about the project's purpose and outcomes, making it difficult to measure success or progress.
- Poor comms due to a lack of stakeholder alignment. With stakeholders on different pages, important information may not be shared, leading to misunderstandings and mistakes that can slow down the project.
- Lukewarm user adoption due to poor (or inadequate) investment in change management. We all know that DX often involves new tools and processes, which can be scary or confronting. Ergo, change needs to be communicated and professionally managed so you realise the ROI on the time and money spent.
- Not being as innovative as possible due to disengaged stakeholders with little motivation to offer up valuable insights and innovative ideas. Without their input, your project may miss opportunities for improvement or fail to address critical needs.
- Increased risk of failure because of the lack of stakeholder buy-in. When your stakeholders aren't invested in the outcome, they're less likely to advocate for the project during challenges, which can lead to its downfall.

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02

Underestimating the importance of detailed documentation

Given the importance of systems integration, relying on high-level documentation that doesn't accurately or fully capture integration touchpoints is dangerous.

Poor or over-simplistic documentation prevents you from sharing your business problems and processes effectively with those designing a solution. For example, what is shown as one ordering system on a flow chart could be seven warehouse management systems, which is a significant difference in terms of requirements, effort, and budget. And if these details come to light when the project has already started, the knock-on effect can impact delivery deadlines.

03

Taking a technology-first approach

Building a DX plan around technology rather than objectives may prioritise quick wins over sustainable, long-term solutions, resulting in projects that don't deliver lasting value or align with your business needs, strategies, and organisational culture.

Putting technology before end-user needs can result in tools that are difficult to use or don't solve real problems. This only serves to get everyone's backs up, resulting in low adoption levels and a hard, slow road to acceptance.

In addition, successful transformation often requires rethinking business processes, which can be overlooked when the focus is solely on technology. So, you may end up leveraging new functionality to replicate old processes rather than reimagining and dramatically improving them.

04

Not measuring

If you don't measure from the very beginning, you can't validate short- or long-term outcomes. You have nothing to hang your hat on when it comes to defining the project's success (or your own achievements as CIO).

Without a baseline, you can't measure progress or impact effectively. And with unclear goals, it's hard to set realistic objectives. Problems may go unnoticed, stakeholder expectations suffer from misalignment, and strategies are based on assumptions or best guesses — not data.

Only by establishing a baseline can you ensure focused, measurable, and aligned efforts.

But it's not all doom and gloom.

DIGITAL TRANSFORMATION ROADMAP

1 DISCOVERY & ASSESSMENT

Understand now, illuminate why.

- Map current systems, data flows, & user journeys
- Identify pain points and transformation drivers
- Align with business goals & strategy

Tech rarely fails — misalignment & inertia do.

2 STRATEGY & VISION

Set your North Star. Align the business.

- Define digital ambition, priorities, outcomes
- Secure executive sponsorship & governance
- Establish success metrics beyond go-live.

A CIO without shared accountability carries the risk alone.

3 DESIGN & PLANNING

Architect the future.

- Develop your Target Operating Model (TOM)
- Map solution architecture & integration points
- Phase initiatives across people, process, tech

Poor documentation and missing touchpoints kill silently.

4 TECHNOLOGY & VENDOR SELECTION

Choose with purpose, not preference.

- Assess platforms (Cloud-first, AI-ready, secure)
- Run RFPs, PoCs and score with stakeholders
- Prioritise partners with delivery + advisory strength

Avoid tunnel vision — transformation needs fit-for-purpose eco-systems.

DX PITFALLS TO AVOID

Avoid the Drop-offs

- ⊗ Tech-first thinking over business value
- ⊗ Stakeholder misalignment
- ⊗ Incomplete integration planning
- ⊗ No clear success baseline
- ⊗ Poor communication = change resistance
- ⊗ Overlooked data governance

5 IMPLEMENTATION & INTEGRATION

Build. Connect. Deliver.

- Use agile methods & iterative releases
- Integrate – don't bolt-on
- Embed automation & real-time data·

Weak integration design stalls AI & analytics.

6 CHANGE MANAGEMENT & TRAINING

Train for confidence. Communicate for culture.

- Engage early with clear comms & leadership backing
- Deliver tailored training at every level
- Tackle digital anxiety with AI literacy & upskilling.

Adoption is driven by confidence, not just access.

7 OPTIMISATION & CONTINUOUS IMPROVEMENT

Track. Learn. Evolve.

- Set baselines & measure what matters.
- Use feedback & analytics to improve.
- Promote iteration over perfection.

Go-live is a checkpoint, not the finish line.

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SECTION FOUR

Strategies, services and solutions

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What strategies, services and solutions do you need for DX success? And why?

No one thing is essential for DX success (although some are more important than others). DX is complex and multi-faceted, and requires a perfect alignment of people, processes, partnerships, strategies, technologies, and expertise to deliver the business value envisaged at the beginning of your journey. Fusion5's suite of transformational solutions, services, and support offerings compliment digital projects, and support CIOs to go beyond expectations.

Consultancy & Advisory

— STARTING (AND STAYING) ON THE RIGHT FOOT.

Consultancy and Advisory services help you dodge the proverbial bullet of DX failure by providing the support and advice you need from the outset. We help bridge the gap between technology and strategy.

Our team will:

- Assess your current capabilities and provide the advice needed to help you meet your DX objectives
- Develop a tailored DX strategy based on the right fit, not just what's on the shelf
- Guide your technology choices
- Increase and accelerate the impact of your transformation by driving accountability and transparency
- Identify, reduce, and mitigate project risks
- Ensure business-critical user engagement and adoption through organisational change management

Here's a question for you, as CIO: You delivered the DX project on time, to spec and within budget. But the business stakeholders don't recognise it as a success – why?

Bursting the DX bubble: In our experience, DX implementations are often viewed within a bubble in which success is measured by, for example, the technology being implemented correctly. However, sitting outside that bubble can be overlooked or under-prioritised factors, which are also critical markers of project success. Think: user adoption, identifying new opportunities, capitalising on customer drivers and outcomes, overcoming siloed data, teams, and divisions, and enhancing communications. So, while the finished project may get a tick from the stakeholder and user perspective, it failed to meet business objectives.

The reality is that unless a DX project delivers to all agreed expectations, it will never be regarded by the business as a success. But how do you make sure you tick all the boxes?

The Fusion5 difference. As trusted advisors, we provide the independent oversight needed to help you capture, bring into the fold, and manage those 'outside the bubble' stakeholder expectations.

Advice and action at work: Our significant exposure to transformation projects means we can provide practical, actionable insights into what can go wrong, from immature governance processes to data disconnects, inadequate resources, to a lack of stakeholder alignment on what success is.

An independent lens. Two heads are always better than one when identifying, minimising, and mitigating the risks that present themselves with any DX initiative. When you work with our experienced team, applying an analytical and independent lens to areas of potential risk and pitfalls in your transformation project is easier.

Mitigating resistance to change: When it comes to dodging the bullet that is poor user uptake and adoption, our organisational change management service offers flexible approaches (taking either a full or shared role) to getting everyone fully on board.

Managed Services

— MORE THAN KEEPING THE LIGHTS ON.

Managed Services not only keep the lights on and your environment safe and optimised after a DX project, but also ensure stability throughout the process. We take a proactive, strategic approach to extending your own capabilities, regardless of scale.

Our team will:

- Free up scarce internal capacity with business-application-led managed services (during and post-project)
- Provide deep expertise and ongoing support you can trust across cloud, security, infrastructure, integration, business applications, and more
- Ensure environment stability and safety during and after your project.

Managed Services is a vital enabler in your DX project. It provides expert, continuous, and integrated support so you can innovate confidently while minimising risks and costs.

During and post-project support and continuity. By maintaining your infrastructure and systems, our Managed Services team ensures smooth operations and prevents disruptions to your service. With 24×7 monitoring, patching, incident response, and user support moved out of your team's queue, your own people can focus on redesigning customer journeys, analytics use cases, new products, and more. In making sure that your critical systems remain operational at all times, the risk of project failure or operational hiccups during transformation efforts is mitigated.

Local people, fast support. Unlike many global firms that often outsource the technical support function, we own it. Our support teams are local and work for us, not a third party.

Managing integrated end-to-end solutions. Our Managed Services encompass everything from infrastructure management, application upgrades, patching, and round-the-clock security. We support all phases of a digital transformation, from project deployment to continuous improvement.

Control costs and minimise the need for recruitment. By outsourcing managed IT support, you will reduce costs and leverage local, highly skilled talent. This cost-effective model is especially valuable at a time when in-demand resources (especially in the area of cybersecurity) are both expensive and hard to find.

Proactive monitoring and continuous improvement. Regular reviews and strategic advice are part of our Managed Services offering, enabling you to identify inefficiencies, plan future projects, and continually optimise your digital landscape.

What makes us different? We offer strategic input and a broad technology capability beyond managing existing infrastructure. Our depth of knowledge and skills across the business (including a dedicated consultancy arm) enables more effective implementation and ongoing management of complex digital transformation initiatives.

Business Applications

— FOR SOLUTIONS THAT WORK SMARTER.

Our Business Applications team designs, delivers, and supports integrated, scalable technology solutions that enable you to transform your business. We are renowned for our technical expertise and successful delivery.

Our team will:

- Deliver business value by reducing risk and cost, and improving speed of delivery and accountability due to our extensive in-house and onshore resources
- Not only implement but also support a wide range of market-leading business applications
- Provide focused, specialised expertise — not just broad, generalist skills
- Align with (or go beyond) your DX goals with fully integrated cloud technology solutions.

While we call out the importance of applying a business-first lens to any DX project, it doesn't mean technology is an unimportant factor in transformation. Far from it. It's important to choose which integrated business applications will, together, successfully streamline and digitally transform your business outcomes. This means you need to have confidence in your partner's solution recommendations — they need to come from a position of real-world experience and knowledge.

We think, and we do. Like the global DX advisory partners, Fusion5 provides the thought leadership and knowledge behind technology strategies and proposed solutions for transformation projects. But unlike the others, we don't then outsource the 'doing' part.

An extensive product portfolio. We offer leading cloud business applications – from ERP to CRM, Agentic AI to HR, Planning, Forecasting and Analytics – and much more. And we implement, integrate, and support all of them in-house.

We own what we do. Our 'doing' part goes beyond that of 'advisory' partners. We have significant business applications experience and industry awards, proven hands-on expertise, and a substantial team of our own consultants. Every person who works on your DX project is a Fusion5 employee, meaning that continuity, accountability, and ownership are major attributes of any project.

Cloud, Infrastructure, & Security

— THE FOUNDATIONS OF SUCCESS.

Cloud, Infrastructure, & Security (CIS) provides you with a secure, robust infrastructure environment for deploying the applications, tools, and data systems that enable DX initiatives – and beyond.

Our team will:

- Build a stable yet scalable platform to support your DX activities, from the start
- Embed robust security measures into everything you do.

We regard cloud, infrastructure, and security as the foundational components of a successful DX strategy and project, not just supporting technologies. However, delivering the right platform doesn't just 'happen'.

Prioritising a better platform. We proactively advocate for involving infrastructure architects early in the process. Early involvement allows our CIS team to inform design decisions, ensuring that your infrastructure is flexible enough to support new business models and processes without costly overhauls. This helps prevent the pitfalls of legacy systems that lack agility and don't support modern, scalable, and secure operations.

Enabling infrastructure automation. Fusion5 uses modern infrastructure management techniques, like leveraging Infrastructure as code (IaC) to enable automation, standardisation, and repeatability. This approach ensures that security controls are consistently applied from the start, reducing manual errors and increasing efficiency. Automating infrastructure deployment also reduces your operational costs and frees up your resources for more strategic, forward-looking initiatives.

Security first and foremost. Worried about security? Don't be. We integrate security into your infrastructure from the outset, which is critical as DX can inadvertently increase exposure to security threats, especially when transitioning to cloud environments.

Our "secure by design" approach embeds security principles into every phase of infrastructure development rather than adding them as an afterthought. This includes implementing comprehensive data governance strategies such as data labelling, classification, and controlled data movement within your business.

These measures help prevent data breaches, protect sensitive information (like your intellectual property), and ensure compliance with regulatory requirements during and after your DX project.

Strategic investment advice. We recommend a balanced approach to investment across all infrastructure areas. This avoids focusing only on certain aspects, such as cost-cutting or specific technology upgrades, that can leave other critical areas (like security or system stability) vulnerable. Experience has demonstrated that investing wisely in infrastructure ensures you can sustain ongoing digital initiatives, adapt to new challenges, and deliver value more efficiently.

Data, Analytics, & AI

— KNOWLEDGE IS ALWAYS POWER.

Data, Analytics, & AI enable you to use your data to deliver meaningful business information and high-value outcomes from your DX initiative.

DATA: ENABLING JUST ABOUT EVERYTHING

While sometimes treated as an afterthought, data plays a critical role in enabling the success of your DX project. Working with Fusion5 data specialists will deliver:

- A comprehensive data strategy
- Data Governance policy
- AI enablement and governance
- Analytics, forecasting and reporting.

Our team can help you take a proactive approach to data strategy that prioritises data management at the outset of your transformation effort.

Strategies that protect and control. Our services include developing a comprehensive data strategy and a Data Governance policy (which includes controlling AI access to confidential data, like your salary!). This strategy will guide how your business utilises its data, how to simplify the processes of data integration and avoid the migration pitfalls of dirty (incomplete or inaccurate) data.

ANALYTICS: WHAT CAN'T BE MEASURED, CAN'T BE IMPROVED

Many organisations struggle to leverage their analytics successfully daily, let alone as part of a DX project. Our Analytics team can help you:

- Measure the success of your technology investments, including qualitative aspects such as employee engagement and well-being
- Establish initial benchmarks so you understand your current state and can justify investments and track progress towards those tangible returns
- Deliver incremental value throughout the DX project lifecycle
- Help you articulate what good should look like after your DX project.

Understanding how analytics can drive business outcomes is essential for making informed investment decisions and achieving your desired transformation goals.

A partnership approach. We know that what you need in terms of analytics services may not be what the CIO next door needs. You may prefer a hands-off approach, seeking insights without deep involvement, or to develop internal capabilities to retain intellectual property.

Regardless of your preference, effective partnerships hinge on mutual understanding and collaboration to foster a more successful project environment where we both contribute to the planning and execution phases.

What makes us different? Fusion5 has a unique position in the market, particularly in terms of combining modern technologies with deep expertise in corporate performance management. This differentiation is crucial as you navigate your DX journeys in a competitive landscape.

AI: THOSE WHO UNDERSTAND IT, WILL MASTER IT

AI can significantly help you in realising your DX objectives, but its value goes beyond the technology itself. One of our priorities is to help your stakeholders understand and utilise AI effectively to transform their perception of AI and how it can address your business challenges.

Our AI team can:

- Deliver role-specific AI literacy programmes within your business
- Help you realise AI's promised value (over and above its technical capabilities) to reshape your business processes and strategies
- Develop holistic strategies that weave AI into the fabric of every process and platform for maximum impact
- Advise where it's better to wait until some technologies have matured before adopting AI.

Why are we big on AI literacy? AI literacy is foundational to the success of your DX project. Whether it's a simple proof-of-concept project or a comprehensive AI strategy road map, a strong grasp of AI will enable your business to create a backlog of opportunities and prepare for a future where AI is ubiquitous. This also means embracing a mindset of continuous education and adaptation, based on the understanding that the AI landscape is constantly evolving.

We're so invested in AI literacy that we've undergone learning programmes within our business before leveraging it to transform our delivery capabilities. (We wouldn't expect you to take us seriously otherwise.)

A holistic approach. The best way to make AI work for you is to weave it into the very fabric of your DX project, ensuring that all facets of your business are considered when implementing AI solutions, including operational models and the ideation process. By integrating these components, you can gain valuable insights into effectively leveraging AI in parallel with your overarching business strategies (and vice versa) and achieve more innovative and efficient outcomes.

Strategic timing. Integrating AI into business practices is not a one-time event but an ongoing process. However, as part of a broader trend, we may recommend delaying significant design decisions due to the rapid advancements in AI technology, as they may render your earlier plans obsolete. We can help you map out impending AI developments so you can make informed decisions.

Integration & Automation

— MAKE EVERYTHING HAPPEN FASTER AND BETTER.

What does Fusion5 Integration and Automation bring to the DX table?

INTEGRATION: BRING EVERYTHING TOGETHER

True digital transformation is nearly impossible without proper integration. We provide integration services that ensure your data flows correctly, processes are optimised, and your digital initiatives succeed. Our integration team can help you:

- Improve customer service by ensuring real-time data is shared across diverse technologies like Business Apps, AI, and infrastructure to deliver precise outcomes, proactive updates, and better service quality
- Improve internal processes by enabling employees to access connected systems and retrieve relevant data
- Move on from the inefficiencies of time-wasting manual workarounds and legacy systems to transform your processes through strategic integration.

Integration services add immense value to your DX project by ensuring your systems are interconnected. This is essential for delivering seamless customer experiences and operational efficiencies and achieving your strategic business outcomes.

Start integration early. We've seen the devastating impact on DX projects when integration planning is poor or entirely absent. Without robust integration, digital initiatives are prone to failure, inefficiency, and poor customer satisfaction. From a strategic perspective, it's critical that integration solution architects are involved as soon as your DX outcomes are defined.

Before designing your solution, architects must understand your business requirements, existing technology stacks, and plans for future application investments. Time spent on architecting your integration solution upfront will avoid the potential for costly mistakes later.

AUTOMATION: STREAMLINE AND OPTIMISE PROCESSES

Automation, especially with recent advancements like agentic AI, is pivotal in streamlining your business processes, reducing manual effort, and enhancing operational efficiency. Our automation team can:

- Elevate the power of automation with Agentic AI
- Deliver quick wins, cost savings, and improved accuracy
- Augment the efficiency and productivity of your employees.

The benefits of automation are measurable, providing tangible, quantifiable advantages, including error reduction, faster processing cycles, and improved throughput.

The automation revolution. While automation has been an integral part of business for decades, it has primarily focused on repetitive, rule-based tasks such as voucher matching, data entry, and routine transactional activities. Recent technological advancements have introduced "agentic AI," which elevates automation by enabling systems to interpret unstructured data, extract intent, and make decisions proactively. Unlike traditional automation, which executes predefined steps, agentic AI can analyse emails, documents, and other complex data sources to support more sophisticated decision-making processes.

The rise of agentic AI makes automation a cornerstone of successful DX, accelerating operational efficiencies, reducing costs, enhancing decision-making, and supporting agility.

The importance of integration. Automated systems require seamless integration across disparate data sources and third-party systems to ensure data consistency, accuracy, and comprehensive decision support. Without it, automation systems can't operate effectively, especially when dealing with complex or legacy infrastructure.

For example, automating invoice processing through OCR and email data extraction significantly reduces manual effort, enhances accuracy, and accelerates cash flow cycles.

A scaled approach. Automation and agentic AI can start with narrow, specific tasks and gradually expand to more complex, enterprise-wide activities. This scalable approach helps you to progressively manage risk while progressively realising the benefits of intelligent automation.

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SECTION FIVE

Transformation Partners

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You've got this.

With Fusion5, you'll never have to go it alone. We're your partner in bridging the gap between the transformation you envisage and the business outcomes you need to achieve.

As a full-service systems integrator and transformation partner, we're here to help you not just keep pace but lead the charge. We go beyond typical systems integration, combining strategic business understanding with hands-on expertise to deliver solutions that consistently achieve superior outcomes.

WHERE DO WE FIT IN?

First, we're not a Big Four professional services and consultancy firm. Yes, like them, we offer business strategy services. But unlike some, we implement what we recommend. We don't subcontract out our work – and we take 100% ownership of the outcomes. And we're right-sized for the mid-market. We have flexible and scalable engagement models designed for mid-market companies, not just large enterprises – so you'll never feel like a small fish in a big pond with us.

And we're not a one-trick pony. We're all about meeting your business needs first and talking technology second. Only once we understand what makes you tick do we offer our recommendations – and we don't push a single application or platform (unless it's drop-dead-perfect for you!). We also offer integration across diverse technologies – our expertise extends beyond one platform to AI, business apps, infrastructure, and more.

We take a business-first approach. We prioritise strategy-driven technology that delivers business impact, rather than shiny new technology for technology's sake. With us, you'll get solutions that are strategically designed to solve real business problems, achieve your strategic goals, and provide measurable ROI.

We take internal expertise very seriously. We have the deep, specialised business applications expertise and real-world experience needed to implement and optimise your mission-critical business systems. The outcome? More insightful and effective solutions.

We don't rely on luck to successfully integrate your technology environment. We have proven expertise in systems integration, spanning a wide range of technologies from AI and business applications to infrastructure. So you can count on us to ensure your diverse systems work together harmoniously and seamlessly, unlock your data flow, drive efficiency, and deliver a truly connected technology environment.

We deliver direct. From in-house services from strategy to delivery and management, you'll benefit from our direct delivery model where implementation and managed services are entirely provided by Fusion5 experts, not subcontractors. This ensures greater quality control, reduces communication layers, reduces risk, and provides clear accountability.

We are invested in your ongoing success. That may sound good, but what does it mean, and why does it matter? We've consciously built our business to offer you the benefits of long-term partnership, rather than the uncertainty and inconsistency of short-term, project-based engagements.

We know that it's not just one thing that makes your DX project successful. We take a holistic approach to ensuring that our services and solutions work perfectly together – before, during, and after. We like to go beyond your expectations.

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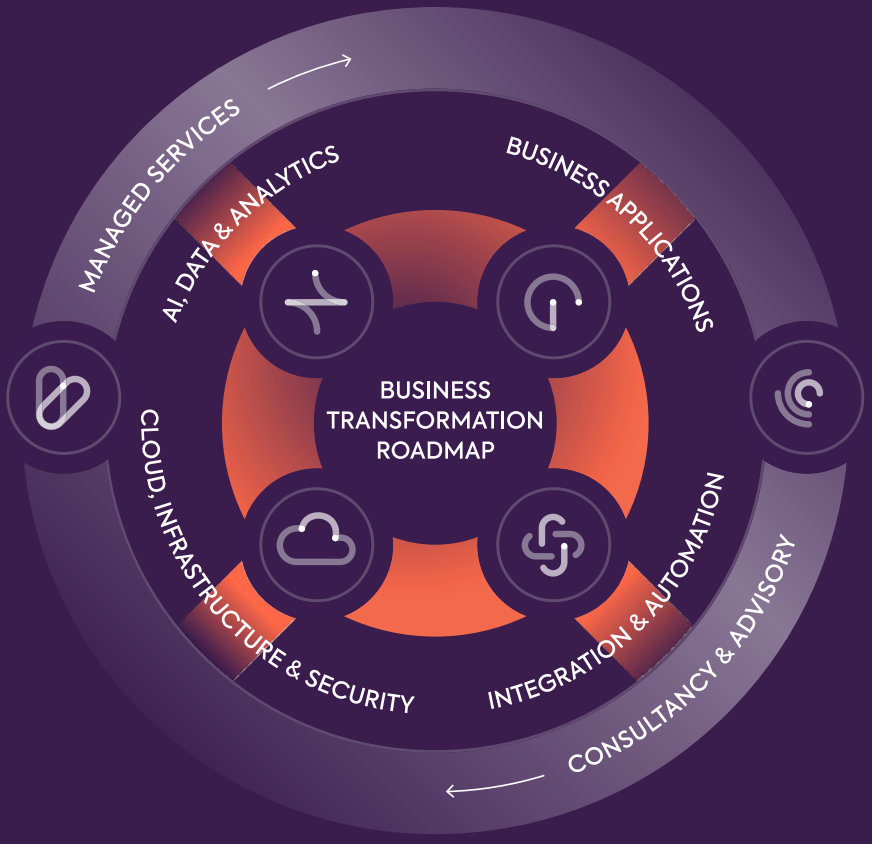
WHAT MAKES US DIFFERENT FROM OTHER TRANSFORMATION PARTNERS? (AND WHY IS THAT A GOOD THING?)

We know you have many choices when looking for a technology partner. So, it's important to understand the similarities and recognise the differences (and their impact on you) when you're chasing long-term success.

Go beyond with Fusion5.



At Fusion5, we believe that organisations that seek to 'go beyond' the limitations of siloed technologies can reap the greatest rewards, sustain competitive advantage and unleash the ultimate power from their digital investments.

Drawing on over 20 years' industry experience, Fusion5 is a trusted transformation partner to established enterprises and growing businesses across Australasia.

With equal measures of strategic nous and innovative pragmatism, we excel in sectors as diverse as agriculture and finance, and retail to real estate, helping our valued customers close the gaps between business vision and IT performance.

From world-leading business applications to AI and cloud to security, our all-encompassing technology capability delivers the digital horsepower organisations need to navigate a rapidly morphing digital landscape.

Wherever you are on your tech journey, Fusion5 will bring one-partner simplicity, backed by a team of over 850 innovators to get you where you want to go.

GO BEYOND