Digitalization and Business Transformation:
Master the change management challenge with EA, BPM and GRC

Digitalization has made its way to all industries. Technological enablers like broadband and mobile internet, wearables and big data or the Internet of Things and cloud computing have made it possible to develop completely new business models and provide new offerings (value propositions) to customers. None of those, however, would be possible without paying special attention to how these innovations will be rolled-out and the impact they will have.

Successful companies have already recognized this trend a while ago and have started to adapt – both to continually stay one step ahead of their competitors and to exploit the potential of digitalization in order to increase sales revenue and/or reduce costs.

Many markets are already witnessing the successful introduction of digitally enhanced versions of existing products and services, as well as completely new offerings. One example is the integration of sensors into tennis rackets which then evaluate the quality of your serve using the gathered data. In every sense, the focus of every product and service development is on improving customer experience.

In the waves of this mega-trend, nearly every company has started to take measures aiming at digitalization or business transformation. For making the right choice of initiatives that should be pursued and for the successful implementation assuring sustainable changes, identifying and analysing correlations within the company is a critical success factor.

For many firms, this is the biggest challenge. Regardless of whether your current focus rests on increasing your competitive advantage or on re-orienting your entire business towards the new possibilities of digitalization, ultimately, initiatives in the context of digitalization will involve the implementation of capabilities by means of information technology. These initiatives usually take the form of projects or programs that transform your IT and, in certain cases, the organizational units and processes in your company which are strongly dependant on IT. Quick-wins often

bring attractive results in the short run. However, the firms that pursue a strong digitalization strategy and support the necessary changes with a valid analysis will benefit the most in the long-run. In the end, lower maintenance costs and a transparent view of the IT and business strategy, will enable better decisions for your organization.

In the past two decades, modelling approaches have already generated significant added value towards the understanding of complex issues in different management areas. The integration of different management areas and the exchange of knowledge, significantly increases the possibility to carry out efficient analysis and better understand connections between those areas. Modern software now allows organizations to design and control change and subsequently visualize the results in dashboards, graphical views or reports through all the architectural levels of your company. Such an assessment is necessary for tracking the effects of a planned change at all levels in the organization. What needs to be changed strategically? Which business competencies need to be improved in order to be able to deliver the new or changed products or services? What procedural, organizational or technological adjustments are necessary to support this as best as possible?

Enterprise Architecture (EA) covers the scope extensively allowing you to place your business capabilities or processes into the context of strategy, applications, technologies, data, and much more. The focus is on supporting decision-making, for example the evaluation of projects

with impact analysis relating capabilities and supporting applications or technologies. Well-established EA enables you to make informed decisions that are both sustainable and secure your business success in the long run.
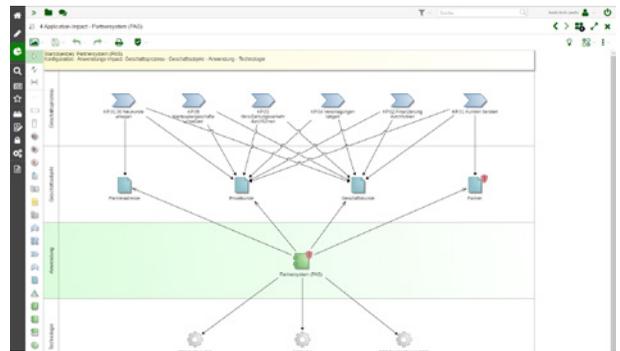
At a more detailed level, Business Process Management (BPM) provides the necessary transparency for capturing, analysing, and making the right changes to the processes in your organization. Whether you want to optimize those processes with regards to quality, efficiency or cost criteria, or present the impact of a technological change on your process organization, the modelling of your technical processes at different levels of detail is proven to be a more than suitable method.

All existing processes, applications, technologies and the like, as well as all assets to be introduced or modified in the future, are subject to internal or external risks, which can be better evaluated through continuous assessment and precisely met by appropriate controls. Thereby, Governance, Risk & Compliance (GRC) provides a decisive contribution to the identification of necessary measures and the choice of the most suitable alternative for your business transformation.

The software products of the BOC Management Office support companies in exactly that: To create transparency in the individual management areas and to use the resulting knowledge to create and analyse different planning scenarios. The Enterprise Architecture suite ADOIT, the Business Process Management suite ADONIS or the associated Governance, Risk & Compliance module, GRC, are the ideal tools to face the challenges of digitalization. Actively recognize, control and communicate the right measures and necessary changes to your business model and its digital support, preserve control and shape the future yourself. The potential of digitalization is ready to be achieved.
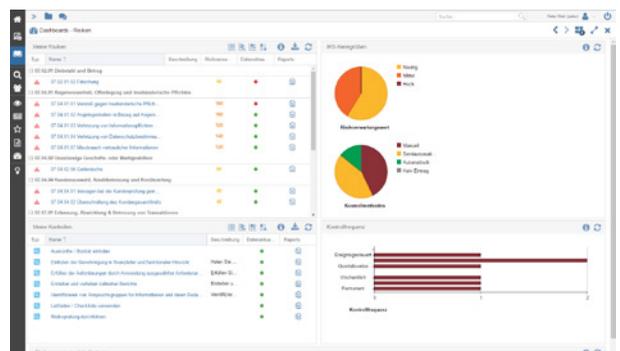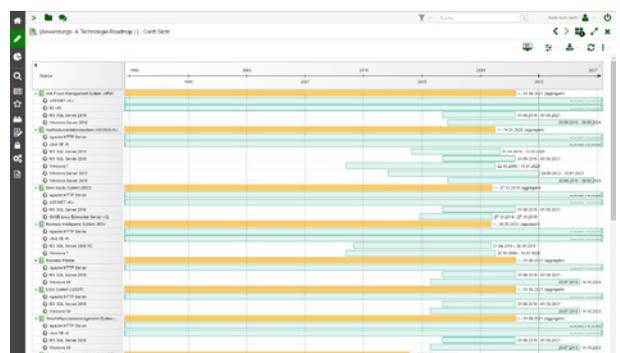

Efficiency analysis, for example, shows which processes are affected by an application to be replaced, and which systems you must consider.
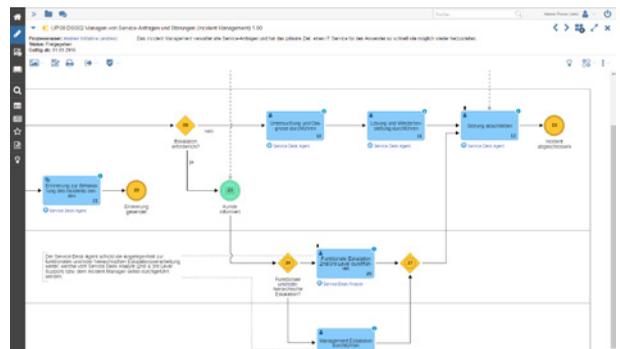
Process models detail the processes and create transparency for all parties involved.

Dashboards allow you to keep track of the risks and controls in your internal control system (ICS) in a compact form.

Technology roadmaps and other graphical analyses show the need for action even before you enter a critical situation.

Capability maps and process maps provide a clear picture of the core tasks of the company.