



ST₂

Technology.Connected

SERVICES PORTFOLIO

CONSULTING SERVICES YOU CAN
COUNT ON

CONTENTS

Context of ST2 Services Portfolio

Transformation Leadership

GDPR Consultancy

Implementation and Development Services

Robotic Process Automation

Commercial Support Services

Project Management Services

Project Central

Executive Management Services

New Ventures



OUR MISSION

WE SUPPORT ORGANISATIONS FACE THE 4 KEY CHALLENGES

Challenge 1: **Unclear Value**

- Are deliverables aligned to strategic organisation goals?
- Can budgets be defended?
- Does the business think IT is too expensive?

Challenge 2: **Uncontrolled Costs**

- Do run costs choke innovation?
- Does the business know what it spends and why?
- Does the business have a variety of cost & quality choices?

Challenge 3: **Disconnected Planning**

- Are projects siloed?
- Are there long budget & forecast cycles?
- Does the client lack accuracy and accountability?

Challenge 4: **Lack of Agility**

- Does the business make IT decisions without IT specialists?
- Do the business units partners with each other?
- Can the organisation respond quickly to changing conditions?

WE AIM TO INFORM THE CONVERSATIONS THE BOARD HAS WITH REGARD TO TECHNOLOGY INVESTMENT



IT Leader

Change from “fix this now” to
“ Can I share a problem”



CFO

Change the conversation
from cost (“IT is too
expensive”) to value with
fact-based decisions



CEOs

See IT spend in context of
business value through
efficient services and
innovation portfolio



Business Unit Executive

Gain clear insight into
their own performance,
through the IT a
services they consume
and the projects they
drive

ST2 SERVICES SUMMARY

Transformation Leadership

Full Life Cycle Transformation Programme Delivery

Transformation Strategy, Benefits realisation and Transformation delivery of IT, Digital, HR, Finance and Procurement Transformations

Info Security & Regulatory Compliance

Training & Consultancy

ISO x accreditations, Sarbanes-Oxley, GDPR Compliance and Life Cycle Management Consultancy, Cyber Security Consultancy, Policy audits.

Data Centres

Data Centre Design, Build & operate

Site Location, Design Services, Build Project Management, Data Centre Operation

Shared Services

Provision of Programme Delivery & Software Development capability

Strategic Portfolio Management, Bespoke Software Development, Proposal production, Programme Delivery Management, Change Architecture Design, Vendor Management

New Ventures

Technology Consulting Partner

Market & funding research, consortium management, contractual & commercial support services, Business Case Preparation, green projects & new technology projects



FURTHER INFORMATION



OUR RANGE OF SERVICES

1

Transformation
Leadership

2

Programme
Implementation

3

Commercial
Support Services

4

Project
Management
Office

5

Management
Consultancy
i.e. GDPR

6

New Ventures



TRANSFORMATION LEADERSHIP

ST2 offers a cadre of some of the most experienced Transformation Directors in the industry who will work with clients to create strategies that change the way they work whether it be changing business processes, IT or leveraging new digital technologies.

IT TRANSFORMATION

IT transformation is a complete overhaul of an organisations systems. It will involve change to network architecture hardware, software and data storage. ST2 will provide:

- Transformation strategy
- Programme Directors
- Programme Team
- Network Architects
- Data Migration Specialists
- Test & Migration specialists
- Solutions Architects
- Data Centre Design specialists
- Governance
- Implementation Planning
- Full Transformation Lifecycle Management

BUSINESS TRANSFORMATION

Business Transformation involves a Change Management Strategy which is aimed at aligning people process and technology. These transformations are initiated when a business is changing direction and needs to re-align the company accordingly. ST2 provides:

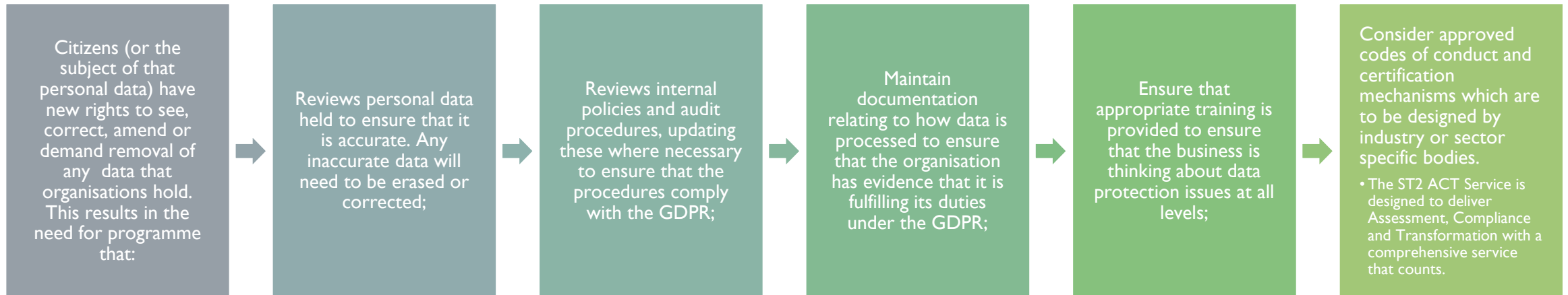
- Transformation Leadership
- Business Process Templates
- Re-engineering Specialists
- Change Management Consultants
- Culture Change Specialists
- Communications Specialists
- Event Managers and Coordinators
- Project Managers
- Business Analysts
- Target Operating Mode and Organisation Development Specialist
- HR Transformation specialists

DIGITAL TRANSFORMATION

Digital transformations are much more like business transformations than they are about pure IT transformations. Digital transformations involve the application of new digital technologies to customers re-thinking the way they wish to work. Often, it involves creating new digital channels to market and re-platforming the back office. ST2 can:

- Create new digital strategies
- Create new strategies for marketing channels
- Provide interim Digital Directors
- Provide Digital Transformation Managers
- Provide Development Teams
- Project Management Teams
- All services connected with business transformations and IT transformations relevant to digital
- Provide User Experience Specialist (UX)

GDPR - WHAT DOES IT MEAN?



GDPR offers more opportunities to organisations than red tape

We consider that taking GDPR seriously offers opportunities to change the way we work and look to save cash. If it is seen as overhead and with narrow impact then **non-compliance** is assured and here's why?



IT Systems

Remove legacy systems, optimise what you have



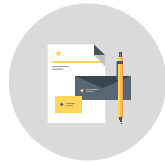
Web Development

New traffic to web site, overhaul cookie policy and online consent



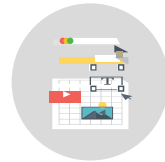
Staff relations

New Tcs and Cs
Communication campaign



Manual Records

Revisiting manual systems and retention policies long over due. Should you be spending all that money on storage are their cheaper options.



Customer Experience

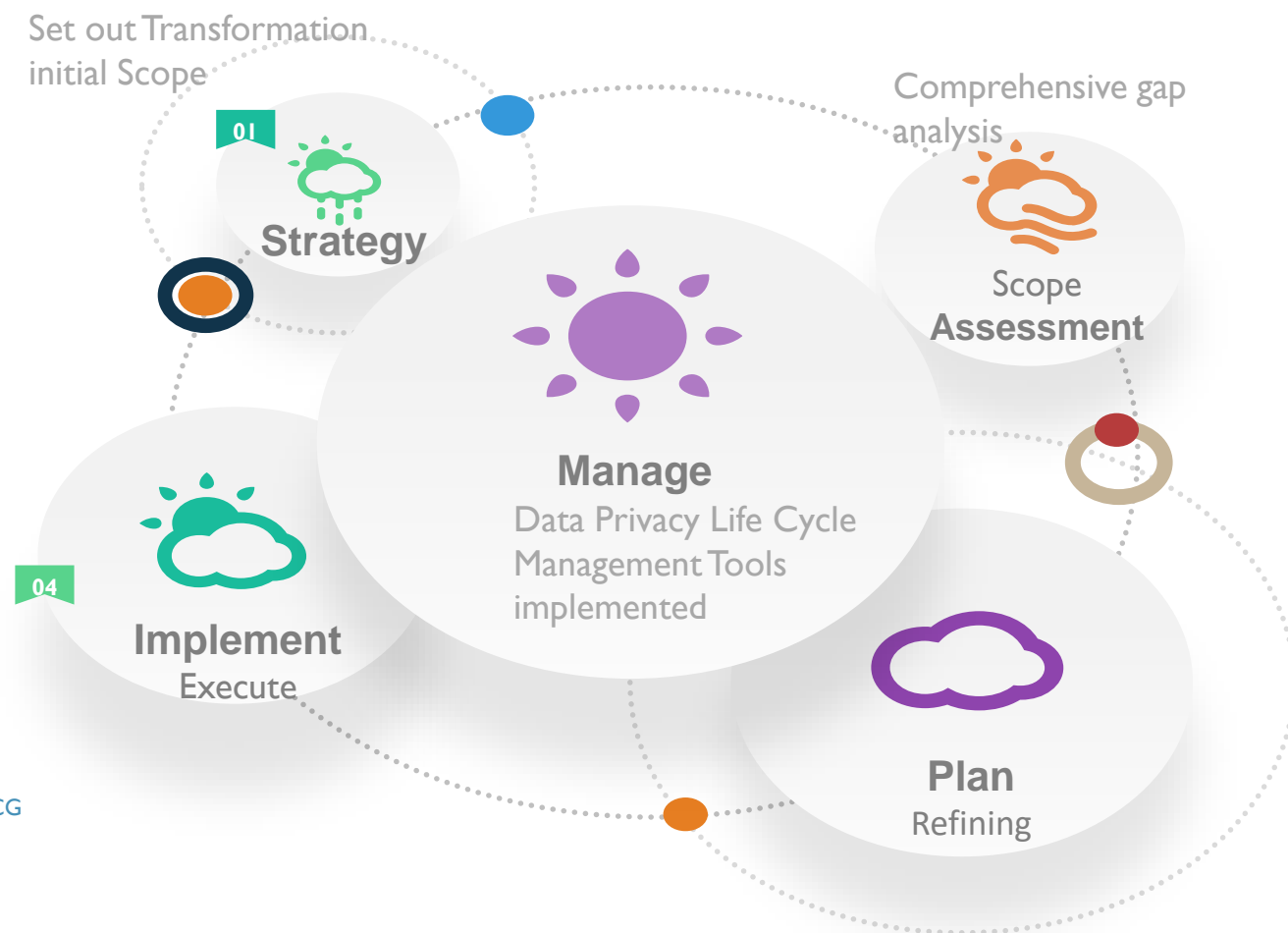
Take the opportunity to have a dialogue with Users and customers about new regulations and your services



Commercial arrangements

Renegotiate new terms including new clauses to ensure GDPR obligations are met

HOW WE CAN HELP WITH OUR ACT SERVICE PRODUCTS?



ACT includes ACCESS to a comprehensive Data Privacy Portal

Data Privacy Portal

12/14/2017

Support Centre

Profile Settings

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13 March 2017

1. THE LAW

Currently the principal data protection legislation in the UK is the [Data Protection Act 1998](#) ('the DPA'). From 25 May 2018, however, it will be replaced, along with existing data protection law across Europe, based on the [Data Protection Directive \(95/46/EC\)](#) ('the Directive'), by the [General Data Protection Regulation \(Regulation \(EU\) 2016/679\)](#) ('GDPR'). As a Regulation, it has direct effect in Member States, without the need for implementing legislation.

As the UK is highly unlikely to have left the EU by 25 May 2018, the GDPR will come into force in the UK. Once the UK has left the EU, although not certain, the likelihood is that the GDPR will be retained substantially unaltered, given the importance to the UK economy of retaining data flows with Europe.

Whatever the position following Brexit, UK businesses providing products or services to consumers in EU countries (whether for sale or free) or monitoring them, will have to comply with the GDPR in relation to such processing.

Asel Ibraimova

Squire Patton Boggs

Asel Ibraimova is an associate at Squire Patton Boggs with expertise in European data protection matters. Asel has worked in the healthcare industry and media industry, representing the interests of both data controllers and data processors. She has advised on methods of international transfer of personal data, on data protection issues related to the launch of websites, apps, mobile devices and online personalisation services. She has negotiated data protection contracts with major online service providers, including cloud providers.

Asel has drafted data protection policy documents for large organisations, templates of data protection clauses for procurement and employment purposes, technology contracts and strategic planning documents for legal teams in preparation for continuing changes in data protection law in Europe.

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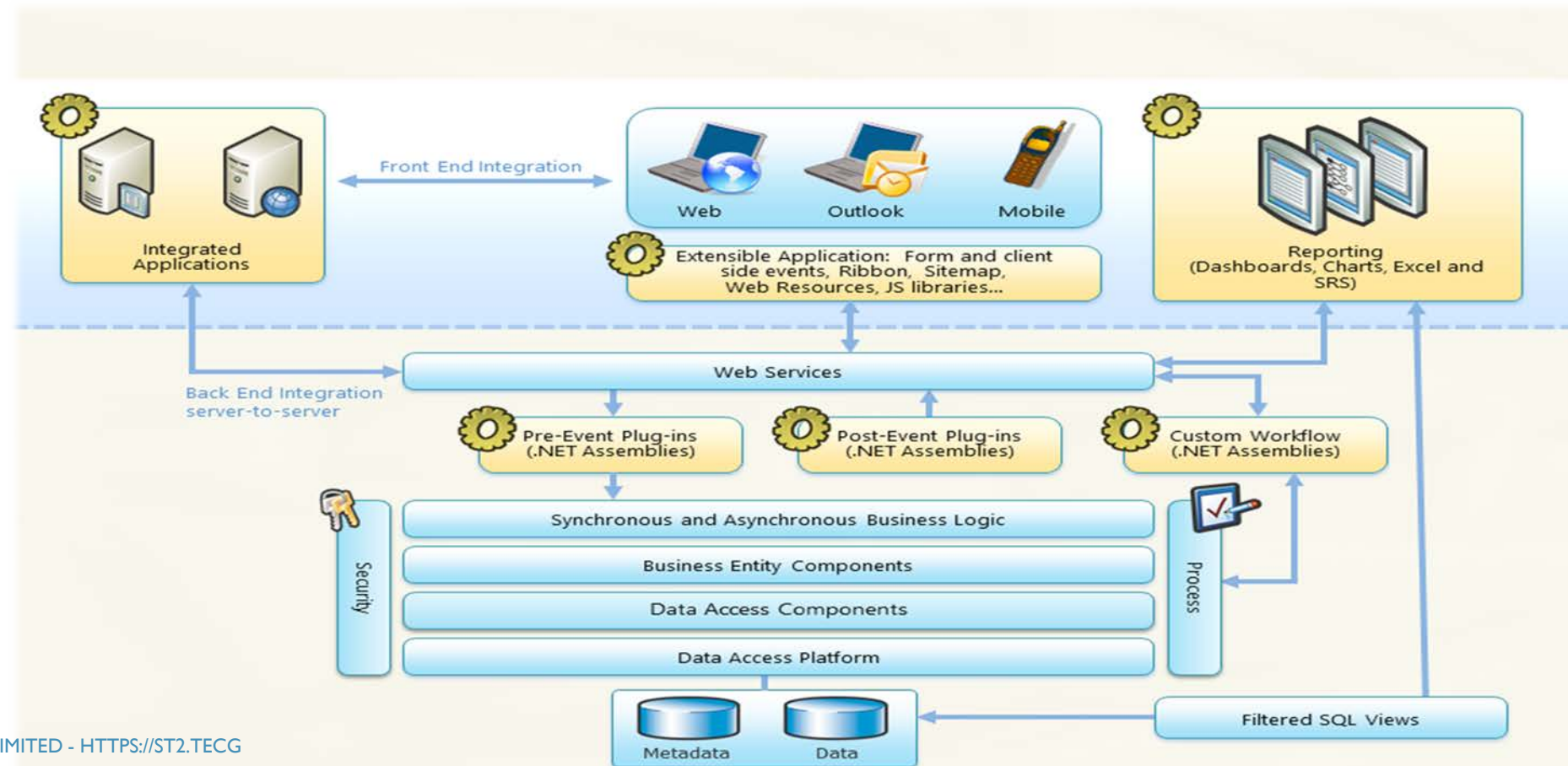
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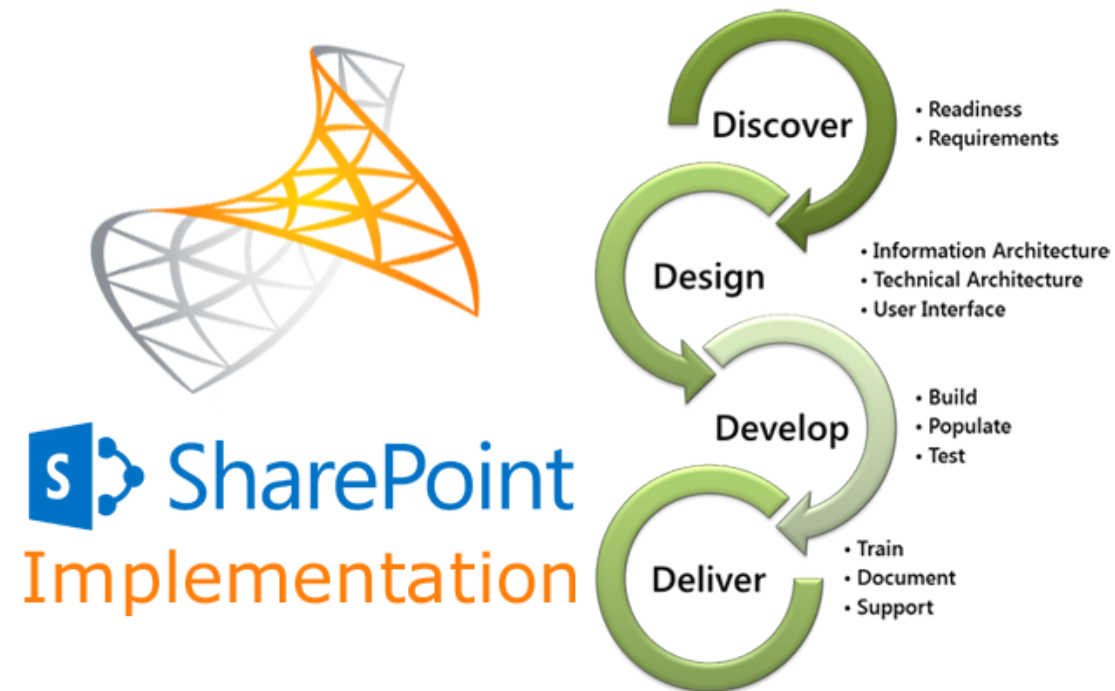
IMPLEMENTATION AND DEVELOPMENT SERVICES

ST2 offers implementation services in Dynamics CRM/AX and Dynamics 365 and 0365. The team can also be called on for providing implementation services in SAP, Workday and Oracle.

ST2 IMPLEMENTS DYNAMICS AND OFFICE 365 APPLICATION AND INFRASTRUCTURE



WE WILL DESIGN AND IMPLEMENT SHAREPOINT SOLUTIONS



SOFTWARE DEVELOPMENT

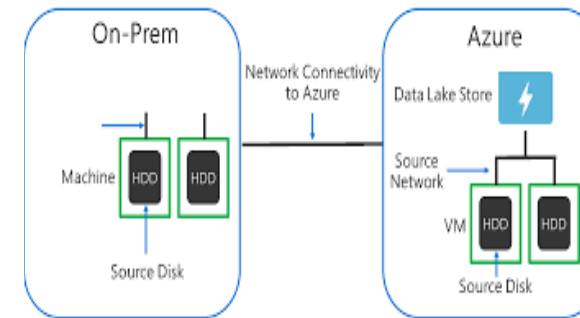
For 15 years there has been a steady push to develop software in India. More recently there has been a move to do much of this work in China. ST2 has considerable experience in consulting. We have moved away from standard waterfall techniques to become much more agile using a software factory approach to development. Uniquely, we have forged partnerships with high quality technical firms in Serbia and the Philippines .



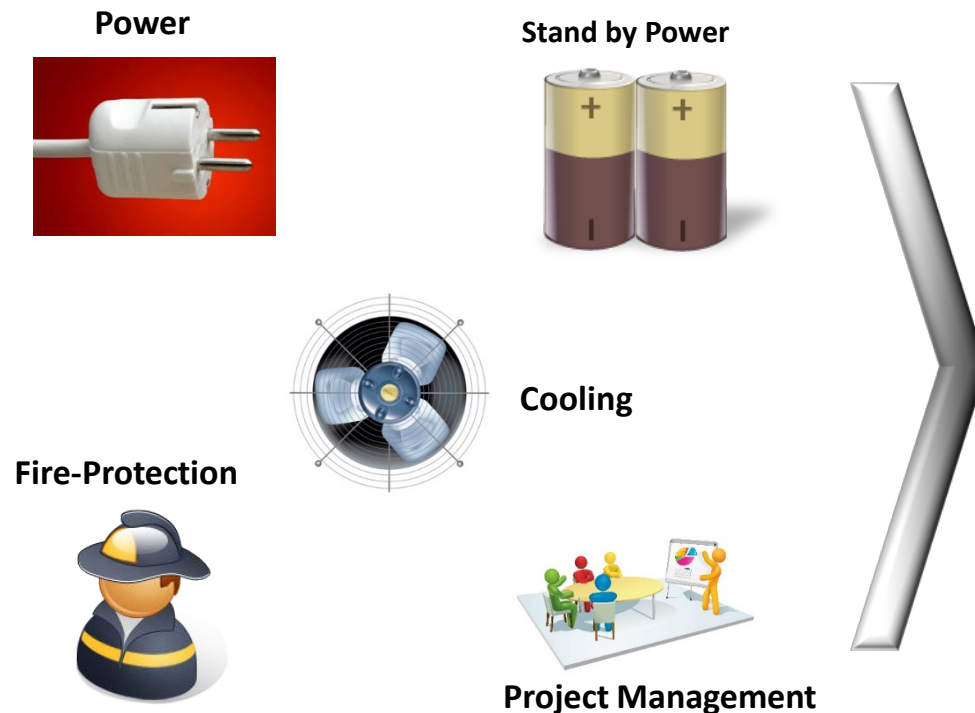
AZURE OPTIMISATION SERVICES

We offer services to reduce rack space requirements, monitor performance and guide infrastructure improvements including:

- Automation tools
- Monitoring and instrumentation
- Source control and bug tracking
- Databases and common server components



ST2 TECHNOLOGY WILL DESIGN, BUILD AND MANAGE YOUR DATA CENTRE



- ST2 will work with clients to engage the right contractors to correctly **align the facility building and engineering costs and capacity with enterprise needs.**
- Data Centre construction projects executed **without these five design activities**, demonstrate a **higher likelihood of cost overruns, overcapacity, and problems.**

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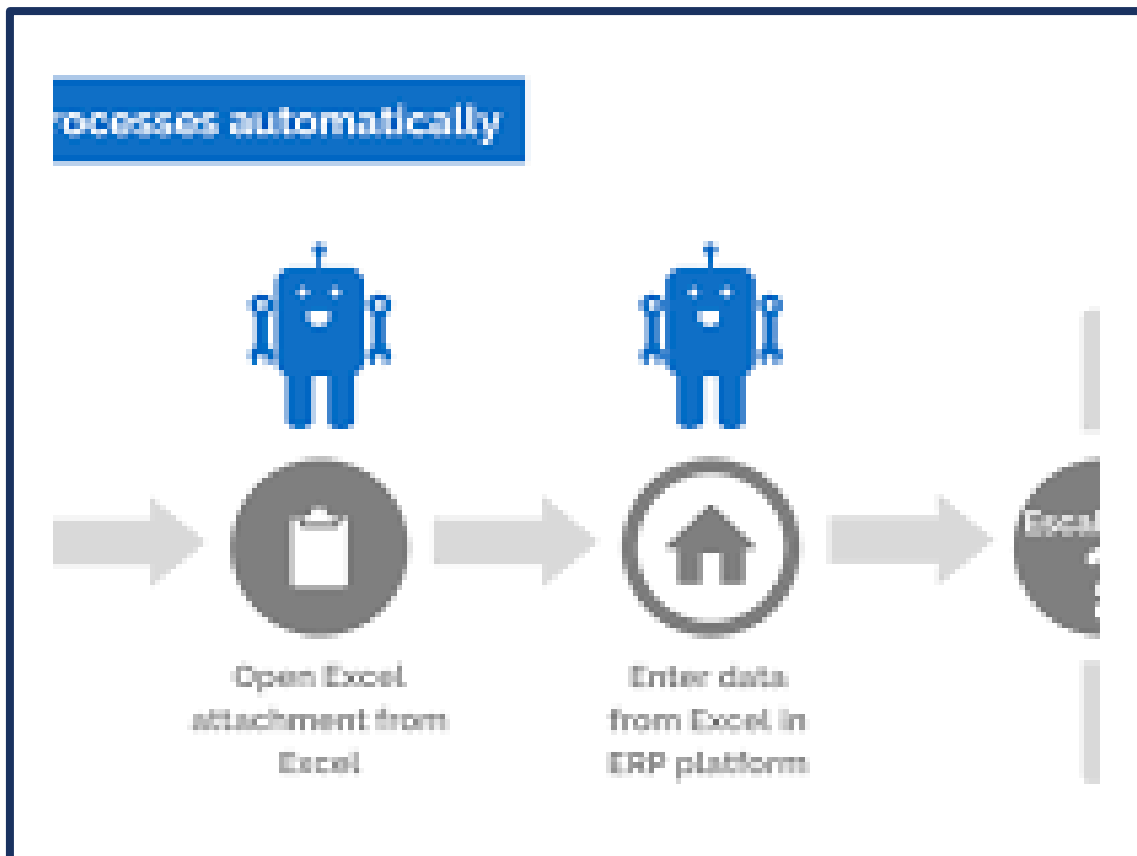


INSTITUTE FOR ROBO
TIC PROCESS AUTOMATIC
INTELLIGENCE

PROCESS AUTOMATION

ST2 ARE IRPAAI MEMBERS

ROBOTIC PROCESS AUTOMATION



Outsourcing has long been a means for companies to quickly allocate human capital and meet demand using a limited workforce. But as the global cost of resources rises and increasing political pressure makes offshoring risky, many organisations are looking to new technologies to help upscale their workforce. With the advent of cognitive computing, machine learning, predictive analytics and other innovative new solutions, automation has become a viable alternative to traditional outsourcing, allowing organisations to be more productive while maintaining labour costs.

ST2 as a member of the Institute of Robotic Process Automation works with businesses looking to:

- Understand why automation solutions are crucial in today's climate
- How automation upscales the workforce
- Leverage the benefits of automation in the workforce: reliability vs. low cost vs. scalability



COMMERCIAL SUPPORT SERVICES

COMMERCIAL SUPPORT SERVICES



Much overlooked in organisations is a focus on sharp contract negotiation. Often generalist procurement departments are left to negotiate with specialist service providers. Organisations that are often significant in size but thinly spread will not have professional negotiators, this is a service we can offer them. ST2 can provide contract negotiators commercial leads, legal advisors . Procurement, Sourcing and Commercial Subject matter experts.

SOURCING AND PROCUREMENT TRANSFORMATION



Procurement can be transformed as a stand-alone business transformation. These transformations are about increasing profitability by reducing costs, either through direct spend (suppliers) or in-direct spend (expenses). ST2 can provide sourcing and procurement interims indirect and direct spend analysis – all services relevant from business transformations.

HELPING YOU TO ACHIEVE PROCUREMENT EXCELLENCE OBJECTIVES

1

Understand and document Services and products that are business critical make plans to secure supply;

2

Understand key areas of spend and set out strategies to reduce spend and control demand,

3

Be global – Initiatives should cover all client territories;

4

Group activities to be prioritised above national interests;

5

Drive new processes; Action opportunities to compete.



PROJECT CENTRAL

PROJECT MANAGEMENT INTRODUCTION



WE OFFER A RANGE OF PROJECT PROFESSIONALS WITH DIFFERENT LEVELS OF SKILLS AND EXPERIENCE

01

Project and Programme Managers for major projects. They provide Leadership, relevant prior experience, planning, people skills, verbal communication, and team-building skills were most important;

02

Programme Directors for high risk and business critical projects. They provide all skills of Programme Managers plus expert risk management, expectation management, executive leadership, commercial and entrepreneurial skills;

03

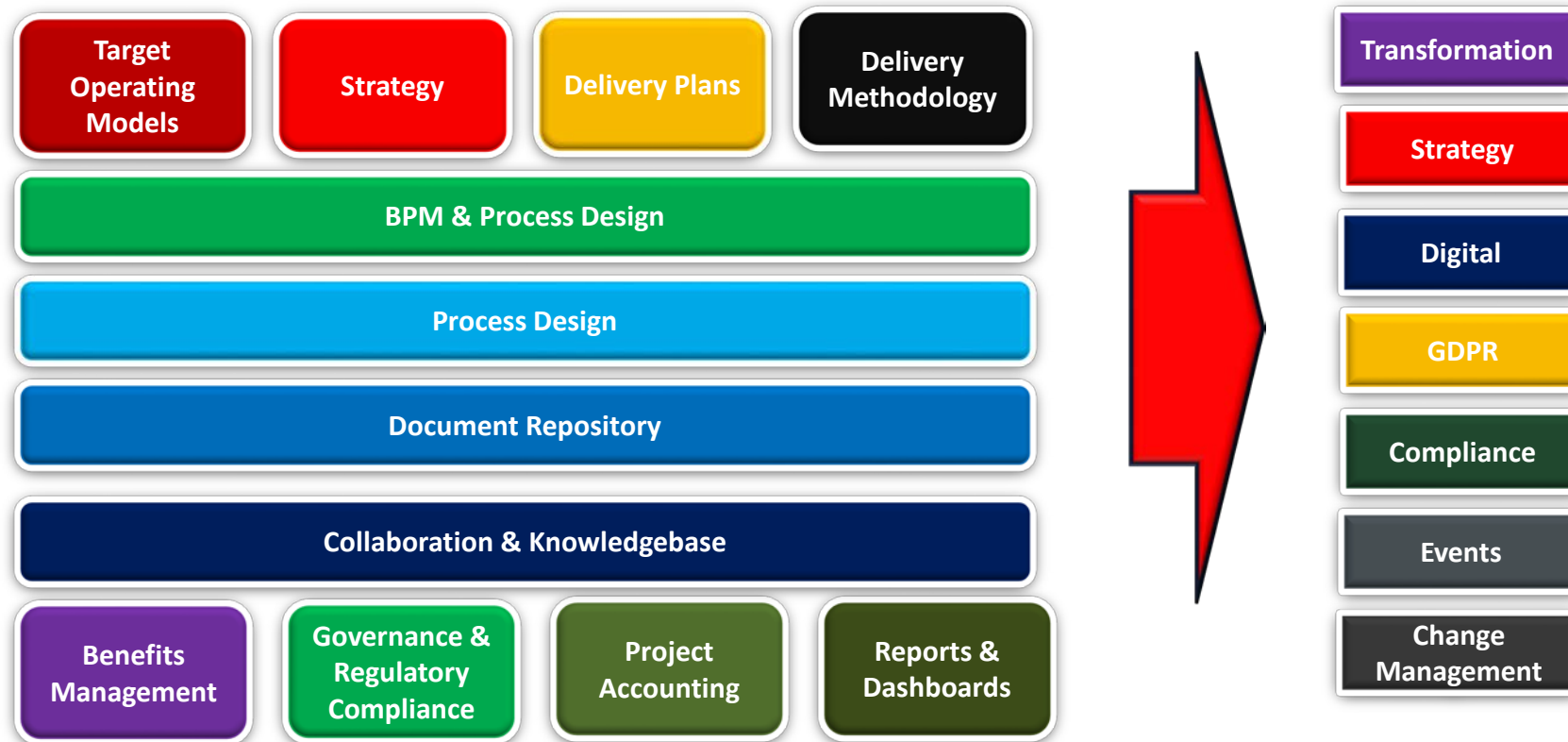
Transformation Directors for 'Change the business' Programmes, novel or innovative business initiatives.

SUPPORTING PROJECT MANAGERS WITH PROJECT CENTRAL SERVICE

Project Central is at the centre of our execution and contracting strategy, bringing together fundamental activities aimed at protecting planning and budgeting without compromising Project quality and the integrity of client strategy. Using ST2's Project Central solution enables us to better collaborate and share project content and deliverables in a more controlled, managed environment. What Project Central does:

- Gain project and contractor performance insights
- Manage and control documents
- Manage contracts and mitigate project risks
- Manage design content
- Manage compliance
- Resolve issues: Speed the reliable resolution of issues discovered by project team members and/or stakeholders;
- Track change orders and other requests: Track schedule of values, pay estimates, and change-order proposals electronically.

PROJECT CENTRAL SERVICE FRAMEWORK





EXECUTIVE MANAGEMENT CONSULTING

ST2 STRATEGIC PLANNING WORKSHOP

01

Where are we now? – The issue

02

How did we really get here? – The momentum

03

Where are we going? – The direction

04

Where should we be going? – The Change

05

How will we get there? – The Plan

06

How will we pay for it? – The question

EXECUTIVE SOLUTIONS WORKSHOPS AND SKILLS DEVELOPMENT

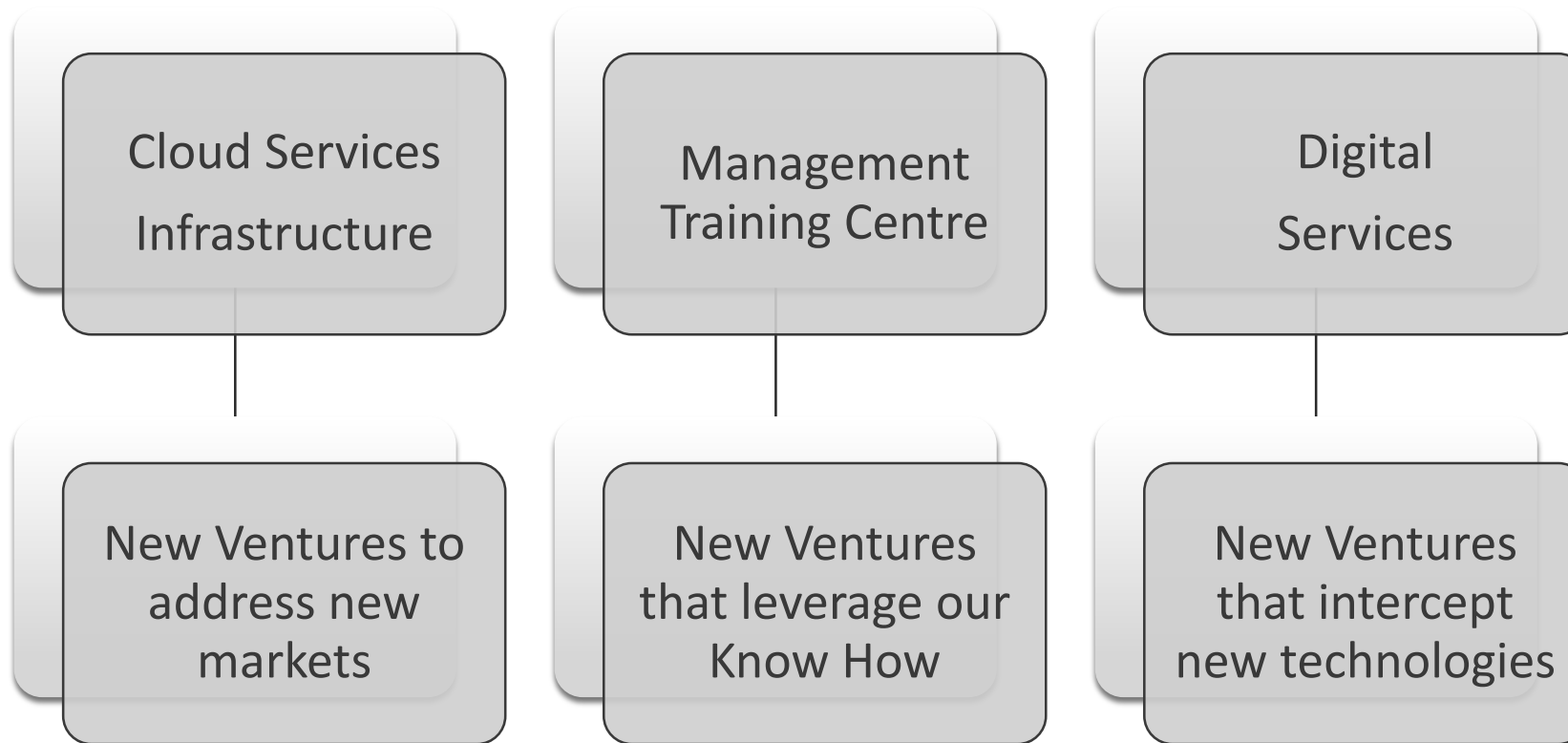
Executive Coaching in Change Management – intensive one to one coaching with Edith Wilkinson on understanding the impact of cultural and organisational change aimed at the Board.

Executive Solutions Workshop – this is an executive “hot house” facilitated by us to enable Board level executives and senior management to workshop business issues operating models and business strategy. This may happen at a time of a business merger or sale.



NEW VENTURES

NEW VENTURES



PROVIDING SOLUTIONS TO OUR CUSTOMERS BUSINESS CHALLENGES



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