

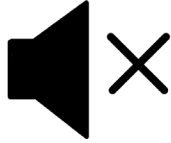
June 29, 2021

# Driving Cloud Business Transformation through Data Strategy

Arslanian, Radu

Sr. Principal Advisory Services Consultant, Data  
Strategy/Data Governance

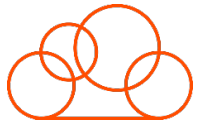
# Housekeeping Tips



- Today's Webinar is scheduled for **1 hour**
- The session will include a webcast and then your questions will be answered live at the end of the presentation
- All dial-in participants will be muted to enable the speakers to present without interruption
- Questions can be submitted to "All Panelists" via the **Q&A option** and we will respond at the end of the presentation
- The webinar is **being recorded** and will be available on our **INFASupport YouTube channel** and **Success Portal** - where you can download the **slide deck** for the presentation. The link to the recording will be emailed as well.
- Please take time to complete the **post-webinar survey** and provide your feedback and suggestions for upcoming topics.

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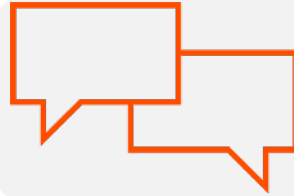
Tailored training and  
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# More Information



## Success Portal

<https://success.informatica.com>



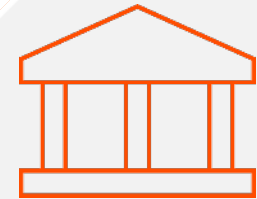
## Communities & Support

<https://network.informatica.com>



## Documentation

<https://docs.informatica.com>



## University

<https://www.informatica.com/in/services-and-training/informatica-university.html>

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Advisory Services  
*Cloud Business Transformation –  
Strategy and Planning*

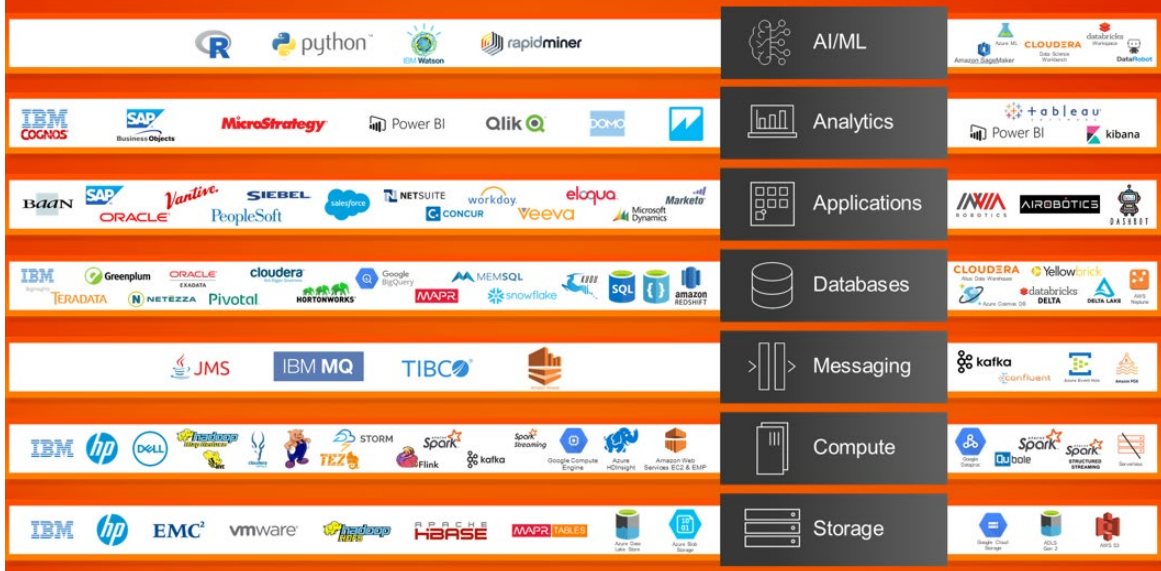
June 2021



Deliver bold ambitions through cloud enabled data solutions

**Cloud Business Transformation:** *Generating scalable and transformational business value by moving data driven digital capabilities to the Cloud.*

## Technology Shift



## Gartner Market Perspective



Source: Gartner : Cloud Data Warehouse: Are you Shifting your Problems to the Cloud or Solving them?

## Cloud Data Warehouses and Data Lakes to Enable Analytics, AI and Data Science in the Cloud

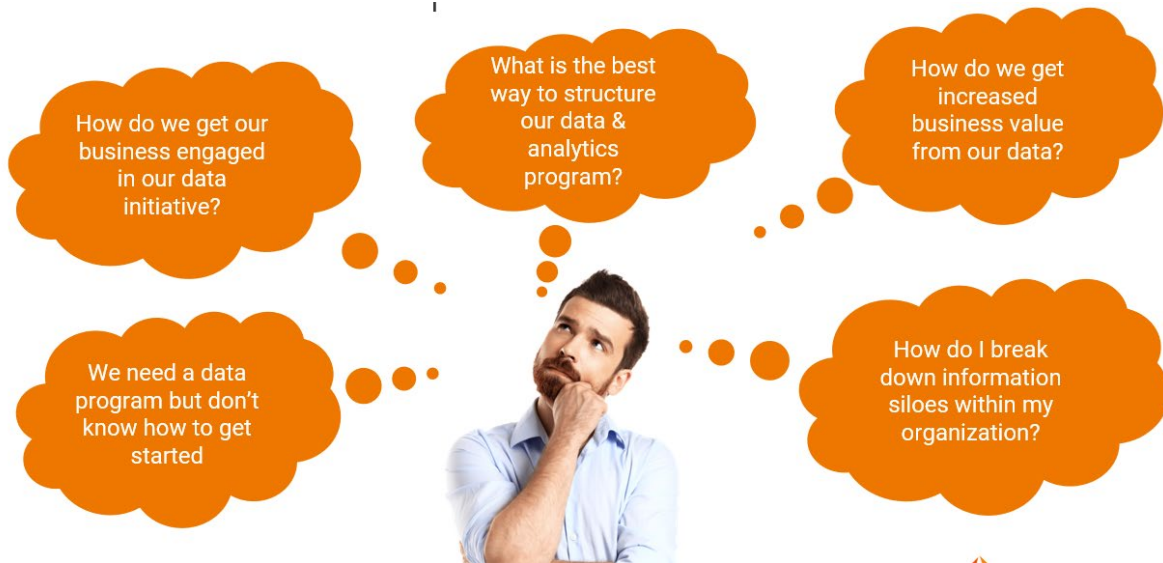




# Informatica Advisory Services

***Helps organizations design and execute on a robust data driven transformation – strategy, governance and adoption***

- Align to business strategy
- Build the Program
- Drive value for your **CLOUD** investment
- Accelerate the transformation journey



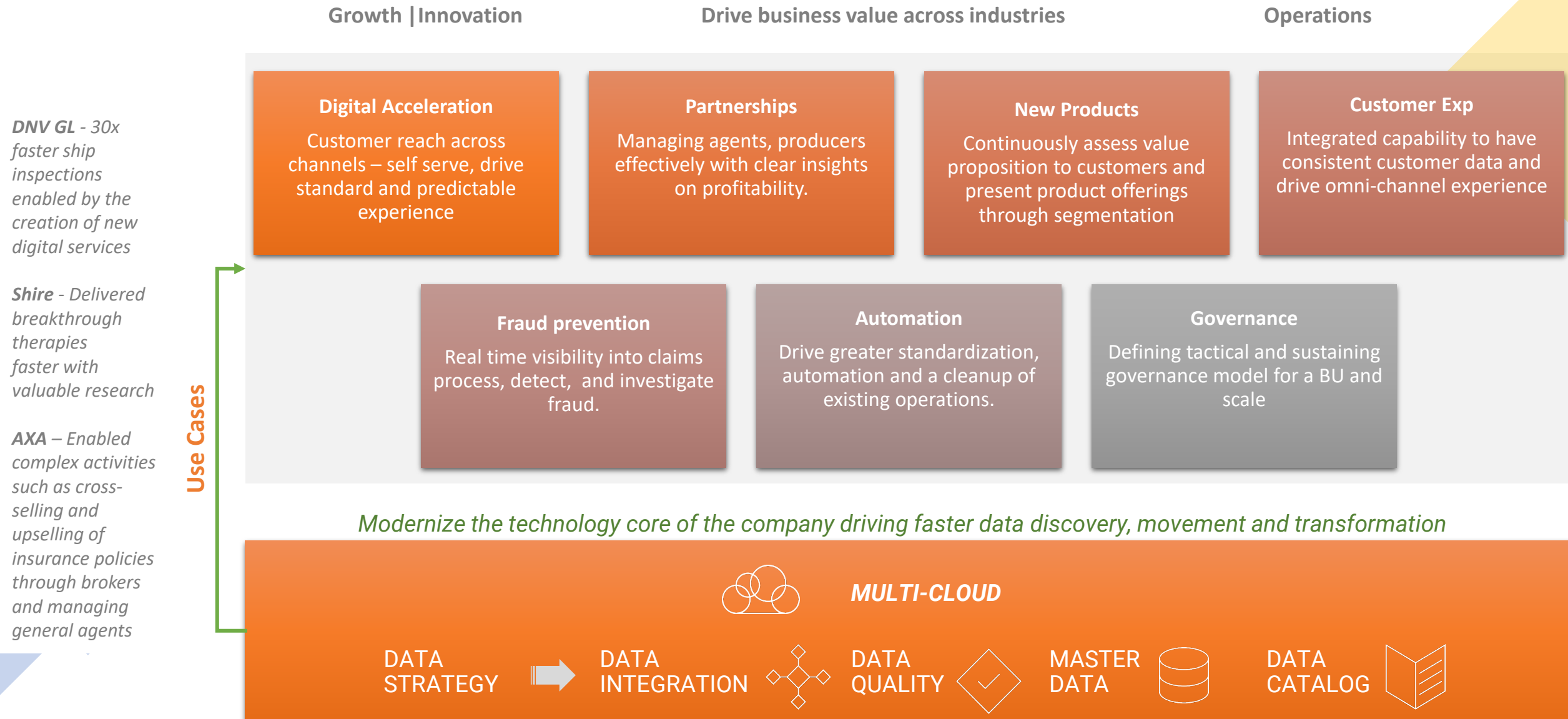
***A team of senior business and management focused consultants who specialize in industry and domain thought leadership aligned to business value and strategic outcomes. Brings a wealth of knowledge and collateral including frameworks, methods, standards and templates aligned to recognized data management and governance bodies***

- ✓ Consultation on data strategy, formation, alignment and maturity
- ✓ Expertise on data governance initiatives, building programs, driving outcomes and identifying business value
- ✓ Business adoption initiatives to drive adoption and realize value from technology investments and harden synergies between business and IT
- ✓ Acts as a trusted advisor on data management topics





# Advisory focus - Drive Cloud Business Transformation Strategy



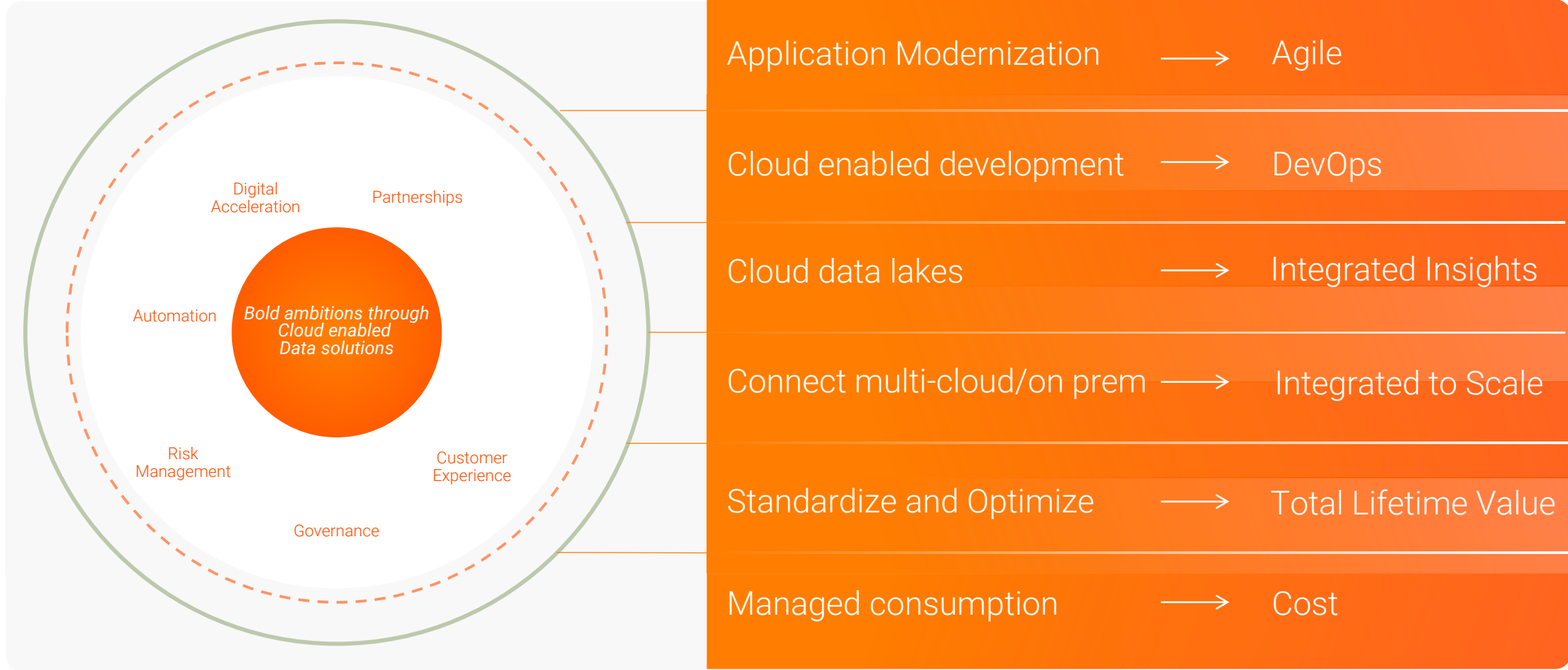
# Cloud Business Transformation Value Measures

Value Creator	Qualitative Measure	Quantitative Measure	Challenges	Accelerators	Data Capabilities
<b>Digital Acceleration:</b> Customer reach across channels – self serve, drive standard and predictable experience	<ul style="list-style-type: none"><li>Improved customer advocacy and loyalty</li><li>Customer Lifetime Value</li></ul>	<ul style="list-style-type: none"><li>% Cross channel conversion rate</li><li>% improvement in customer advocacy, loyalty and retention</li></ul>	Need for improved thought leadership in driving digital transformation	Early in the journey conduct a cloud transformation discovery, plan for a holistic data strategy and business adoption	Cloud Data Strategy and Planning
<b>Partnerships:</b> Managing agents, producers effectively with clear insights on profitability.	<ul style="list-style-type: none"><li>Digital notifications of loss</li><li>Agent advisory council feedback</li><li>Processing turnaround time</li><li>Portal access, traffic and duration of visit</li></ul>	<ul style="list-style-type: none"><li>% increased revenue from existing products and services</li><li>% pipeline created and win rate</li></ul>	Technology readiness of agents/producers and partners	Develop and execute a technology roadmap which is based on a foundation of multi-cloud, AI/ML driven architecture to integrate disparate systems	AI/ML/API driven Data Integration, Data Discovery
<b>New Products:</b> Continuously assess value proposition to customers and present product offerings through segmentation	<ul style="list-style-type: none"><li>External and internal surveys</li><li>Demos requested or trials started</li><li>Content views, including product page views and video views</li></ul>	<ul style="list-style-type: none"><li>% increased revenues from new products and services</li></ul>	Timely decision making on sunseting, consolidating existing and legacy products	A common view of customers and products driving a business 360 view – get on the MDM journey	Master Data Management
<b>Customer Exp:</b> Integrated capability to have consistent customer data	<ul style="list-style-type: none"><li>Brand Loyalty</li><li>Social media mentions</li></ul>	<ul style="list-style-type: none"><li>Customer effort Score</li><li>Net Promotor Score</li><li>Churn rate</li></ul>	“Dark Data” access and lack of advanced analytics to develop actionable insights	Cross functional team comes together to plan for data discovery with supporting technology	Holistic Data Governance with supporting discovery and quality
<b>Fraud prevention:</b> Real time visibility into claims process, detect, and investigate fraud.	<ul style="list-style-type: none"><li>Brand protection</li><li>Compliance with regulations for turnaround</li></ul>	<ul style="list-style-type: none"><li>% increased Revenue from decrease in fraud leakage</li><li>Increase speed and accuracy</li></ul>	Algorithms and predictive models for AI claims fraud detection require volumes of structured and unstructured data and processing at significant speed and capacity.	Develop and execute a technology roadmap which is based on a foundation of multi-cloud, AI/ML driven architecture	AI/ML driven Data Integration Data Discovery Data Governance
<b>Automation:</b> Drive greater standardization, automation and a cleanup of existing operations.	<ul style="list-style-type: none"><li>Employee satisfaction surveys</li><li>Compliance deficiencies due to data errors</li><li>Improvement in requests for process automation</li></ul>	<ul style="list-style-type: none"><li>% improvement in productivity</li><li>% improvement in cost reduction</li><li>% average enterprise IT downtime</li></ul>	Skills and resources – business and IT; lack of investment in technology which truly drives AI automation	Engage with technology provider resources for jump start and transition to a sustaining model with SI’s while ramping skills in-house. Develop and execute a multi-cloud/AI driven tech roadmap.	Maximize Software vendor’s success pack/jump start engagements to drive first-value, scale and grow
<b>Governance:</b> Defining tactical and sustaining governance model for a BU and scale	<ul style="list-style-type: none"><li>Improved decision-making, reduction in reporting errors.</li></ul>	<ul style="list-style-type: none"><li>Impacts due to financial restatements</li><li>Penalties, loss of business due to poor data quality</li></ul>	Organizational readiness; Siloed and resistant culture	Launch an organization readiness assessment and develop an operating model to scale	Data governance strategy and planning

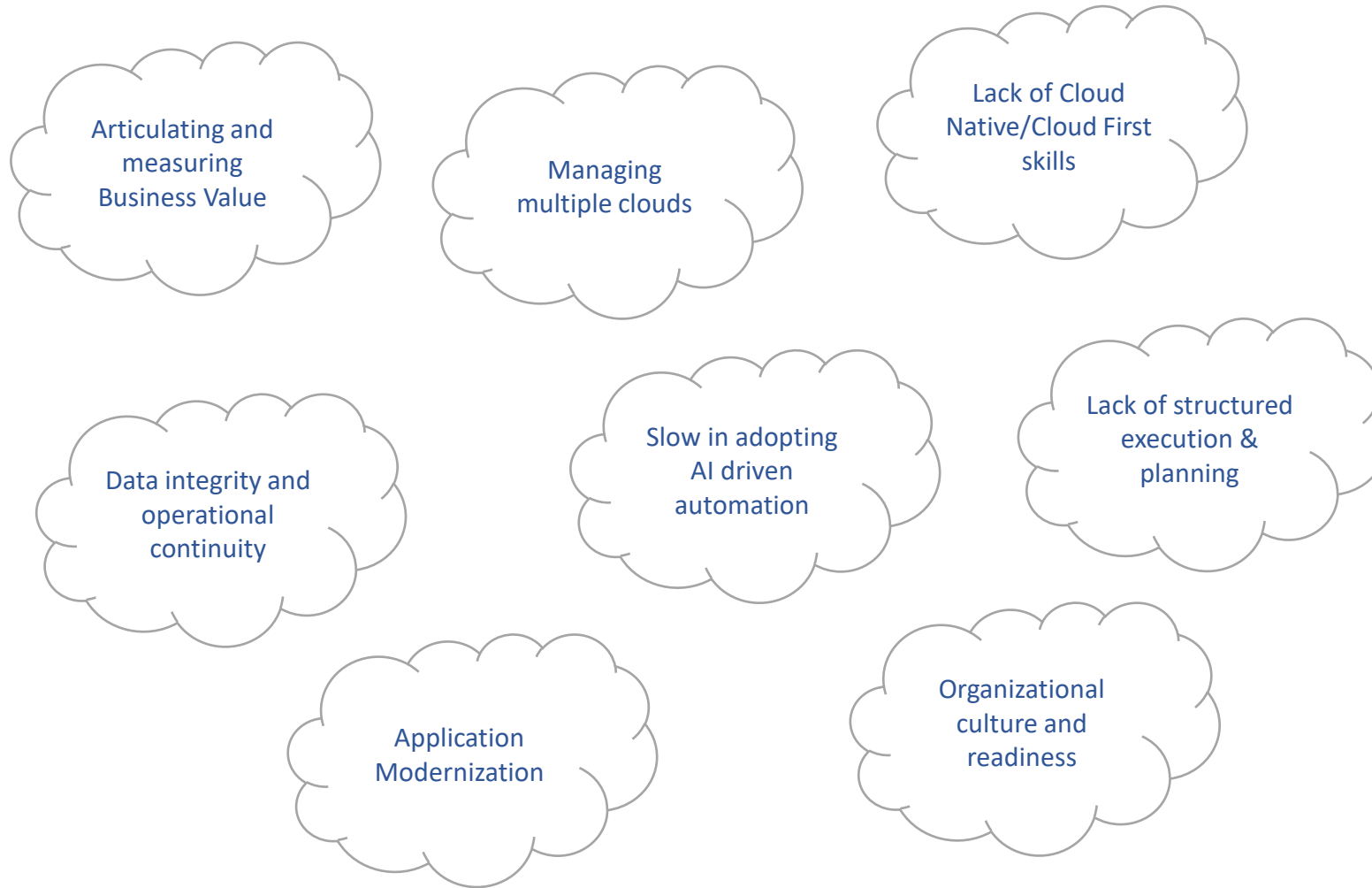
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<b>Partnerships:</b> Managing agents, producers effectively with clear insights on profitability.	<ul style="list-style-type: none"><li>Digital notifications of loss</li><li>Agent advisory council feedback</li><li>Processing turnaround time</li><li>Portal access, traffic and duration of visit</li></ul>	<ul style="list-style-type: none"><li>% increased revenue from existing products and services</li><li>% pipeline created and win rate</li></ul>	Technology readiness of agents/producers and partners	Develop and execute a technology roadmap which is based on a foundation of multi-cloud, AI/ML driven architecture to integrate disparate systems	AI/ML/API driven Data Integration, Data Discovery	IICS/EDC suite
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<b>Customer Exp:</b> Integrated capability to have consistent customer data	<ul style="list-style-type: none"><li>Brand Loyalty</li><li>Social media mentions</li></ul>	<ul style="list-style-type: none"><li>Customer effort Score</li><li>Net Promotor Score</li><li>Churn rate</li></ul>	“Dark Data” access and lack of advanced analytics to develop actionable insights	Cross functional team comes together to plan for data discovery with supporting technology	Holistic Data Governance with supporting discovery and quality	Axon Data Governance EDC
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<b>Governance:</b> Defining tactical and sustaining governance model for a BU and scale	<ul style="list-style-type: none"><li>Improved decision-making, reduction in reporting errors</li></ul>	<ul style="list-style-type: none"><li>Impacts due to financial restatements</li><li>Penalties, loss of business due to poor data quality</li></ul>	Organizational readiness; Siloed and resistant culture	Launch an organization readiness assessment and develop an operating model to scale	Data governance strategy and planning	Advisory workshop on DG/DS

# Informatica Cloud Value Proposition



# Cloud Business Transformation Challenges



*What other challenges have you noticed?*

# Workshop Offerings

## Outcomes

I need help defining a cloud data strategy across my enterprise

Cloud Business Transformation Strategy and Planning Workshop

*This presentation*

- Business Alignment on short term and long-term cloud business transformation strategy
- Understanding of gaps with mitigation factors to achieve business outcomes
- Visibility of cross-functional issues
- High level directional Roadmap

I have an initial plan around cloud, migration, how can you help me make it actionable?

Cloud Business Transformation Design and Approach Workshop (WIP)

- Understanding of functional integration capabilities to achieve business outcomes
- Complexity factors impacting migration to cloud
- Conceptual technical architecture and approach
- High level directional Roadmap

I have made an investment in your product, help me get to first value quickly

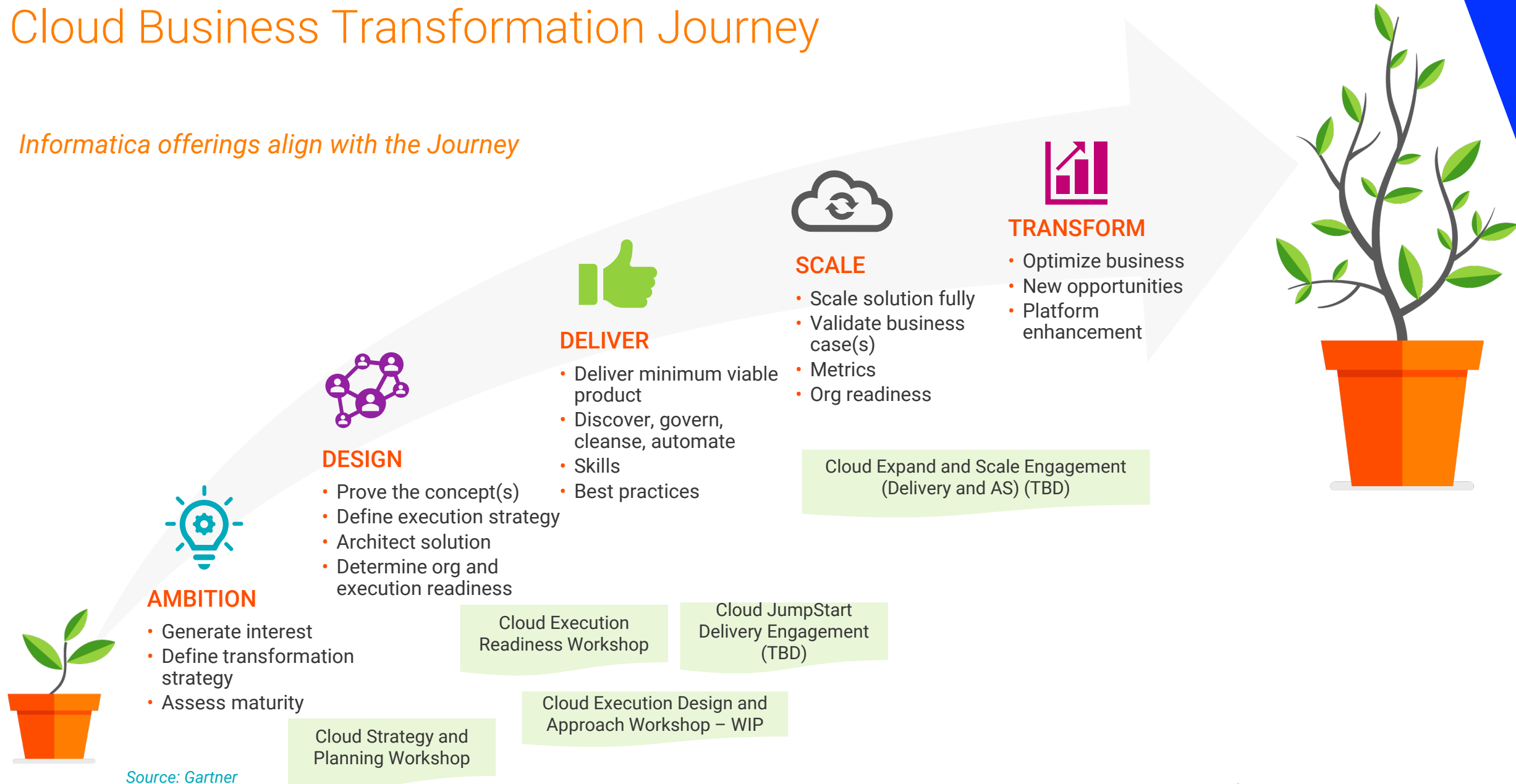
Cloud Business Transformation Readiness Workshop

- Business and technical readiness
- Data management roles, skills and gaps
- Operating model considerations
- High level directional roadmap to implement, scale and transform



# Cloud Business Transformation Journey

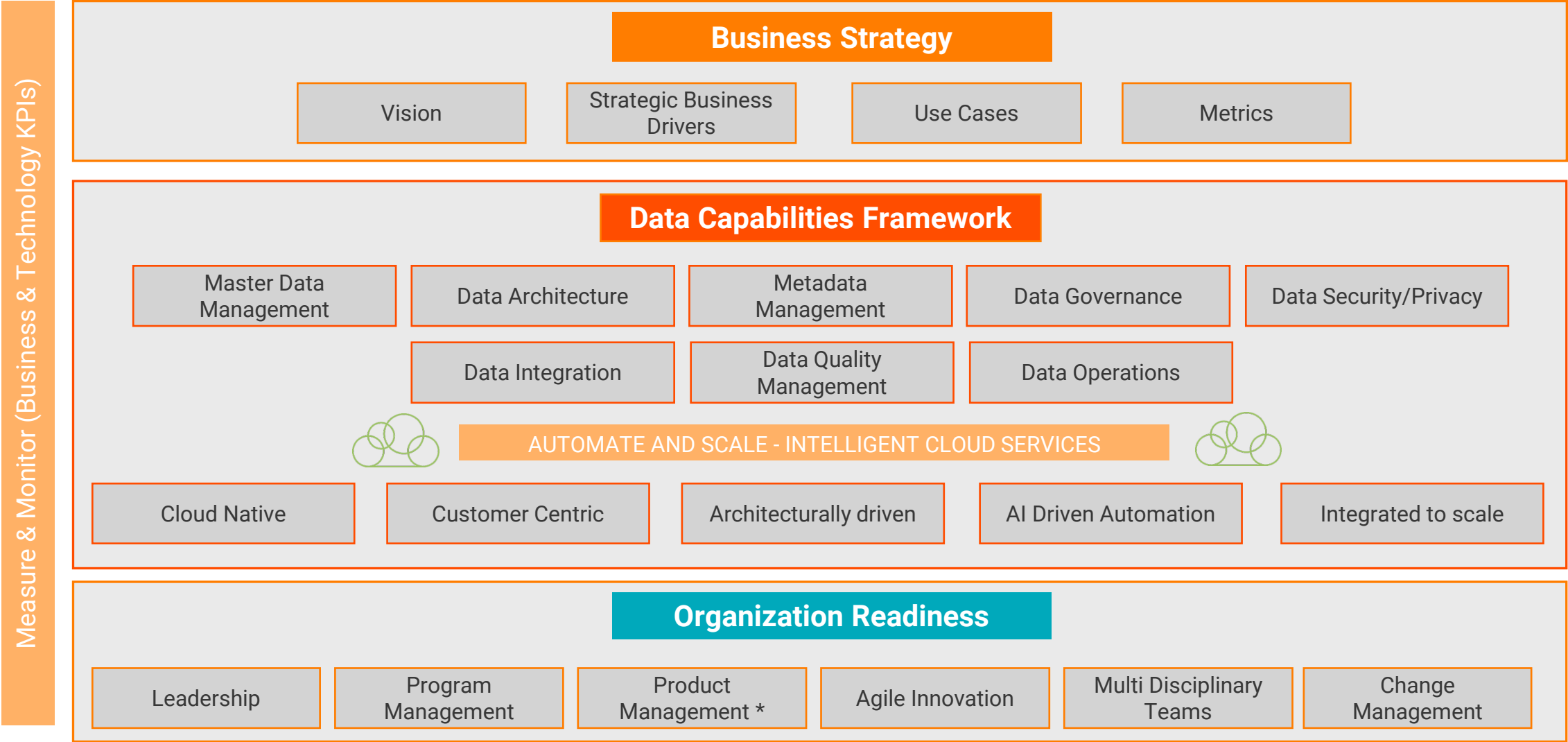
Informatica offerings align with the Journey



# Cloud Transformation Approach & Methodology




# Cloud Data Strategy Framework: Building Blocks



\* Many organizations are moving to a product delivery model and transitioning from projects to products. Our strategy recognizes the shift

# Cloud Journey Stakeholders

Persona	Business Need	Challenge	Value
IT directors, Managers	<ul style="list-style-type: none"> <li>Enhance collaboration across enterprise to ensure compliance and support</li> <li>Increase productivity across vendors and SI's</li> <li>Faster and easy onboarding and adoption of new applications</li> </ul>	<ul style="list-style-type: none"> <li>Data resides in silos</li> <li>Difficult to get adoption of new solutions</li> <li>Scaling with growing data is costly</li> <li>Too many diverse solutions and vendors</li> </ul>	<ul style="list-style-type: none"> <li>Improve confidence and trust in data</li> <li>Scalability</li> <li>Lower costs of maintenance</li> </ul>
Business analysts, architects	<ul style="list-style-type: none"> <li>Efficient and strategic planning and delivery of analytics and DM projects</li> <li>Provision governed, self-service analytics to business users on all devices</li> <li>Design and deliver modern, cost effective, faster time to value analytics</li> </ul>	<ul style="list-style-type: none"> <li>Latency and scale</li> <li>Manual coding and customized integration projects</li> <li>Maintaining architecture compliance</li> <li>Lack of integrated analytics</li> <li>Duplication of effort and analytics</li> <li>Secure test and prod environments</li> </ul>	<ul style="list-style-type: none"> <li>Trusted analytics</li> <li>Accelerated implementation and lower cost</li> <li>Increase agility with governance</li> </ul>
LOB owners, CIO	<ul style="list-style-type: none"> <li>Provide an outstanding customer experience</li> <li>Optimize operations costs</li> <li>Grow top line revenue</li> <li>Identify and grow customer relationships</li> <li>Develop new markets and channels</li> <li>Successful digital transformation across LOBs</li> <li>Drive demand and increase brand value</li> </ul>	<ul style="list-style-type: none"> <li>Lack of customer insights, fragmented view across channels</li> <li>Soaring operational costs due to inaccurate supplier/inventory/product data</li> <li>Concern with building silo's in the cloud that don't integrate with other systems/data</li> </ul>	<ul style="list-style-type: none"> <li>Integrated solutions to deliver trusted information</li> <li>Accelerated data delivery timelines</li> </ul>



# Cloud Business Transformation Strategy and Planning Discovery Workshop



# Cloud Business Transformation - Strategy and Planning workshop

A half-day workshop to explore your strategic initiatives, short- and long-term business objectives, organizational readiness and challenges to deliver *bold ambitions through cloud enabled data solutions*

Activities	Deliverables	Outcomes
<ul style="list-style-type: none"><li>• Using Informatica Cloud Data Strategy Framework review strategic business drivers and current capabilities</li><li>• Examine data needs, technical and business challenges, business priorities, end-user perceptions</li><li>• Discuss the organization's readiness for change</li><li>• Facilitated discussion with a cross-functional group to level set on priorities</li></ul>	<ul style="list-style-type: none"><li>• Readiness and Organizational maturity for the transformational cloud journey</li><li>• Technology capabilities, gaps and alignment to cloud strategy</li><li>• High level recommendations with next steps and timelines</li><li>• Summary of workshop discussion and observations</li></ul>	<ul style="list-style-type: none"><li>• Business Alignment on short term and long-term cloud business transformation strategy</li><li>• Understanding of gaps with mitigation factors to achieve business outcomes</li><li>• Visibility of cross-functional issues</li><li>• High level directional Roadmap</li></ul>

Audience: Functional Leaders - Business and IT, Enterprise Architects





# Cloud Business Transformation – Strategy and Planning Glossy

Service Offering

## Cloud Business Transformation - Strategy and Planning Workshop

### Outcomes

- Alignment on short term and long-term cloud data strategy
- Understanding of gaps with mitigation factors to achieve business outcomes
- Visibility of cross-functional issues
- Directional Roadmap for cloud data strategy rollout

### Towards a cloud enabled data driven business transformation

Delivering personalized customer experience, accelerating business and digital transformation, and driving operational efficiency is becoming a table stakes agenda item for every C-suite leader. Enterprises continue to struggle with the disparate sources of information, multitude of technologies, and adapting customized legacy systems to a bursting multi - cloud environment.

Organizations face critical challenges in realizing the full potential of cloud in a complex, multi-cloud world. Data quality and data management present significant stumbling blocks for enterprises seeking business value from their investments and accelerate their transformation journey.

Informatica Advisory Services, a group of business and senior management consultants will help you drive a holistic cloud data strategy and connect data capabilities to your core business strategies. In a half-day workshop, we will quickly review your business drivers, data needs, and organizational readiness to map out high value opportunities and recommend an initial roadmap for a data driven cloud business transformation.

Journey picture goes here

Advisory will facilitate a value alignment session with the CIO/CDO as part of the report-out of this workshop and to explore high business value opportunities.

### About Informatica

Digital transformation is changing our world. As the leader in Enterprise Cloud Data Management, we're prepared to help you intelligently lead the way and provide you with the foresight to become more agile, realize new growth opportunities or even create new inventions. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again

**LEARN MORE**

Do It Right the First Time  
Contact Informatica Professional Services at [ips@informatica.com](mailto:ips@informatica.com)

### Workshop Outline

Activities	Deliverables	Outcomes
<ul style="list-style-type: none"><li>▪ Using Informatica Cloud Data Strategy Framework review strategic business drivers and current capabilities</li><li>▪ Examine data needs, technical and business challenges, business priorities, end-user perceptions</li><li>▪ Discuss the organization's readiness for change</li><li>▪ Facilitated discussion with a cross-functional group to level set on priorities</li></ul>	<ul style="list-style-type: none"><li>▪ Readiness and Organizational maturity for the transformational cloud journey</li><li>▪ Technology capabilities, gaps and alignment to cloud strategy</li><li>▪ High level recommendations with next steps and timelines</li><li>▪ Summary of workshop discussion and observations</li></ul>	<ul style="list-style-type: none"><li>▪ Alignment on short term and long term cloud data strategy</li><li>▪ Understanding of gaps with mitigation factors to achieve business outcomes</li><li>▪ Visibility of cross-functional issues</li><li>▪ Directional Roadmap for cloud data strategy rollout</li></ul>

### Who should attend:

This workshop is geared towards functional leaders from Business and IT and leaders charged with driving transformation across the enterprise.

You will leave this session with an understanding of all the considerations necessary to define a data driven cloud business transformation with a practical approach to move forward.

### Duration and Planning

- 2 - 4 conference calls for prep and analysis
- 4 hours: Strategy and Planning workshop
- 1 hour: Workshop read-out discussion
- 2 hours: Value alignment session with CIO/CDO

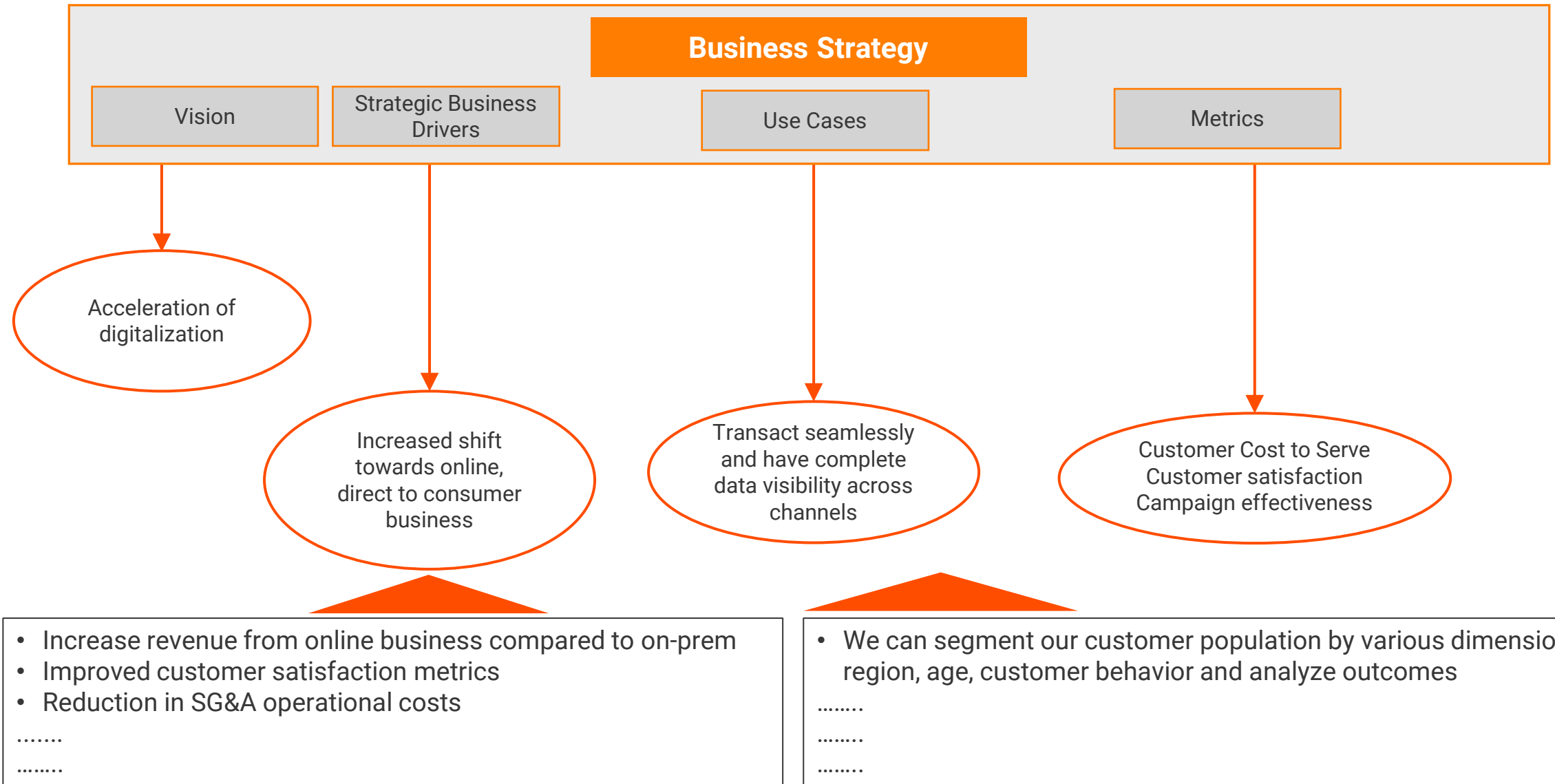
# Cloud Business Transformation Discovery Workshop - Agenda

	Workshop Agenda
~30 min.	<p>Introductions, Goals and Format of the workshop</p> <ul style="list-style-type: none"><li>• Overview: Introductions of attendees</li><li>• Confirm desired outcomes for the workshop<ul style="list-style-type: none"><li>• Discuss current state, priorities</li><li>• Drivers – why this is important</li></ul></li></ul>
~60 – 90 min.	<p>Introduction to Cloud Business Transformation Data Strategy</p> <ul style="list-style-type: none"><li>• Perspectives</li><li>• Data Strategy Framework Overview</li><li>• Whiteboard - Strategic Drivers, Business Objectives/Challenges, Data Capabilities, Org readiness</li><li>• Review Data Strategy Maturity Assessment results (John Haddad assessment, if completed)</li></ul>
~60 min.	<p>Alignment of Business and Data Capabilities</p> <ul style="list-style-type: none"><li>• Whiteboard: Opportunity Analysis</li></ul>
~30 min.	<p>Develop directional roadmap</p> <ul style="list-style-type: none"><li>- priorities and phasing</li></ul>
~20 min.	<p>Open Discussion, Next Steps, Q&amp;A</p>

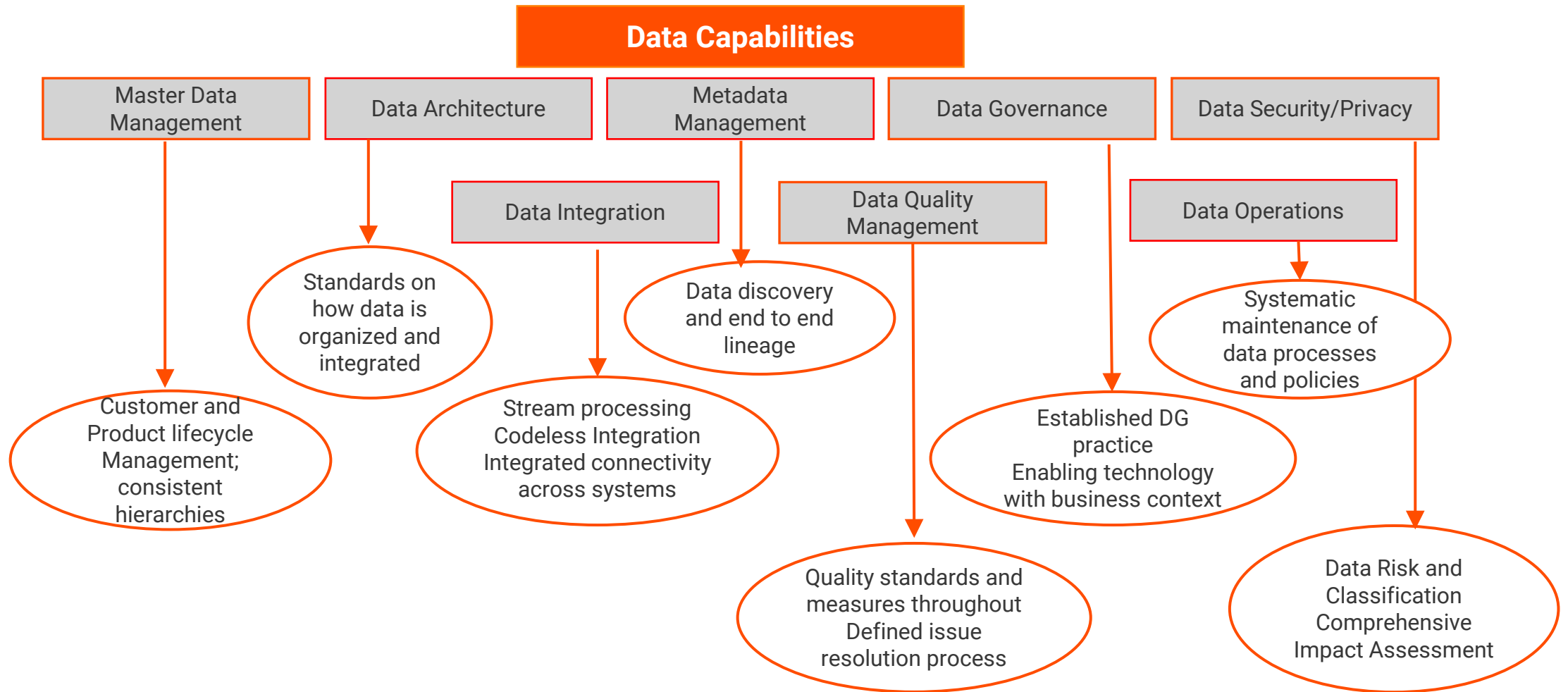
# Cloud Business Transformation - Strategy and Planning workshop approach

- **Pre-work:**
  - Inquire/Prep calls with customer
- **Prelim update** of strategy component page (by Advisory Services)
- **In the workshop:**
  - Top down Vision and Goals
  - Detailing Goals, Objectives, Why important, Current initiatives etc.
    - Listening for organizational readiness, perspectives, views
  - Review strategy framework
  - For Data Capabilities components – facilitate and fill out the detail sheet
    - While facilitating listen for organizational readiness, perspectives, views (even though we would not cover org readiness in detail in this workshop)
  - Review impacts to cloud transformation and strategic objectives
  - Fill out templates linking Goals, Objectives to Impacts to cloud transformation and top opportunities
  - Narrow down on top opportunities
- **Follow Up after the workshop:**
  - Data Strategy Readiness Map
  - Summary, Grid Templates
  - Directional roadmap based on top opportunities
  - Any other considerations/observations
- **Report-Out and Plan for Value alignment session with CIO/CDO**
- **Informatica Team for workshop:** Advisory services (2), Customer success, Resident Architect, Solution Architect, Product Manager (on call)

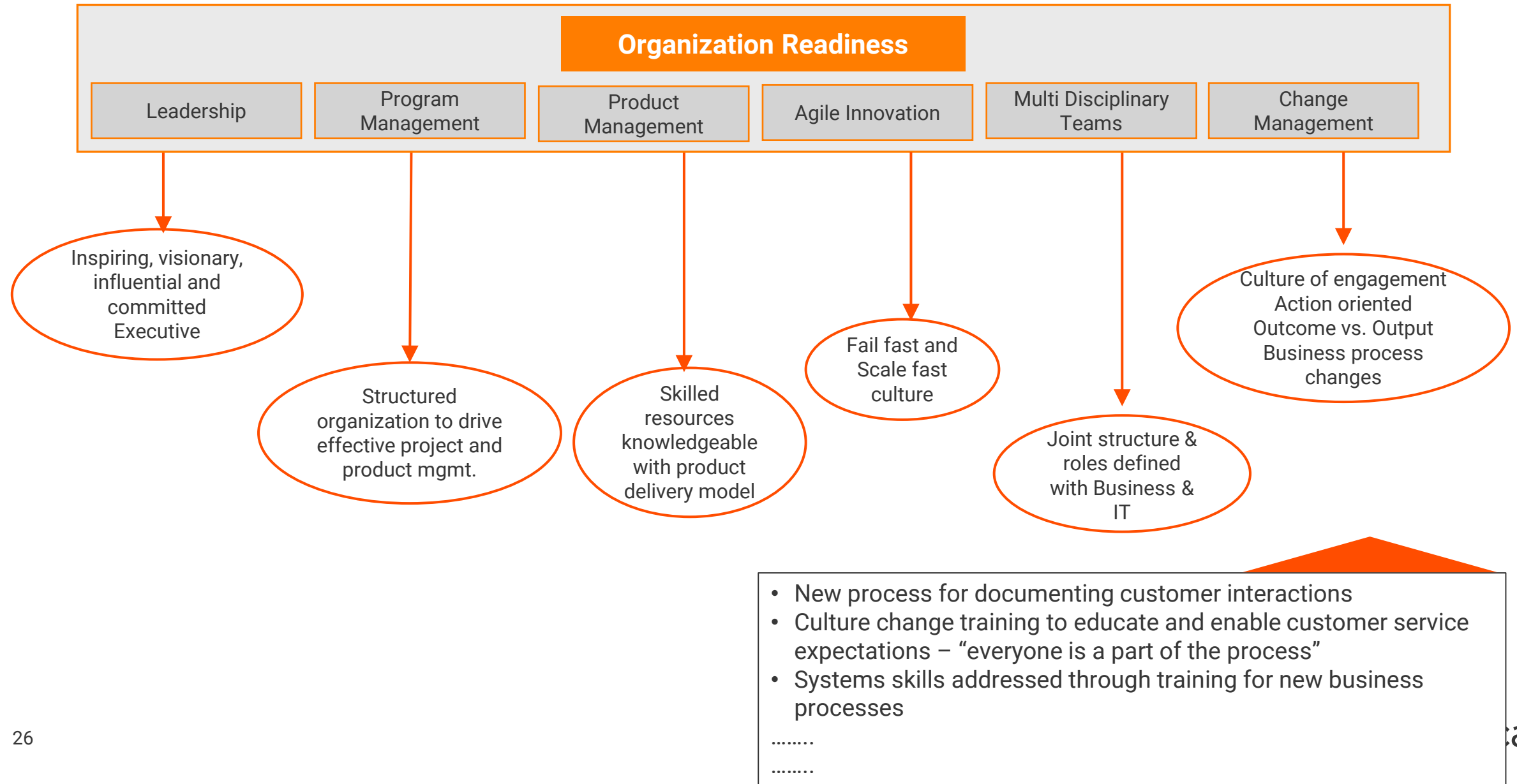
# Cloud Data Strategy – Component details



# Cloud Data Strategy – Component details



# Cloud Data Strategy – Component details





## <Customer> Vision and Goals

*Capture the vision and key goals. Use this space to elaborate on the goals, success measures, org readiness against those goals. We will use a Top-Down approach for the workshop starting with these goals.*

[illegible]

## <Customer> Objectives, Initiatives

Optional Slide - This could be a rough draft during the workshop but can be a follow up activity to the workshop

*Capture objectives linked to goals and current initiatives. Why is the objective important? To what strategy component does it connect to? How does this relate to cloud transformation?*

[illegible]

## 20



### Develop directional roadmap based on Top opportunities





Contextual definition of the strategy component, what it means to the organization and how it is perceived.

Aflac is a financial services company on a transformation agenda which includes a combination of “greenfield” movement to cloud and mid to long term plans to move data workloads from on-prem to the cloud. They have PowerCenter as their existing integration platform, along with point solutions (like Infoworks) which are deployed for new cloud implementations.

### Desired State

What does the customer like to achieve for this component? Facilitate by leaning towards what it would mean for a cloud journey

- In short term enable direct integration to new cloud data lakes
- For the mid-long term migrate on-prem integrations to IICS
- Center of Excellence around integration
- Move from foundational to app modernization capabilities
- Migrate all their EDW to Snowflake and deliver an executional roadmap
- Drive cost optimization

### Challenges

Articulate what roadblocks the customer is facing or will face in achieving the desired state? As much as possible capture the challenge in measurable terms.

- Multiple integration instances (Power Center) with varying standards
- Balancing short term needs (speed) with structural data transformation which may take longer
- Performance issues around data loading at year-end in B2B environments
- Enhancing alignment and creating a prioritized roadmap

### Metrics

What are current or planned KPI's? How is value being measured. Look for qualitative and quantitative aspects. Refer to Business Value framework for insights.

- System dependencies matrix created to assess life cycle of solutions
- Further discussions and evaluation to occur to identify business value, KPI's, quality standards

### Org Considerations

What organizational dynamics are in play? Does the operating model support get to desired state?

- Siloed models to evolve into an integrated enterprise
- Define operating model for rationalization of integration competency to include architecture and governance

### Tech Considerations

Layout the key tech capabilities; identify solutions/platforms; are they mature to achieve the desired state? What are the gaps

- Multiple data solutions like Collibra, Infoworks in play
- Move from Teradata to Snowflake and migrate from DEI to IICS
- Consolidating Power Center instances – plan to be created
- Support different types of workloads – standard ETL, Data Management, Security set-up, B2B, dedicated MQ, etc.,
- Multiple integration platforms in the environment
- Consolidation plans to a common platform not in scope at this point

### Impacts

How does this strategy component and its current state impact cloud transformation, how does having/not having this component impact the strategic objectives of the customer

- Cost and Footprint impact – consolidate and migrate Power Center licenses to IICS
- Optimize the environment for across Enterprise by standardizing and consolidating
- Address B2B performance issues
- Address any tactical security concerns

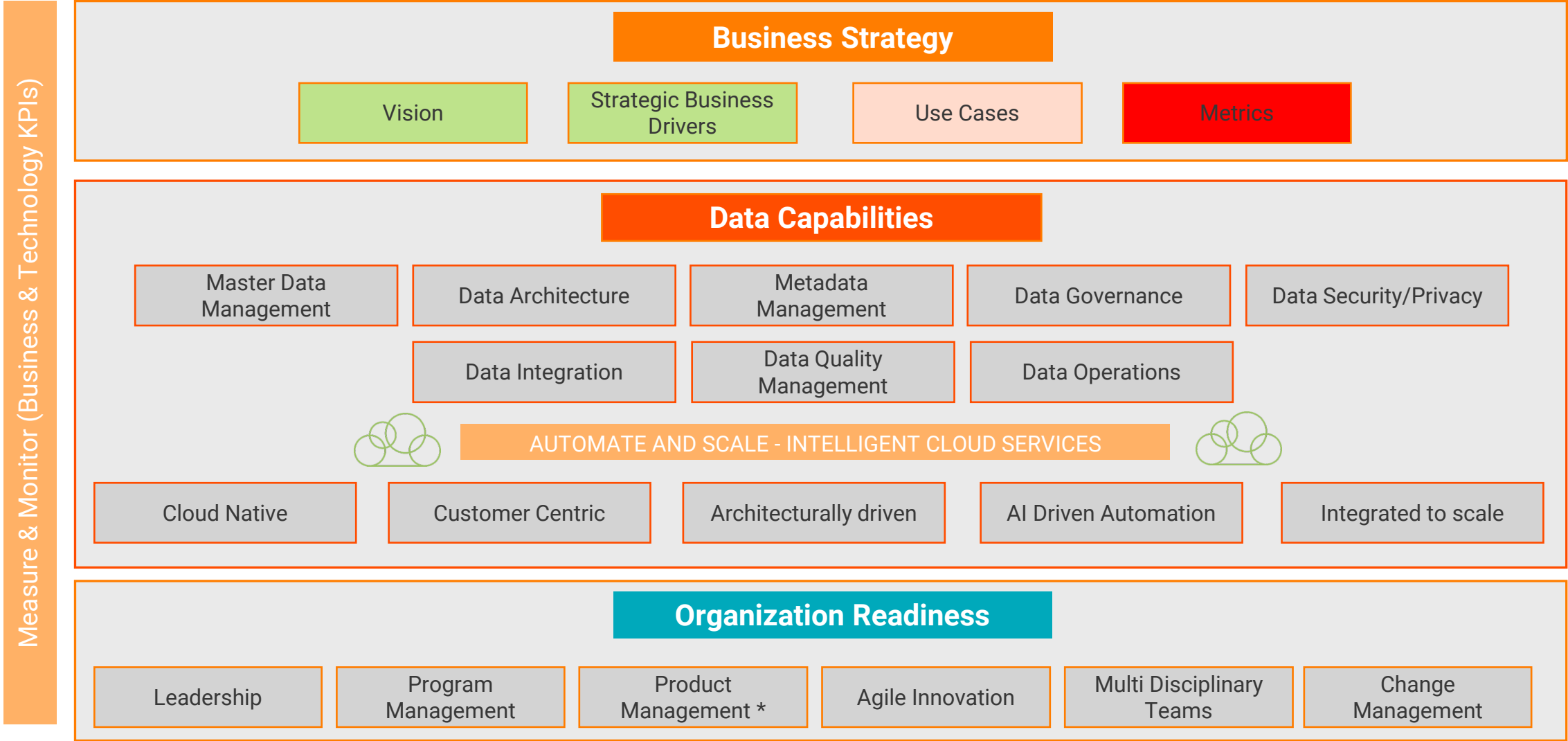
### Top Opportunities

Every challenge can be turned into an opportunity. What are the big opportunities for the customer? Look at it from desired state and in the background assessing what it would mean to Informatica.

- Accelerate the “greenfield” cloud set up and integrate it to on-prem
- Enhance customer experience by addressing performance issues
- Creating conceptual technical architecture incorporating Informatica solutions and value
- High value prioritized roadmap aligned with CIO's transformation agenda

# Arrive at this **CAPABILITY READINESS MAP** (like heat map)

This could be a rough draft during the workshop but can be a follow up activity to the workshop



\* Many organizations are moving to a product delivery model and transitioning from projects to products. Our strategy recognizes the shift

*Coming out of the Strategy and Planning session, prepare read-out/executive presentation for the value alignment session*

*Deck to include:*

- 1 slide on executive background, recommendations
- 1 slide on workshop approach, areas covered
- 1 slide - Data strategy framework
- 1 slide - Directional capability map of the data strategy framework (make this is a conversational starter to discuss leadership view, priorities)
- 1 slide - Review where the gaps are
- 1-2 slides -Review high value opportunities
- 1 slide Review draft of the directional roadmap (again conversation starter to be tweaked during the value alignment session – next slide)
- 1 slide on alignment to Informatica products/cloud solutions





# Cloud Business Transformation – Value Alignment Session

A two-hour session with the CIO/CDO and Senior Leadership to discuss report-out from the strategy and planning workshop and explore high business value opportunities aligned with technology investments and strategic objectives.

Activities	Outcomes
<ul style="list-style-type: none"><li>• Validate high priority business and technology goals</li><li>• Review report-out of the discovery and planning workshop:<ul style="list-style-type: none"><li>• Impacts to cloud transformation and strategic objectives</li><li>• Technology and org considerations, challenges</li><li>• High value opportunities</li></ul></li><li>• Discussion facilitated by advisory in collaboration with key stakeholders</li></ul>	<ul style="list-style-type: none"><li>• Leadership alignment on:<ul style="list-style-type: none"><li>• Business and technical readiness for short term and long-term planning</li><li>• Gaps and impacts</li><li>• Operating model considerations</li><li>• Directional roadmap and phasing of opportunities</li></ul></li></ul>

**Strategy and Planning outputs should be an input and lead into the Value Alignment Session**

Audience: CIO/CDO and Functional Leaders

# Q & A

Thank You