Bridging the Bimodal Gap

A Unisys Italy success story: between the marathon runner and the sprinter
• Bimodal IT in the Digital Era
  
  • Gartner says: “IT organizations must become bimodal in order to satisfy the range of needs presented by digital business”
Digital business is about the creation of new business designs by blurring the physical and digital world. It is about the interaction and negotiations between, business, human beings and things.

**New way we manage clients, vendors, ...**

**New way our employees work: smart working!**

**How devices exchange information among them (IoT)**

**New way to communicate and to acquire information**
Marathon runner vs. Sprinter

Mode 1
IT industrialization
Traditional and sequential, emphasizing safety and accuracy
- Reliability
- Waterfall, V-model, high ceremony IID
- Plan driven, approval-based
- It centric, removed from customer
- Long: months
- Cost for performance

Mode 2
Digitalization
Exploratory and non-linear, emphasizing agility and speed.
- Agility
- Agile, Kanban, low ceremony IID
- Empirical, continuous, process based
- Business centric, close to customers
- Short: days weeks
- Revenue, Brand, customer experience

Goal

Approach

Governance

Culture

Cycle times

Value

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How we are?

Marathon Runner

KEEP CALM AND STAY FIT

Sprinter

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Complement and Balance!

Mode 1

Mode 2

System of Innovation

System of Differentiations

System of record

Governance

Change
Bimodal IT is not a panacea to all issues IT is challenged with. The challenge, of course, is getting all the details right, on both technology and organizational fronts.
The modern CIO, on top of his daily duties, needs to:

- **Balance** agility with stability
- **Bridge** the skills gap
- **Break** free from technical debt
- **Give** end users self-service options
- **Provide** a single experience across multiple platforms
- Balance data accessibility with **security**
- **Capitalize** on expanding data
- Break out of the 80/20 **spending trap**
- Future-proof their **architecture**
- Accept the **mistakes** and **reworks**
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Unisys Italy success story...
A new business challenge

Enterprise File Sync and Share

E-Receipt

Family Folder

Mobile Case Management

Personas

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Create “the Team”...

Multicultural and mixed team using junior and senior Architects and Developers

Digital leadership relying through “young” consultants

Creativity and Open Collaboration: «Break the schemas!»

No more meetings... but brainstormings!
..to work in a “Bimodal” Project

- Innovation Workshops
  - Internal
  - with customer

Pilot...selected services

- Start with an Island Project
  - Business quick-wins
  - Focus on users group

- Agile methodology
  - «Quick & Dirty» prototype
  - Fast experimenting and testing
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Proof of concept

Acquire

Classify

Extract

Store

Smartphone e Tablet

Invoices

ID Documents

Receipt

Metadata
ID number
Reference Date

Cloud Storage

Automatic (OCR) or Manual

Metadata ID number Reference Date

Mobile Calendar

JUNE 16
Then create fastly a technological stack...

The technological stack is composed by:

- Amazon Virtual Private Cloud
- Unisys Stealth™ for Amazon Web Services
- OCR Engine
- Enterprise File Sync and Share Engine
- Mobile App with Mobile OCR and EFSS
...and experiment IT!
Key Take Aways

• Bi-modal? For sure, but with the right balance!
• Be open to collaborate with the “Business”: promote IT!
• Be open to “lateral thinking” and agility: experiment on island projects!
• Create a digital leadership by empowering your «young» people
Thank you!

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