

# *Enabling change through digital transformation*<sub>v1</sub>

*Mike Fairbotham FCIPS*



**PERIGEAN**  
Procurement Efficacy

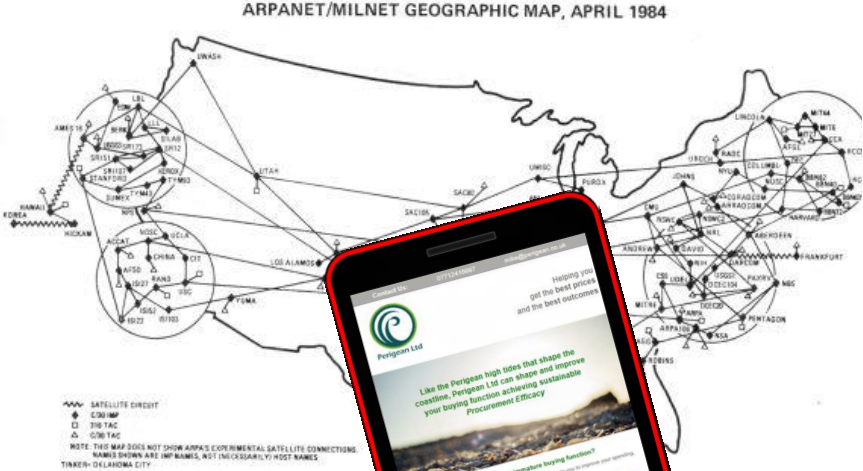
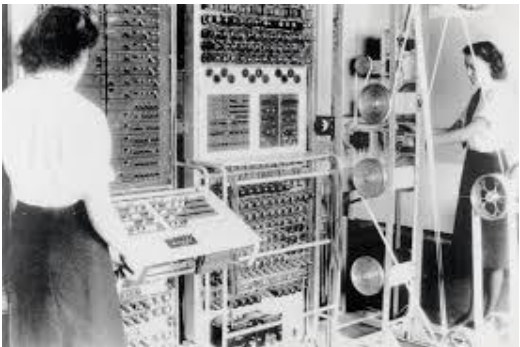


# Who am I?

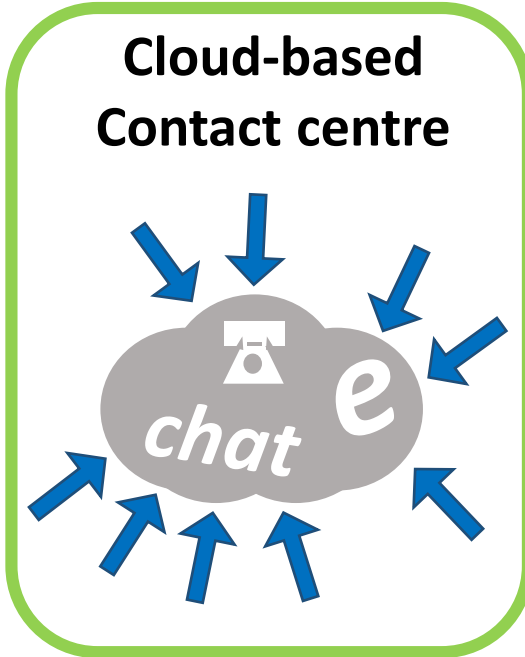
- Procurement Advisor, Coach and Mentor
- Chartered Fellow of the *CIPS* organisation
- Trainer for *CIPS* and *Skills Development Network*
- Finalist in the *CIPS Supply Management Awards*
- Speaker at various events (such as today!)
- Active LinkedIn member [mike@perigean.co.uk](mailto:mike@perigean.co.uk)



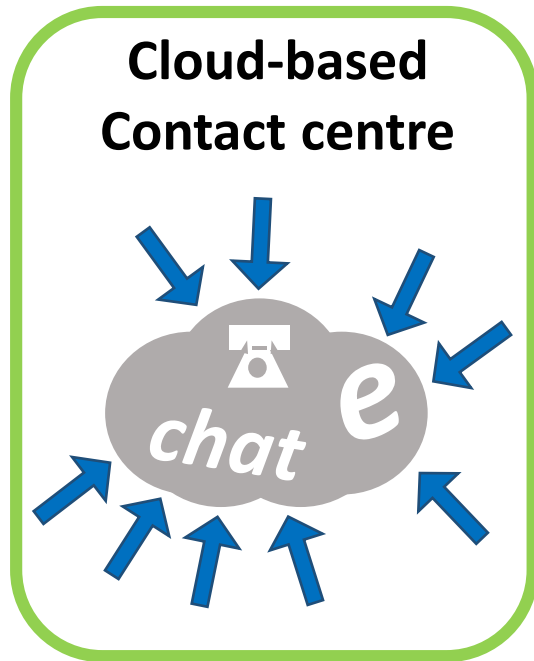
# So what is digital anyway?



# Digital transformation examples



## Digital transformation examples (cont.)

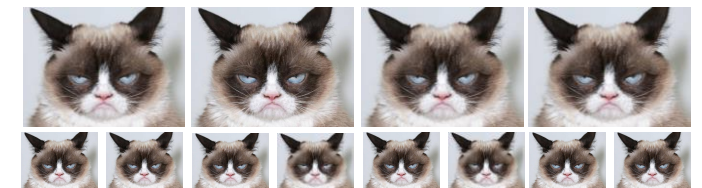
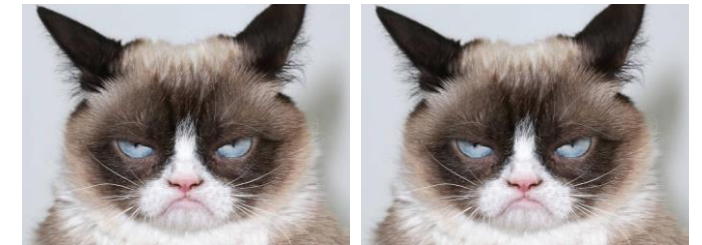
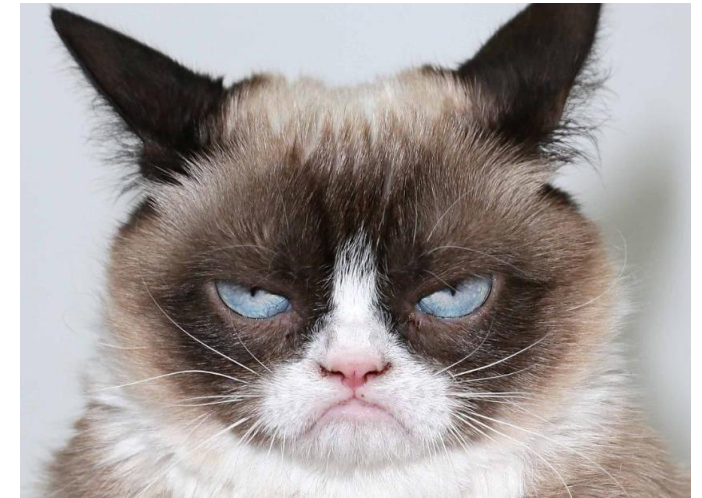


- Telephone support available, but you are encouraged away from it – why?
- Email is available, but has a delayed response time
- Web chats can be semi-automated, scripted (drag and drop), and one-to-many conversations = Huge £ saving in overheads and efficiency
- Cloud-based rather than On-Premise solutions increase resilience and Business Continuity, allowing rapid ramp-up of resources as required by business demand
- **Enhanced customer experience**



# How do we transform?

- Transformation is fundamentally about people
- People get scared, tired, angry, grumpy...
- People who are not on board with change, do not make rational decisions and no matter how inspirational your digital project is, if you neglect the people side of change management, then the digital side will not happen in the way you intended!



## ***How do we buy it?***

- It's all about the specification – what are you trying to achieve? How good is the data set?
- Can you articulate your need on 1 side of A4 paper? What about in 1 sentence?
- How are you going to prove Value for Money and stay legal within PCR 2015?
- Technology is difficult to understand, so watch out for gaps and misunderstandings...



# Are you buying *Four Candles*...



**...or *Fork Handles*?**



*That was...*

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**Thanks for listening!**