



What does good
digital & IT look like in
SME businesses?

The accidental IT Director's guide

In SME businesses, directors with responsibility for digital and IT often don't have a technical background. They tend to be Finance or Operations Directors, or CEOs looking to understand if their IT systems are reliable and optimal for their business.

They lean forward into the IT role to find suppliers talking in riddles, their teams are frustrated with poor system performance, and fears about cyber security and business continuity start keeping them awake at night.

In larger SMEs where there is an IT department they are often occupied with keeping the lights on – so busy running day to day processes there is little time to think proactively about digital & IT strategy.

So what does 'good digital and IT' look like in SME businesses? The FluidIT Maturity Framework is a 360 degree view. Find out how you can use it to identify opportunities for greater business agility, technology-led innovation, better risk management, and enhanced user and customer experiences.



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What is the Fluid IT Maturity Framework?

Over the years we've developed a holistic understanding of what good IT and digital capabilities look like in SME businesses.

The Fluid maturity framework, together with this whitepaper, is a reference guide to everything the non-technical IT director needs to consider when establishing or reviewing an IT function, from developing a proactive digital strategy to IT infrastructure and cyber security.



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copy today.



I really appreciated getting a full picture, from an unbiased perspective, of exactly where the business was in terms of platforms, software and hardware, and the associated risks and opportunities. It allowed me to make decisions about where to invest resource. And we were able to plan and prioritise the deliverables based on the benefits to the business.



Tom Ainscough, ZyroFisher Ops & IT Director

ZYROFISHER



Read the case
study.

How to use the Fluid IT Maturity Framework?

The framework gives you a simple way to benchmark your company's current level of digital and IT maturity and identify target performance. Many SMEs are at levels 1 or 2 in most areas. In today's increasingly digital world, they should aim for at least a level 3, and in most cases a level 4, in each of the eight business areas.

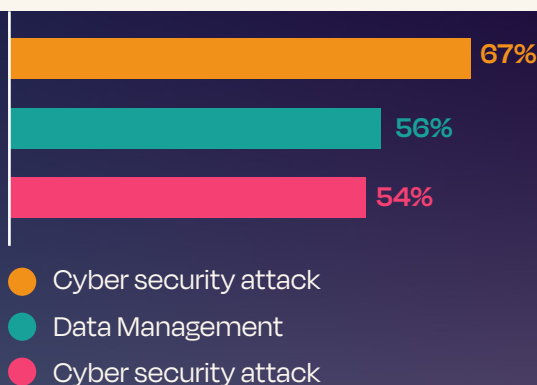
As you climb the maturity ladder your IT capability is better able to respond to new market opportunities, it's more secure and fail-safe, and will allow you to be more efficient and effective in your chosen market. It's often a slow process and needs to be appropriate to your company culture, but the benefits, both top and bottom-line, will pay for the journey.

The targets will depend on the business's appetite for risk, growth plan, and drive to outpace competitors. By assessing your business's current operations against the FluidIT Maturity Framework you'll quickly get an understanding of where the gaps are. Use the framework as a guide to set target levels of performance. This will give you a sound basis for discussions about where to prioritise technology investments.

Why now?

In 2020 the top technology priorities for UK SMEs were to mitigate risk, especially the threat of cyber attack, and develop opportunities for business growth with a digital strategy focussed on increasing visibility of internal data and using it for competitive advantage⁽¹⁾

(1) State of Technology at UK SMEs 2020 report



Read the
blog.

Eight maturity pillars

Technology brings opportunities and risks. 'Good IT and digital' means understanding what it can do to help and protect your business.

There are eight areas to get consider. Get these right and you've nailed it.

Opportunities

- 1 Be ready to change and grow
- 2 The right system or blend of systems
- 3 Digitalise and automate your process
- 4 Make the best informed decisions

Risks

- 5 Manage Cyber Security and GDPR
- 6 Build your organisational resilience
- 7 Get the best from IT suppliers and vendors
- 8 Have the right skills, resources & policies in place



Be ready to change and grow

In a world where business growth is increasingly dependent on digital and IT, there is a widening divide between businesses that are technology-enabled and businesses that are not.

Digital leaders are outperforming their competitors in terms of customer trust and experience, employee experience, and operational efficiency⁽²⁾. In order to change and grow you need a digital and IT strategy that aligns to the business priorities. You'll need capability in the organisation to deliver the change effectively, and track those all important business benefits.

(2) Harvey Nash / KPMG CIO survey



There was a lot of enthusiasm in the strategy workshop and people came away with engagement in the process and commitment to implement it. It moved up people's priorities and became a project with a timeline. There was real traction. I wasn't expecting that level of enthusiasm from an IT project.



Daniel Whittle, Whitby Seafoods Managing Director

WHITBY
Seafoods

What does this look like in average SMEs?

Responsibility for digital and IT strategy often falls to a director who's too busy doing the day job to think about what's next. There isn't a digital and IT plan for delivery, and there may only be informal agreement of priorities at senior level.

What does good look like?

It's not enough to have a standalone digital and IT strategy and plan. They need to be integrated with the business plan and aligned around business goals, so that technology investments are clearly linked to business benefits.

51% of SMEs

indicated at least one issue relating to planning or initiating their digital transformation, such as defining their requirements, selecting the right products or technologies, or choosing suppliers.



Read the blog.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

Digital and IT strategy, change delivery and governance

1 Digital and IT strategy, change delivery & governance					
	Maturity Level				
	1	2	3	4	5
Digital and IT strategy & plan	No digital and IT plan Prioritisation ad hoc based on who shouts loudest	Informal understanding of IT strategy and plan Prioritisation more tactical and reactive than proactive and strategic	Strategic digital and IT strategy and plan Digital and IT investments not clearly linked to business goals and strategy	Digital and IT plan integrated with business plan Digital and IT planning is an operationalised strategic and tactical process	Integrated digital and IT plan Strategically validated to reflect changing strategic and tactical
Change delivery capability	Change ad hoc, slow, unpredictable, available, poor No dedicated resources, falls to directors to drive	Change slow, steady, sometimes good often poor Senior managers help drive change	Change getting faster and better but high profile failures Part time professional change resources	Change quick and incremental Continuous improvement being adopted Dedicated change delivery resources	Change rapid, agile, almost always good Continuous improvement embedded Dedicated change delivery resources
Digital, IT and change governance	No change management or IT governance IT risks and issues not tracked or managed	Change management and IT governance ad hoc Limited use of business cases and planning	Formal IT steering forum All significant projects have business cases, budgets, plans Risks tracked	Change management forum in place Change and IT forum meet regularly Most projects well governed	Holistic and proactive portfolio management Business cases are living documents Benefits are managed



The right system or blend of systems

It's vital to understand the extent to which existing systems meet business requirements and can be scaled to meet future growth.

If you want to have 'good digital and IT' you need a comprehensive grasp of, where the gaps are between the systems and the business requirements and a prioritised plan to bridge those gaps.

Once the key gaps have been identified, businesses are then faced with a choice about how to close them. The best option might be to extend or adapt their current core solutions by buying additional modules or bespoke development. Or the gaps may require looking at implementing new off the shelf solutions that fit the requirement.

Businesses that do this well will have systems that are more closely aligned to their customers' needs and drive operational efficiency.



Our solution supplier was telling us that our problems were only teething issues that could be resolved with a bit more tweaking of the system. We commissioned an independent gap analysis of the solution against our business requirements which identified that the system was fundamentally unsuitable for our business model and requirements.

We are now working with our partners through a robust 'spec and select' exercise to choose a replacement system which will be a much better fit to our requirements.



Christos Panayiotou, Director, Trade Skills 4 U

What does this look like in average SMEs?

Lots of SMEs are working with functions that are unsupported by any core system and processes that are manual or spread-sheet based. There is lots of repetitive data entry and off-system processing or workarounds.

What does good look like?

As the business begins to mature you start to see adoption of core systems which meet many requirements. The most mature businesses choose flexible systems that can grow and change with the company. You'll see increasing use of Software as a Service (SaaS) solutions which allow for rapid scaling based on demand, or cloud hosting / Infrastructure as a Service (IaaS).

The right system or blend could mean extending core solutions, buying additional modules, or a whole new system.



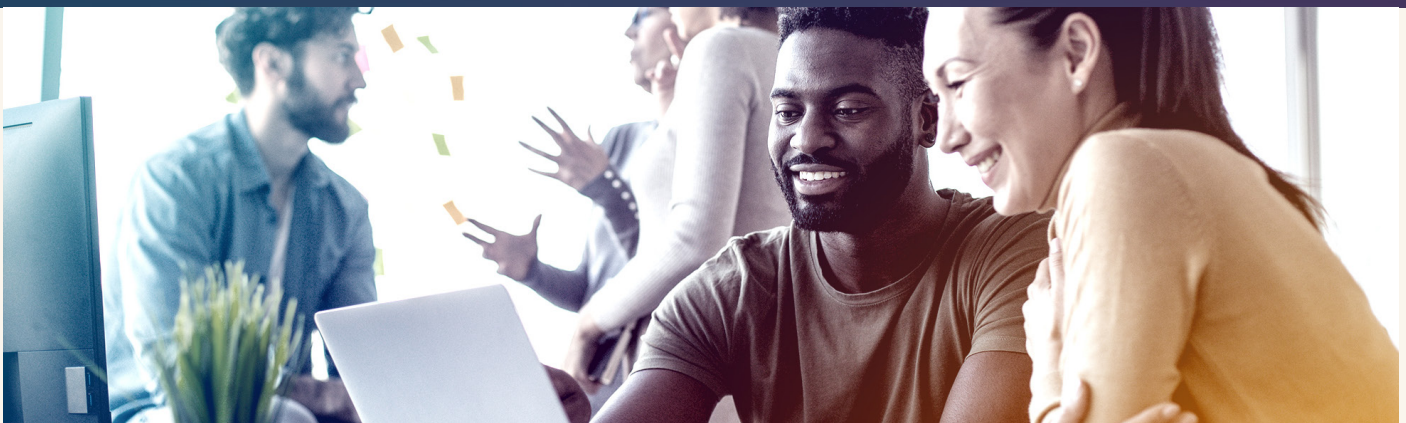
Read the blog.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

Business system capability and scalability

2 Business system capability and scalability					
	Maturity Level				
	1	2	3	4	5
Marketing	No systems in use for this business function	Limited adoption of a system	A core system is in use which meets many requirements	Core systems are in place for key processes with good coverage of most requirements	Full system coverage of all business processes and business requirements at most entirely met
RD and Sales	Processes are manual and / or spreadsheet based	System functionality limited and many business requirements are not met	Processes still somewhat confined by the system	System functionality has a good fit to business processes	Business systems can easily be adapted to meet new business needs
Procurement and supplier management					
Logistics					
Finance					
Customer service and support					
HR & workforce					
Equipment and facilities management					
IT					



Digitalise and automate your processes

For SMEs, buying in a new system can be drastic in terms of the impact on people and processes, not to mention the cost.

Edge technologies like Robotic Process Automation (RPA) and low code app development can be used to integrate existing systems and improve process efficiency. These bespoke solutions are lower cost, lower risk and faster to implement than off-the-shelf systems.

For many SME businesses digital transformation is about the right blend of old and new technology but how does this look?



Working on this project has allowed us to react faster than ever before, with less manual input, ensuring we identify business risks early and act on them quickly, giving our customers the best possible service and embracing digital technology



Damien Ward, National Technical and Compliance
Manager, Checkmate Fire

**CHECKMATE
FIRE** 



Read the case
study.

What does this look like in average SMEs?

Lots of SME businesses remain reliant on spreadsheets to manage and execute processes. It's common to see lots of paper forms and manual re-keying of data into systems. There's generally a lack of systems integration and lots of manual interfaces between customers and suppliers.

Gartner estimates that low-code will account for 65% of all application development by 2024

→ Read the blog.

What does good look like?

SME business who lead on digital transformation start seeing even the most difficult to digitalise business processes being transformed end-to-end with cloud solutions that are accessible by desktop and on the go via a mobile app.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

Digital transformation enablement

3 Digital transformation enablement					
	Maturity Level				
	1	2	3	4	5
Marketing	Extensive paper based, manual, off system processing	Limited digitalisation e.g. selective use of Office tools, email, PDFs, Excel etc.	Some processes digitalised and some degree of automatic e.g. manual file data upload system integration	Key processes largely digitalised and to end	End to end digitalisation of all key processes
RD and Sales					
Procurement and supplier management	Lots of administrative staff performing manual, repetitive and non-value adding tasks	No system integration with significant rekeying of data between systems	Some process automation	Good process / decision automation	Extensive process / decision automation
Logistics					
Finance		Repetitive data entry and off system processing	Most data is digitalised / Paper processing minimised	Use of Excel / Office minimised	No paper processing
Customer service and support					
HR & workforce					
Equipment and facilities management					
IT					
					Your Assessment



Make the best informed decisions

Nearly half of all UK business leaders are still using their gut instincts when it comes to making business decisions⁽¹⁾.

They do this because their gut feelings have been right in the past and although the business has tons of data they struggle to turn it into useful actionable insights.

Increasing complexities in making effective and timely business decisions in an unpredictable world have driven more and more SMEs to adopt business intelligence (BI) technologies.

BI technologies drive better decisions by giving increased visibility of business trends and the ability to drill down into operational performance.



With almost 200 operatives spread across 50 nationwide sites on any given day we were certainly generating plenty of data. Data only becomes power when it can be easily and instantly presented into a format that is consistent and relevant



David Woffendin , Checkmate Fire
Chief Operating Officer

**CHECKMATE
FIRE** 



Read the case study.

What does this look like in average SMEs?

SME businesses can struggle to extract, merge and process multiple data sets, where too much effort is spent on preparing reports and not enough on analysing them for opportunities and exceptions.

What does good look like?

Staff across the business have access to visual dashboards in real time. Data extraction is automated with KPIs and insights surfaced into reports for live management of business performance.

Users are presented with bespoke information and have the ability to spin up their own 'self service' reports, knowing the data they access is accurate and complete.

In 2020, increasing the use of data and insights was one of the top three technology priorities for SMEs, and data management was one of their biggest concerns.



Read the blog.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

Business intelligence (BI), data, integration

4 Business intelligence (BI), data, integration					
	Maturity Level				
	1	2	3	4	5
Marketing	Reliable data and reporting largely absent	Reporting used mostly built in reports from the few isolated systems in use	Reasonable reporting and KPI coverage from core systems	Good BI, KPI and reporting coverage and use of BI tools	Full coverage of BI, KPI reporting
RD and Sales	Any business or data insight is a one-off manual exercise to produce	Poor reporting coverage of key business activities significant effort for manual data extraction, processing and analysis in Excel	BI and data insights allow more real time monitoring of business performance and some forecasting	Increasing real time visibility of performance data, and use of forecasting and predictive analytics	Single source of the truth for all datasets
Procurement and supplier management	Data insights limited to factual basic reporting of what happened, and is usually out of date and very limited in scope and depth	Little to no regular KPI reporting and tracking	Increasing adoption of BI tools and dashboards but fairly manual data analysis. Reports difficult to change to meet self service reporting	Most data controlled and standardised, good data coverage and quality	Strong data coverage and analytical capability
Logistics					
Finance					
Customer service and support					
HR & workforce					
Equipment and facilities management					
IT					



Make the best informed decisions

Increasing cyber security provision is the top technology concern for SME businesses.

This isn't a surprise when 81 per cent of SMEs in the UK reported at least one data breach or cyber-attack in 2020.

Cyber security and GDPR are closely linked, together they provide the foundational assurances that your data is used and protected appropriately.

It's important to keep in mind that cyber risks come from internal breaches as well as attacks on vulnerabilities in your business and in your supply chain. 90 per cent of data security issues were caused by human error in 2019, according to the UK Information Commissioner's Office (ICO).



The benefits of a robust cyber security strategy and effective management of personal data aren't just financial, they provide regulatory and customer confidence. Many SMEs are third-party suppliers and partners in vast networks belonging to larger organisations and therefore they are under increasing pressure to prove their security and data protection credentials, or risk losing access to lucrative business opportunities.



Rinkoo Pugal, Managing Director, Data Risk Solutions



Read the case study.

What does this look like in average SMEs?

increasing numbers of SMEs now have a cyber security strategy in place, but some are implemented inconsistently with ad-hoc risk assessments and ad-hoc security training. System access is often broad and open with only basic processes in place for starters and leavers.

What does good look like?

SMEs with robust cyber security and a high level of GDPR compliance have accountability at senior level and board-level reporting, and regular awareness training for all staff. Multi-factor Authentication is implemented across all systems and users.

7x rise
in ransomware
attacks in 2020,
and this is a trend
that's likely to
continue



Read the
blog.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

Cyber security and GDPR

5 Cyber security and GDPR					
	Maturity Level				
	1	2	3	4	5
Cyber security	No starters & leavers process No cyber awareness No MFA Systems not regularly patched No disc encryption No risk assessments	Basic starters and leavers process System access limited and open Ad-hoc security training Ad-hoc risk assessments Limited ad-hoc security training	Robust starters, leavers, and change process Periodic security training MFA in use for key systems Senior cyber accountability Regular patching Data encryption	Regular system log reviews Regular security training System access rights aligned to roles MFA across all systems/staff CISO appointed Regular pen tests	JIT/TIME security operations centre (SOC) CISO reports to board Cyber registered in culture Very regular training ISO27001, Cyber Essentials Plus or equivalent certification
GDPR	No accountability for data protection No GDPR policy statement Privacy notices out of date 3rd party contracts out of date Processes not defined	Data Protection Officer (DPO) GDPR policy defined Privacy notices updated 3rd party contract template Breach reporting defined DPA defined	DPO part of day to day management Breach reporting embedded Change control for privacy notices 3rd party contract embedded Good data flow coverage DPA applied to high risk	Privacy notices and cookies managed in SaaS 3rd party reviews Marketing consent audit trail Regular GDPR training DPA applied more widely Extensive data flow coverage	All of tier 4 requirements In place for daily reporting to boards and monthly to regulators Reporting on breaches in last 72 hours
					Your Assessment



Build your organisational resilience

The right IT infrastructure is one that meets the aspirations of the business growth plan, and provides responsive, reliable, scalable levels of performance no matter what is thrown at it. It allows staff to work securely from anywhere, without impinging on performance and productivity.

The most mature SMEs rely on their IT infrastructure to ensure their businesses are protected from disaster and have the agility to scale and change rapidly to meet evolving demands.

On premises, hybrid and cloud environments all have their uses but In general we would recommend a cloud-hosted infrastructure for SMEs. This is because it come with resilience, scalability and security out of the box.



We often talk about disaster recovery in terms of catastrophic events. However it's more likely that failure of ageing servers and network equipment will cause the unavailability of IT systems. In an SME with a £5M annual turnover, the impact of not having access to their customer data and applications could be £25K per day in lost revenue, not to mention the loss in confidence of their customers and suppliers.



Andrew Wragg, Business Development Specialist, Clovertec



Clovertec



Read the case study.

What does this look like in average SMEs?

Disaster recovery plans are either non-existent or out of date. Back ups may be in place, but not regularly tested. No one knows how long it will take to recover from a disaster or loss.

What does good look like?

Proactive server and IT infrastructure planning plus widespread cloud or Infrastructure-as-a-Service (IaaS) adoption allow businesses to operate with minimal performance issues and system downtime and give unlimited scalability.

On-premises, hybrid and cloud environments all have their uses, but in general we would recommend the cloud



Read the blog.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

IT infrastructure, resilience & disaster recovery

6 IT infrastructure, resilience & disaster recovery					
	Maturity Level				
	1	2	3	4	5
Infrastructure & resilience	Very frequent issues with internet, and system downtime. Mostly physical on-site hardware. No backup or follow capacity if needed and slow to respond to issues.	Frequent issues with internet, and system downtime. Primarily physical on-site systems but limited adoption of cloud-based products. No forward planning for server upgrades - users can't respond to issues before they are made aware of them.	Occasional issues with internet and system downtime. Regular proactive monitoring of infrastructure. Increasing use of cloud-based products and infrastructure as a service (IaaS). Some forward capacity planning.	Very frequent system issues. If anticipate and prevent issues. Widespread adoption of cloud and IaaS. Comprehensive monitoring. Rapid changes.	Annual system issues. Full adoption of cloud solutions. Automated monitoring. Changes delivered in real time.
Disaster recovery	Little or no disaster recovery capabilities for core systems. No DR plan. Data or system loss has happened recently.	DR planning only for a limited number of systems, on an infrequent basis. Backups are not regularly tested. Realising systems slow and labour intensive. DR plans obsolete.	DR planning starting to encompass risks of not being able to access data. Most key systems have active backups, on a more frequent basis or are cloud-based. DR plans tested. IT can recover systems within agreed business timeframe.	DR planning contained within more holistic BCP planning. No data DR in use. Rapid recovery from a disaster. DR tested and updated after any major change.	Robust BCP planning which is regularly tested and updated. Local/mobile backups with immediate follow-up. Key business functions can be rapidly restored from any remote location.



Get the best from IT suppliers and vendors

With the increasing shift to digital cloud-based solutions and widespread adoption of remote-working, SMEs are driving a global increase in demand for Managed Service Providers (MSPs)⁽¹⁾

Managed services are seen as a cost-effective way to keep pace with rapid technological change and maintain a competitive edge.

The best MSPs offer a range of digital and IT skill sets, flexible, scalable service models and proactive maintenance.

SME businesses who choose the right MSP and manage their performance proactively will see a better business efficiency, a greater return on investment and improved staff morale.



An SME business that needs strategic leadership can leverage the experience of a fractional IT Director to review the company's capabilities against the digital and IT maturity framework to understand the key gaps. A fractional IT Director can identify when your managed service provider is not meeting the needs of the business and can help with the spec and select process of finding a more suitable one for your evolving needs. It's vital to have a managed service provider that meets the demanding digital transformation needs of a rapidly growing business.



Jason Lock, Infrastructure Architect, FluidIT Consulting

What does this look like in average SMEs?

There is often an 'us and them' mentality instead of a partnership. MSPs may struggle to explain things in a language everyone can understand and have little proactive engagement with the business and its future plans.

What does good look like?

In the most mature SMEs, suppliers understand the client's business strategy and growth plan. They use their knowledge of technology to help innovate their client's business model and disrupt their markets. They are seen as part of the core team delivering complex projects that drive business growth.

The UK government identified MSPs as essential digital suppliers that pose a disproportionate risk to the security and resilience of businesses



Read the blog.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

IT supplier capability and vendor management

7 IT supplier capability and vendor management

Maturity Level					Your Assessment	
	1	2	3	4	5	
IT supplier capability	<p>IT suppliers very poor, unresponsive, consistently fail</p> <p>No proactive engagement with the business and its future plans</p> <p>Us and them! mentality instead of a partnership approach</p>	<p>IT suppliers poor to adequate, slow and reactive</p> <p>Value for money poor</p> <p>Struggle to understand business requirements or explain things in business terms</p>	<p>IT suppliers adequate to good, reactive and proactive in equal measure</p> <p>Struggle with bigger more complex projects and requirements</p> <p>Good working relationship with the business</p>	<p>IT suppliers good to excellent</p> <p>Mostly deliver on promises</p> <p>Increasingly proactive</p> <p>Price and quality are good</p> <p>Good partnership and understanding of business goals</p>	<p>IT suppliers consistently excellent, very quick and proactive, demonstrate thorough knowledge of business goals</p> <p>Can deliver even most complex projects</p> <p>Seen as a core part of the team</p>	
IT supplier management	<p>Vendors not proactively managed</p> <p>No SLAs in place</p> <p>No regular performance reviews</p> <p>Contracts not in place or not fit for purpose or aligned to needs</p>	<p>Vendors not proactively managed</p> <p>SLAs may be in place but not aligned to needs</p> <p>Ad hoc performance management</p> <p>Basic contracts in place but not aligned to needs</p>	<p>Regular but infrequent performance management meetings</p> <p>Regular reporting on SLAs</p> <p>Good contracts aligned to needs</p> <p>Infrequent financial monitoring</p>	<p>Monthly supplier performance reviews and good reports on SLAs</p> <p>Robust contracts with good alignment to needs</p> <p>Periodic contract, financial and risk and security reviews and benchmarking</p>	<p>Monthly supplier performance reviews and excellent reports on SLAs</p> <p>Contracts completely aligned to needs</p> <p>Regular contract, financial and risk and security reviews and benchmarking</p>	



Have the right skills, resources and policies in place



The increasing importance of technology to businesses means that SMEs who want to get ahead of the competition require a modern IT function, capable of partnering with the business and harnessing cloud technology to drive innovation and achieve transformational growth.

This can be as light touch as fractional IT leadership to oversee an entirely outsourced IT provision, or supplementing their Managed Service Providers (MSPs) with a dedicated IT team and on site desktop support.

However, growing numbers of SMEs need internal capability that goes beyond traditional desktop support.



We couldn't employ just one person with all those skills and abilities, our payroll bill would go through the roof. Obviously we could look for all of these people ourselves but it's far better for us if FluidIT does it.



Mark Teasdale, Whitby Seafoods Financial Controller

WHITBY
Seafoods

What does this look like in average SMEs?

Many SME businesses don't have in-house software development capability, and some expect employees with limited capacity and capability to 'have a go'. IT policies are often not fit for purpose, procedures are often ad-hoc and undocumented and the internal IT operations and support can feel unresponsive, siloed, overwhelmed, and reactive.

What does good look like?

Mature SME businesses build diverse multi-disciplinary teams that can cope with the many demands of their users, or collaborate with trusted partners who offer fractional resources and solution agnostic expertise as required.

81%

of decision-makers report that utilising a trusted partner's skills/expertise is as or more important for success than the technology solution they provided



Read the blog.

What is your Maturity score?

Refer to the FluidIT Maturity Framework:

Software development, IT policies, IT operations & IT support

8 Software development, IT policies, IT operations & IT support					
	Maturity Level				
	1	2	3	4	5
Digital and IT strategy & plan	No inhouse development, or ad hoc and have a go! No requirements available with limited capability	Some in house dev but slow and poor quality	Some dedicated resources	Dedicated software dev team	Dedicated and cutting edge team
Change delivery capability	IT policies and procedures are ad-hoc and undocumented	Limited definition of IT policies and procedures	Good range of high quality policies	Comprehensive range of high quality policies	Comprehensive range of high quality policies
Digital, IT and change governance	Ad-hoc, best endeavour, part-time	Some dedicated resources with ad-hoc skills	Dedicated resources with good skills	Good software system with strong governance and root cause	Comprehensive self help service
	No ticketing system	Basic ticketing system	Good ticketing system with self help / service	Increasingly proactive	Participating with the business to drive digital innovation
	Very poor, unresponsive, very slow	No self help	Average often reactive, SLA slow	Collaborative	
		Use and their maturity			



Key takeaways

- Every company is different. The Fluid Digital Maturity Framework is a tool to help you work out your own business priorities.
- Your business needs a digital and IT strategy that is integrated with the business plan and strategy.
-
- Get a clear picture of how your systems meet business requirements, identify gaps and have a plan to bridge those gaps.
- Automate data extraction and adopt Business Intelligence (BI) tools so you can see business performance in real time.
- Cyber security breaches are a case of when not if. Prepare now to increase customer confidence and save recovery costs.
- Take control in managing IT suppliers and understand your responsibilities.
- You don't need to do it all yourself. Look for a partner who offers a multi-disciplinary team on a part-time or fractional basis.

Unsure how to implement these changes?

Book a discovery call to see how we can help you deliver digital change.



Book now.

The Fluid IT Maturity Framework

 fluid



	Download your copy
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About Fluid

We help businesses work out what technology can do for them.

We work with and alongside our clients to get the right results, and on the way we learn and grow together.

We believe in the power of inspired innovation, meaningful change and collective success.

How we work

We begin by understanding your business goals and your current digital and IT capability.

We focus on business outcomes not technology deliverables. We work with the strengths in your people, processes and technology investments.

We push for results but at the right pace for our clients.
Book a discovery call to see how we can help you deliver digital change: fluiditoconsulting.co.uk/book

SME

IT leadership, technology advice, change & project delivery for small to medium enterprises

Private Equity

Value creation from digital transformation, throughout the investment lifecycle

Large Enterprises

Optimising strategic change and technology implementation programmes



This publication has been written in general terms and therefore cannot be relied on to cover specific situations.

The application of the principles described will depend upon the explicit circumstances involved and we recommend that you obtain professional advice before acting, or refraining from acting on any of the contents of this publication.

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