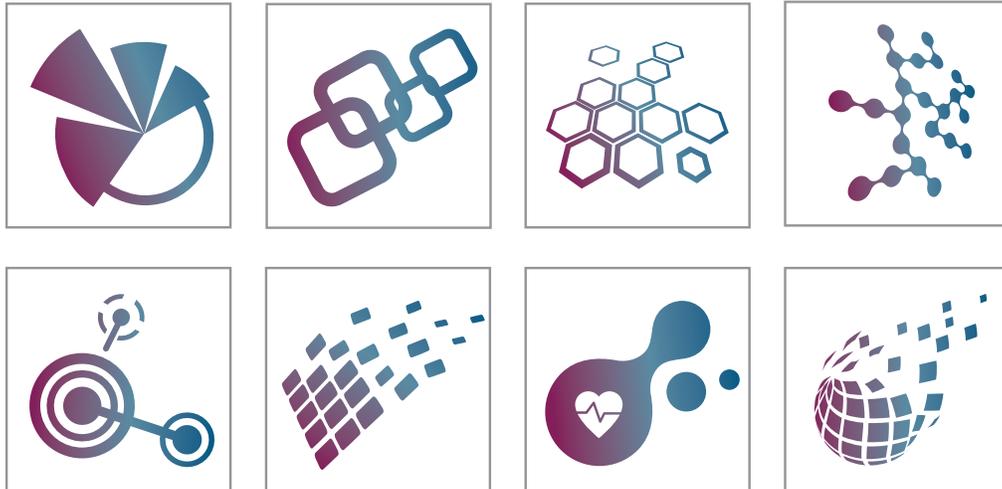


JOURNEY TO THE DIGITAL ENTERPRISE



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Journey to Digital Enterprise
www.csc.com/power-forward

Digital Applications: The Key to Releasing Your Organization's Full Potential
www.csc.com/power-forward/digital-applications

Agile Hybrid Cloud Platform Enables Business Success
www.csc.com/power-forward/agile-cloud

Secure Software-Defined Networks Unlock Digital Information
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IDS/IPS: The Key to Managing Today's Digital Enterprise
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The New Digital Workplace Is Contextual
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Key Shifts Mark the Path to Digital Insurance
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Digital Banking Creates Opportunity for Customer-Focused Finance
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The Shift to Digital Health and the Era of Healthcare 3.0
www.csc.com/power-forward/health

At CSC, we lead our clients on their digital transformation journeys with innovative, next-generation technology services and solutions. Exploring the transformation shifts within five horizontal IT domains (applications, platforms, networks, workplace and service management) and three industry sectors (insurance, banking and healthcare), CSC's Journey to the Digital Enterprise position paper series, regularly updated by the company's global CTO team, provides guidance on how clients can move forward on their own digital transformation journeys.

An Introduction by CSC's global CTO, Dan Hushon

Businesses today face a digital imperative. In order to make better and faster decisions — and improve productivity — today's most progressive businesses are leveraging digital technologies to put highly contextualized information in the hands of their employees, partners and clients. This demand for the right information at the right time to the right person is forcing key shifts in how IT is delivered and results are achieved, especially in light of rapidly changing regulatory controls and increasing information threats. To help you understand and benefit from these shifts, the Journey to the Digital Enterprise papers explore the shifts' impact on both business and technology operations, and suggest how enterprises can get started on their own digital journey.

Watch a short video from Dan Hushon on the Journey to the Digital Enterprise: www.csc.com/digital_enterprise

Find additional highlights about the papers in the In Focus slideshow: www.csc.com/power-forward/flxwd/138343

More About Dan Hushon



Dan is Chief Technology Officer, Vice President & General Manager, Cybersecurity. He provides the leadership for driving the strategy and growth of CSC's product lines and boosting technology excellence across the company. Dan joined CSC from EMC Corporation, where he was chief technologist for key strategic initiatives in big data, cloud technologies and next-generation infrastructure as well as the chief technologist of the service provider business. Previously, he had served at Sun Microsystems in a variety of roles, including chief technologist for a cloud service and chief technologist for the global sales organization. Dan has more than 20 years of information technology industry experience delivering technology-differentiated solutions to private, public and international customers. Mr. Hushon holds a Bachelor of Science from Carnegie Mellon University.

Digital Applications: The Key to Releasing Your Organization's Full Potential

Innovative software is transforming entire industries, but many organizations find themselves held back by their dated applications. The solution? Digital applications that leverage both interfaces and cost-effective computing resources.

Digital applications help businesses unlock information from their legacy software, gather insights from other units, partners or the Internet of Things (IoT), and deliver the results in context.

The API Economy is here. Short for Application Programming Interface, that may sound geeky. But in fact APIs are driving a “transformation-by-software” of entire industries. Smart companies are joining the API Economy now.

The biggest changes will come not from the software applications themselves, but instead from the modern application platform and the dynamic integration of the components that power it, including APIs, virtualization and open source projects.

For more information, go to: www.csc.com/power-forward/digital-applications.

Authors

Mike Williams is general manager of application services at CSC. Mike brings a suite of solutions to the global IT market designed to help clients achieve their performance targets as they face the challenges of digital business. As a former CIO, Mike has great experience in leading business and IT transformations. He has developed a clear strategy and pragmatic approach for clients to put modern application solutions in place to address their business needs and propel them on their digital journeys.

Rick Wilhelm is vice president of development and delivery for global insurance at CSC. Rick is responsible for product engineering, customer delivery, and Business Process Services technology for CSC's insurance products and services. Rick and his globally distributed team are using agile and DevOps practices to transition the CSC insurance portfolio to cloudbased, as-a-service delivery models. Previously, Rick led CSC's Software Global Delivery Network for Global Business Services, where he was responsible for product engineering and delivery for CSC's vertical software products and services.

JP Morgenthal is a veteran IT solutions executive and CSC Distinguished Engineer. He has been delivering IT services to business leaders for the past 30 years and is a recognized thought leader in applying emerging technology for business growth and innovation. JP's strengths center around transformation and modernization leveraging next-generation platforms and technologies. He has held technical executive roles in multiple businesses including: chief technology officer, chief architect and founder/CEO. His areas of expertise include strategy, architecture, application development, infrastructure and operations, cloud computing, DevOps, and integration. JP is a published author with four trade publications. Most recently, he is a co-author of “Cloud Computing: Assessing the Risks.”

Agile Hybrid Cloud Platform Enables Business Success

IT needs to scale like never before. Cloud platforms offer a compelling solution. They're on-demand sets of resources that can be allocated via software-defined policies. This gives businesses great flexibility for satisfying multiple user audiences.

Big data, meet big insights. Modern cloud platforms can actually help create meaning. They put big data in context. Imagine an enterprise-intelligence platform that tells you how an email message, text document and audio file are all related. Data becomes more than just data; in fact, it's a new source for insight and leadership.

Here comes the modern cloud platform. Compared with its predecessors, the modern cloud platform is open source instead of proprietary; scalable instead of limited; highly automated instead of manual; elastic instead of static; and platform-centric rather than IT-centric. All that makes the modern cloud platform agile, scalable and fast.

Modern cloud platforms help ensure the scalability of success. Cloud platforms do this by freeing businesses from the constraints of proprietary hardware and software stacks. By creating environments where business users get immediate access to needed resources. And by lowering cost through automation and by helping developers deliver applications in record time.

Learn more about modern platform and the three characteristics that distinguish it from previous virtualized environments.

For more information, go to: www.csc.com/power-forward/agile-cloud.

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James Hanley is vice president of data center and platform offerings at CSC. He is responsible for driving growth in this sector, ensuring client satisfaction, and building strategic partnerships critical to the development of CSC offerings.

Chris Swan is chief technology officer (CTO) for Global Infrastructure Services at CSC, where he directs the vision, strategy and architecture for CSC's infrastructure and managed services portfolios, including cloud, workplace, data center, platform and service management. Chris also leads CSC's shift toward infrastructure as code and being a data-driven delivery organization. He has previously held CTO and director of research and development roles at Cohesive Networks, UBS, Capital SCF and Credit Suisse, where he worked on app servers, compute grids, security, mobile, cloud, networking and containers.

Bowman Hall is an experienced senior technology executive with extensive experience and business results in key transformational areas including cloud computing, ITIL and IT service management, systems management and consulting. Currently, Bowman is the vice president and general manager of the cloud business at CSC, where he leads new offering development, revenue and profit growth, and delivery excellence for Fortune 500 clients. Bowman has had multiple technical and managerial roles in his more than 20-year career, including systems analyst at Carnival Corporation, technical consulting and technical presales at IBM/Tivoli Systems, and senior leadership roles managing cloud technical go-to-market at IBM.

Bob Eastham is a Distinguished Architect currently working in the Infrastructure Technology Office and responsible for CSC's platform strategy. Bob has held a number of senior architecture positions across account delivery, new business, strategy and offering development. He has extensive expertise in infrastructure architecture, strategy and integration and solution governance.

Secure Software-Defined Networks Unlock Digital Information

Software-defined networks (SDNs) are helping CIOs solve a tough IT problem: Demand for network resources is up, but traditional approaches can't keep up. SDNs can, while accelerating the speed of business.

IT networks are stretched to their limits, yet demand keeps growing. SDN to the rescue! Software-defined networks empower software applications to measure network throughput in real time, then proactively request additional bandwidth to complete vital business functions.

Security in a network is essential. SDN technology is helping. It bolsters network security by offering better control over data traffic. SDN also controls user access based on privileges and connecting devices. And it separates info flows, helping network administrators control who has access to which data and services.

Network as a service? It's coming. Today's data networks are changing from computer-centric communication infrastructures to systems that support multiple types of devices and contexts. SDNs provide the framework for a cloud-based infrastructure that delivers information at the speed of business.

Read more about how SDNs provide three important mechanisms to implement a robust and complete end-to-end security architecture.

For more information, go to: www.csc.com/power-forward/secure-networks.

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Rafat Shaheen is a lead global solutions executive and a member of CSC's Chief Technology Office. His expertise includes IT transformation, service-oriented architecture, design methodologies, IT virtualization stack, hybrid cloud architecture, DevOps and architecture design patterns.

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IDSMS: The Key to Managing Today's Digital Enterprise

Today's hybrid IT systems are far too complex for yesterday's forms of management. A new approach can help. Called IDSMS (short for Integrated Digital Service Management), it empowers CIOs and other IT executives to not only manage complex systems, but to also lower their costs and risks, and raise their value.

IDSMS is helping CIOs and other senior IT executives more effectively manage their data, automation, decision support and configuration management. Combined, these four elements give their organizations new, higher levels of control over their increasingly complex IT environments.

IDSMS enables self-healing networks. Using predictive analytics and behavior scoring, these networks can actually monitor themselves and proactively repair their own problems. They can also serve IT resources to end users, even before the users know what they need. In today's fast-moving business environment, these are big, powerful advantages.

At a high level, IDSMS comprises three main components, which are fully explained in the paper.

For more information, go to: www.csc.com/power-forward/service-management.

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JP Morgenthal is a veteran IT solutions executive and CSC Distinguished Engineer. He has been delivering IT services to business leaders for the past 30 years and is a recognized thought leader in applying emerging technology for business growth and innovation. JP's strengths center around transformation and modernization leveraging next-generation platforms and technologies. He has held technical executive roles in multiple businesses including: chief technology officer, chief architect and founder/CEO. His areas of expertise include strategy, architecture, application development, infrastructure and operations, cloud computing, DevOps, and integration. JP is a published author with four trade publications. Most recently, he is a co-author of "Cloud Computing: Assessing the Risks."

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Maria Pardee is vice president and general manager of CSC's Global Infrastructure Services (GIS) Workplace and Service Management. Her focus is on balance-sheet transformation, business alignment of IT and core business, and global delivery of large-scale IT programs.

The New Digital Workplace Is Contextual

Workplace transformation is here, powered by digital technologies. The biggest benefit? Collaboration at levels never before seen.

To create a digital workplace, CSC recommends that businesses consider four important elements: simplified access to information; centralized controls; enabled end users; and job-specific experiences. Where to start? That depends on an organization's current state. No two would likely start from exactly the same point.

To create a modern workplace, organizations need to build a "service community." Going far beyond current service desks, this community will be made up of people who help workers answer their most pressing business questions. This service community should then be connected with applications and information sources that are both governed and secure.

"Outside-in" rules. To build a digital workplace, organizations need a perspective that acknowledges how innovation is no longer limited to an organization's four walls. Instead, innovation today can come from almost anywhere, including suppliers, partners, customers and even competitors. Connections to those outside sources bring value, making them key parts of the digital workplace.

To create tomorrow's hyperproductive digital workplace, organizations should focus on five pillars today. The pillars are detailed in the paper.

For more information, go to: www.csc.com/power-forward/productive-workplace.

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Ali Shadman is chief engineer for the CSC Workplace and Enterprise Service Management business. Ali shapes and drives the technical, partner and go-to-market strategy, and corresponding efforts in realizing the vision as market-consumable solutions. He has defined "hybrid workplace" and "software-defined teaming" as cornerstones of the workplace of the future, where services can be consumed seamlessly and securely no matter what infrastructure they are delivered from (traditional, managed cloud or public cloud), and massive automation removes costly labor while dramatically increasing responsiveness, improving operational effectiveness and profitability.

Stu Downes is a solution lead in the CSC MyWorkStyle offering group. Stu's role working with product management, industry analysts, key clients and partners gives him a unique view of market trends and client needs. Since joining CSC in 1999, Stu has held a number of roles delivering, designing and leading solutions and products. Stu is now shaping workplace products that enable the hyper-productive digital workplace.

Key Shifts Mark the Path to Digital Insurance

Insurance is being transformed by digital technology, much the way music and publishing have been transformed. Massive changes are coming, including empowered consumers, innovative competitors and new technologies. To respond effectively, insurers need to change their views of customers, develop products in new ways and modernize their IT systems.

Leading insurers are shifting their focus from policies to customers. In today's digital economy, nothing else will do. Insurers able to make this shift gain new capabilities: giving advice; educating and helping customers to reduce risk; and offering value that's centered on customer needs.

Data analytics is poised to transform the insurance industry. Insurers can use existing data from systems of record — plus data from social media channels and other external sources — to develop more complete pictures of their customers. By identifying their best customers, insurers can also gain insights for future projects and services.

Insurers spend only about 25 cents of every IT dollar on new initiatives. Yet they're facing new digital competitors able to leapfrog their offerings. The solution? New partner strategies that align with today's digital business.

For more information, go to www.csc.com/power-forward/insurance.

Authors

Brian Wallace is the chief technology officer for CSC's global insurance business, driving technology strategy, client-focused solution development and the ongoing alignment of CSC's capabilities to the needs of the insurance industry. He engages with clients, prospects and partners around digital disruption and the future of the insurance industry.

Phil Ratcliff is vice president and general manager of CSC's global insurance business, responsible for end-to-end business performance, including strategy, sales development and delivery. Before joining CSC, Phil held a number of senior positions at IBM, initially as a partner in its UK insurance practice, and then as president of its North American insurance outsourcing subsidiary, before being appointed vice president of IBM's Global Insurance and Banking Process Outsourcing Division. Phil has 25 years of experience working with insurers in Europe, the Americas and Asia in line management, management consulting, software development and outsourcing.

Digital Banking Creates Opportunity for Customer-Focused Finance

Banks need to make innovative improvements and embrace digital banking. But many lack both the needed time and budget. A new approach can help. By lowering costs on older “run-the-bank” operations, customer-focused finance helps free up new resources for much-needed innovation.

Banks need to invest in new digital technology, yet are spending up to 80 percent of their IT budgets just “keeping the lights on.” To lower costs on older run-the-bank operations, banks can turn to customer-focused finance. It’s a powerful new way of freeing resources for much-needed innovation.

CSC offers solutions that help banks achieve their four highest priorities: customer experience; governance, risk and compliance (GRC); payments; and efficiency.

Banks need to adopt a next-generation IT infrastructure. To get there, CSC recommends that banks follow a four-layer reference architecture. Its elements: systems of interaction; risk and middle-level apps; data management; and infrastructure. Once they do this, banks can make dramatic transformations that benefit their clients and businesses.

For more information, go to: www.csc.com/power-forward/banking

Authors

V. Balasubramanian is chief technology officer for banking and capital markets at CSC. With experience working in the United States, India, Singapore, Hong Kong, Taiwan and China, Bala helps to define the solution strategy for the industry, leads teams of subject matter experts in industry issues, and helps set the technology direction for solutions.

The Shift to Digital Health and the Era of Healthcare 3.0

Patient-centric healthcare is the new, effective response to big changes in regulation, technology and demographics. The result: healthcare models that are more connected and collaborative than ever before, and focused on the value of patient outcomes.

Healthcare organizations are now shifting to modern, patient-centric, coordinated care models that take advantage of next-generation technology systems. These systems help healthcare professionals secure patient data, quickly recognize patterns, and effectively manage the health of whole populations.

The digital health platform could serve as the basis for an ecosystem of digital-health services innovation by certified third parties and could be steered by the respective health systems. It could revolutionize health-service use and delivery, help health systems bend the cost curve, and usher in an era of contextualized information that could be called “Healthcare 3.0.”

For more information, go to: www.csc.com/power-forward/health.

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Femi Ladega is chief technology officer for CSC’s healthcare and life sciences global industry group. With experience delivering major transformation engagements to private, public and international organizations in Europe, the United States, the Middle East, Australia and the United Kingdom, Femi drives the group’s solution strategy and technology direction.

Gurdip Singh is vice president and general manager of CSC’s global healthcare and life sciences global industry group, responsible for the development and delivery of software products and business services. His primary skills include program leadership, operational business management and business transformation.



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About CSC

CSC is a global leader in next-generation IT services and solutions. The company's mission is to enable superior returns on our clients' technology investments through best-in-class industry solutions, domain expertise and global scale. For more information, visit us at csc.com.