PwC + CA Technologies: High Velocity IT eBook
The New Speed of Business: You’ve Got to Keep Up

In today’s screaming-fast, digital world, traditional IT organizations are struggling to keep pace with the new speed of business. Every enterprise—regardless of industry—is not only increasingly digitizing the way it engages with employees, partners and customers, but also how it expands and reinvents its business model. And your business is no different.

You’re leveraging digital channels to fundamentally transform business models and drive top-line growth. On top of that, you must contend with pressure to leverage emerging technologies with minimal disruption: cloud, mobile platforms, big data and social media, to name a few.

In a world where business and technology are getting more complex while customers are demanding better, simpler experiences, IT organizations must constantly reexamine how they’re leveraging technology investments to deliver more bottom-line value and top-line advantage to business.

Put simply, to sustain competitive advantage these days, you must accelerate responsiveness to business demands for ideas to be rapidly converted into technology-enabled business capabilities.

You’ve got to identify new risks and opportunities and respond to both instantly without dropping the ball. You need to get out front first and execute swiftly without sacrificing quality, security, cost effectiveness and that all-important end-user experience.

85% of U.S.-based CEOs think digital delivers “quite high” or “very high” value in customer experience.

Source: PwC’s 2015 Global CEO Survey
Enterprises, however small they once were, have started gathering technical debt, legacy code, functional silos and bureaucracy. In such an environment, more time is dedicated to fire fighting and sustaining the status quo. Change is met with trepidation and often requires extensive retooling and resources. In many cases, by the time a new feature or new application is deployed, the market and customers have moved on—creating a vicious cycle of catch-up.

Clearly, a new mode of software delivery is required to innovate and succeed in this chaotic market. This method must enable enterprises to constantly improve the following five outcomes: Throughput, Quality, Experience, Control and Cost.

1. **Throughput** is the rate at which changes can be funneled through the software delivery pipeline, otherwise known as the idea-to-offer cycle.

2. **Quality** covers the overall excellence of software releases, which can differ greatly between organizations.

3. **Experience** is the perceived value of the interactions an organization’s customers have with its products and services.

4. **Control** is the ability to identify, protect, monitor and remediate risks and issues associated with the idea-to-offer cycle.

5. **Cost** is the financial outlay associated with maintaining the other four outcomes of the idea-to-offer cycle.
Large enterprises today are often full of good ideas that would result in better digital products and services, but they confront legacy IT systems and project management procedures that take too long to deliver the infrastructure and software needed to support their creation and delivery.

Digital IQ leaders are twice as likely to achieve rapid revenue and profit growth as the laggards in our study.

For more details, see PwC’s 2015 Global Digital IQ(R) Survey

How can organizations adapt to continuously delivering software?

Learn More
Together, We Look at the Whole Picture

Years of working with a wide range of global and regional enterprises across a broad spectrum of industries provides us with insights into the evolving puzzle of leveraging technology in the service of business. The puzzle itself comprises multiple interdependent pieces that need to be addressed: there is no single magic bullet.

That’s exactly why our High Velocity IT solution takes a wide-angle view, capturing many aspects of your IT lifecycle in its lens. In fact, from innovation management to service monitoring, we’ve mapped out 24 discrete capabilities that comprise the big picture.

From jumpstarting ideas to planning, construction, deployment and full-throttle operation, we can help you examine and uncover opportunities to increase and accelerate performance within—and across—all 24 dimensions.

And that level of granularity matters, because enterprise-scale application delivery isn’t a nice, neat, linear function. Not by a long shot. It’s a complex, multifaceted operation involving different people, processes and technologies at every turn.
Accelerating Business Speed and Agility

Designed to help transform how you innovate, optimize and scale the use of technology as you move from idea to market, our DevOps-inspired High Velocity IT solution focuses on four broad principles:

**Flow**
Our solution enables our clients to facilitate and orchestrate all the tasks, activities and outcomes required to rapidly and securely deliver technology-centric functionality with the highest quality.

**Insight**
Real-time visibility into delivery cycle processes helps ensure that potential issues and snags can be addressed before they stall the flow. Combined with real-time visibility into how technology-centric functionality is actually being used and perceived by end-users, these insights drive a virtuous cycle of improvement.

**Anti-fragility**
Increase in capability, resilience or robustness as a result of mistakes, faults, attacks or failures.

**Culture**
Clearly defined roles and performance measures that can promote collaboration and trust between stakeholders and value creators. Our solution encourages much-needed specialization to accomplish tasks more quickly and with fewer errors. It also enables real-time recognition of accomplishments, further strengthening motivation and teamwork.

**Optimizing IT Flow Requires Transformation at Every Level**

**People transformation**
Redistributing responsibilities across your technology delivery lifecycle and building a culture of collaboration

**Process transformation**
Streamlining, integrating and automating your current methods and processes with real-time visibility into the pipeline

**Technology transformation**
Consolidating and linking tools and platforms across your delivery teams
Traditionally, IT optimized key functional silos within the IT value chain with the expectation that optimizing one silo would automatically lift the others as well. Experience has shown, however, that this approach doesn’t work because the primary effort is on fixing snags in the workflow. Quality, security and other important factors may also be compromised.

In contrast, today’s dynamic, digital business environment demands systemic flow optimization. And that’s what our High Velocity IT solution helps deliver.

Because our solution is comprehensive in its breadth, yet detailed in its depth, we’re able to optimize how your entire release cycle operates. What’s more, we address the problem of things slipping through the cracks because there are no gaps between our solutions.

Our High Velocity IT solution defines responsibility and accountability for the myriad tasks and activities needed to convert ideas into technology-centric functionality. As a result, performance can be more accurately measured, areas of improvement can be identified in real time, and the required organizational responsiveness can be obtained.

By shifting the focus from silos, controls and sign-offs to technology-enabled competence, enablement, facilitation and orchestration—coupled with an emphasis on individual accountability—our High Velocity IT solution helps drive your effort to transform the current state of your IT capabilities to meet current business expectations. Siloed functional domains that minimize cross-organization information and interactions may be an ideal approach in a stable world, but in today’s dynamic markets, these flows can’t be redesigned and redeployed fast enough.

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A chain is only as strong as its weakest link.

From functional optimization
Instead of asking: “How can we speed up testing ... or automate deployment ... or improve service availability?”

To flow optimization
We ask: “How can we adjust, fine-tune and optimize the entire IT delivery pipeline to make it run faster and smoother?”
Whatever your individual role within your organization, PwC’s High Velocity IT solution is designed to meet your specific needs and requirements, as well as the collective needs of the entire enterprise.

What’s in It for You?

Are you an IT Leader?
High Velocity IT can help you …
• Fuel innovation, deepen customer connections and make business processes more efficient
• Keep legacy systems up and running while implementing much-needed technology advancements

Are you an Applications Development Leader?
High Velocity IT can help you …
• Decrease cycle time
• Deploy faster to meet business needs
• Effectively provision the testing/staging environment to be identical to the production environment

Are you an IT Operations Leader?
High Velocity IT can help you …
• Expand the services you provide to the application development teams you serve
• Better monitor and measure the experience of end-users

Are you a Digital Business Leader?
High Velocity IT can help you …
• Develop, market and test products more quickly and efficiently
• Gather customer feedback through more channels and incorporate it more rapidly

Are you a CXO?
High Velocity IT can help you …
• Speed up the concept-to-cash cycle within complex, fast-changing industries
• Align business transformation with customer needs

What can we do for you?
Start the conversation today. Contact Julien Furioli, Principal, CA Alliance Leader, at Julien.Furioli@pwc.com.
PwC High Velocity IT Service Offerings
Powered by CA Technologies

Align Your Organization

High Velocity IT Workshop
We’ll help drive enterprise and/or IT executive alignment with a High Velocity IT vision and secure agreement to move ahead with a transformation plan and timetable.

*CA Technologies offering included:*
  - CA Professional Services

High Velocity IT Diagnostic
We’ll assess the current maturity of your people, processes and technologies and deliver a strategic action plan and roadmap to move toward High Velocity IT.

*CA Technologies offering included:*
  - CA Professional Services
PwC High Velocity IT Service Offerings
Powered by CA Technologies

Transform Your IT Delivery Model

Continuous Delivery
We’ll help transform your existing software delivery function and create an operating model that automates integration, testing and deployment all the way into production with a key focus on apps and app ecosystems.

CA Technologies products included:
- Release Automation
- Service Virtualization

Quality Acceleration
We’ll help transform your existing QA function and create an operating model that automates integration, testing and deployment all the way into production with a key focus on app ecosystems and enhanced testing.

CA Technologies products included:
- Release Automation
- Service Virtualization
- Application Test
- Data Finder

Continuous Insight
We’ll help design and develop a solution that, in real time, monitors end-user experiences as well as the effectiveness of your entire delivery value chain.

CA Technologies products included:
- Continuous Application Insight
- App Performance Management
- Mobile App Analytics
- Release Automation

Release Orchestration
We’ll help transform your existing release function and create an operating model that enables, facilitates and orchestrates resources, events and outputs of teams from initial idea all the way to production.

CA Technologies products included:
- Cloud Service Management
- Release Automation
- Agile Planning
- PPM
Mobility is the new standard in enterprises. Organizations are striving to create the delightful mobile experience customers demand, yet fall short due to stale test data, device fragmentation and development resource limitations. As user preferences evolve, enterprises are compelled to deliver mobile application releases more rapidly, often sacrificing speed for quality and user experience, while having development and testing costs spiral out of control.

The High Velocity IT for Mobility solution helps enterprises achieve the ability to react quickly to evolving customer preferences and technology trends, while increasing customer loyalty by adopting an automated testing and release management practice. In addition, the solution allows employees to pursue more value-added tasks by automating tedious and error-prone tasks.

This provides an opportunity to enhance the customer experience by providing improved usability and reliability of applications on each mobile device through adequate testing, as well as continuously monitoring application performance for rapid issue resolution.
The joint PwC and CA Technologies DevOps solution helps organizations deliver more business applications to handle the growing demands for service amid constrained resources.

PwC combines deep domain, industry and technology experience to provide advisory services that enhance value for clients around the world. PwC’s co-creation model of engagement delivery allows for a collaborative approach to solving complex business problems. As trusted advisors, PwC analyzes client business issues, develops a solution strategy and executes roll-outs along with clients for optimal value.

From strategy through execution, PwC guides enterprises faced with the ever-increasing pace of innovation and demands for higher productivity through enterprise-grade DevOps adoption to work leaner, faster and more collaboratively.

**Combined with CA Technologies products, PwC helps enterprise clients drive continuous innovation by enabling them to:**

- Identify the weakest links within their DevOps lifecycle and use a systems-oriented approach to increase the speed of innovation.
- Achieve a high level of quality and customer experience without sacrificing speed and agility.
- Embed proper controls to remediate risks and potential compliance issues associated with sharing responsibilities.
- Develop a culture of trust and sharing within a collaborative operating model along with tightly aligned teams and incentive structures.

CA Technologies enables customers to quickly deliver business value with a flexible, open architecture to leverage and connect with existing investments; with market-leader technology to speed execution, increase productivity and improve service quality; topped with world-class DevOps practice services delivered via strategic ecosystem partners, such as PwC.

**CA Technologies powers the engagement with an industry-leading suite of software, including:**

- **CA Service Virtualization** helps eliminate constraints by modeling and simulating the behavior and performance characteristics of dependent systems and services.
- **CA Release Automation** automates the complex changes required for code movement, deployment and provisioning tasks among development, test and production environments.
- **CA Application Test** provides for the validation of key business applications to improve quality and reduce risks in the application economy.
- **CA Continuous Application Insight** helps optimize customer experience and time to market, improve application quality with transaction discovery, insight and automation.
- **CA API Developer Portal** provides a single solution that can accommodate internal API initiatives—empowering in-house developers while acting as the cornerstone of external API initiatives.
- **CA Application Performance Management** provides customers with a 360-degree view of the end-user experience by linking transactions to the underlying infrastructure across complex physical, virtual, mobile, cloud and mainframe environments.
- **CA Mobile API Gateway** provides a lightweight, low-latency mobile middleware with integrated security and management controls designed to help enterprises safely and reliably expose internal assets to developers and remote apps, such as mobile APIs.
- **CA Agile Central** drives business agility by transforming IT, software development and digital capabilities to help you navigate change, foster innovation and deliver faster value in an overall Agile model.
CA Technologies (NASDAQ: CA) is an IT management software and solutions company with expertise across all IT environments—from mainframe and distributed, to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services. CA Technologies’ innovative products and services provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 relies on CA Technologies to manage evolving IT ecosystems.

About PwC US: PwC US helps organizations and individuals create the value they’re looking for. We’re a member of the PwC network of firms in 157 countries with more than 184,000 people. We’re committed to delivering quality in assurance, tax and advisory services. Tell us what matters to you and find out more by visiting us at www.pwc.com/US. Gain customized access to our insights by downloading our thought leadership app: PwC’s 365™ Advancing business thinking every day.

About PwC’s Advisory: Practice PwC’s Advisory professionals across consulting, deals and forensics create value for our clients by helping them address their most complex business issues, from strategy through execution. We understand our clients’ industries and unique business challenges, and look across the entire organization—focusing on strategy, structure, people, process and technology—to help clients build their next competitive advantage. Our firm’s global network of assurance, tax and advisory professionals means that we can bring the right skills and capabilities to help our clients achieve success anywhere around the world. See www.pwc.com/us/consulting for more information or follow us @PwCAdvisory.