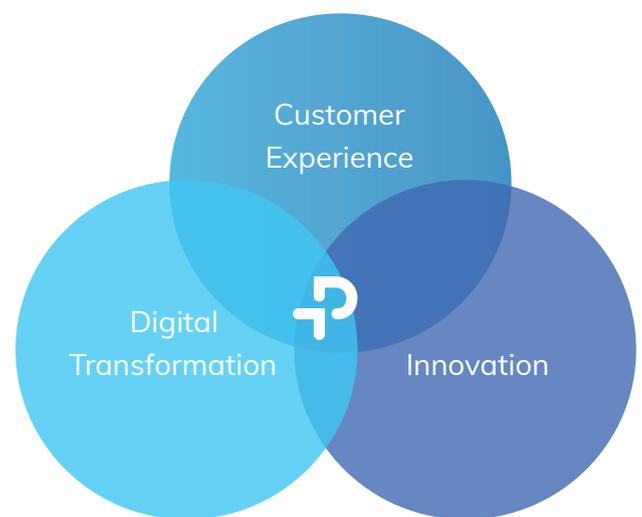## prodware

**Accelerate digital transformation for solid business success with our Innovation journey.
Let's Explore.**

Why digital transformation and innovation?

Digital Transformation is the way for businesses to remain competitive and relevant. The integration of innovative technology into all areas of the organization, future-proofs your business and provides your customers with the experiences they demand.

Innovation accelerates your digital transformation journey and quickly creates distance between you and your competitors.

Why are we talking about speed of transformation? In today's context, the external changes affecting commerce have proved that agility and the need to adjust is vital. Success is not just about survival but also about how the business looks to the future. Innovation is a key lever in this journey, for the short and long term.

Customer Experience

Digital Transformation

Innovation

Today's constantly changing world means that business needs to be able to adapt organizational processes quickly and easily, in response to (and often pre-empt) shifting customer demands. The growth of the "experience economy" is proof that customers will follow and remain loyal to those organizations with a solid brand identity and values that speak to their audience.

That's why, uniquely, Prodware works across three key pillars to accelerate agility and growth. In order to adopt a customer-centric approach (and deliver excellent customer experiences), successful business looks to digital transformation processes supported by innovative technology.

When creating and flexing your digital transformation strategy, it is crucial to use technology to support your long-term goals, optimise your business operations and create modern customer and colleague experiences.

Prodware combines our commercial experience with developing innovation solutions to provide you with the business processes and customer experiences of tomorrow, today.

Our approach: enriching best in class platforms with innovation solutions that are handpicked to address the major challenges companies are struggling with when going through a digital transformation process.

At Prodware we believe in practical innovation; connecting real business needs with technology within reach.

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We have set out a tailored program of innovation discovery, advice and implementation that helps our customers get there quicker. With our step-by-step approach, our Innovation and business experts will guide you in forming and executing your innovation journey.

A key part of our innovation approach is the hands-on "Explore" workshop. The objective of "Explore" is to provide laser-sharp focus on your strategic needs and how specific innovation tech can bring transformation about in an agile manner.

Depending on your requirements, the Explore phase involves engagement of 1 or 2 days, including prepatory discovery work and a workshop held together, involving key stakeholders in your business (including senior leaders and innovation champions). The Explore workshop agenda follows a best practice framework but its contents and priorities are defined and tailored with your specific needs in mind.

Explore

- Innovation outlook
- Reflection
- What?
- Why?
- How?
- Opportunities & Insights
- Wrap Up

"Explore" deliverables

Following our workshop, you will receive (without obligation) documentation of key focus areas, innovation gap analysis, action summary and next steps recommendation. A typical next step would be the "Excite" advanced program – an in-depth 2-day event that will showcase relevant innovation tech with POCs, pilots and kick-start initial projects.

Why choose Prodware to accelerate your innovation strategy?

As we have seen, innovation, technology and business experience are key to a successful digital disruption strategy; to serve you well in the short to long-term success of your business.

Innovation Center

Innovation is in the DNA of Prodware.

For full agility, flexibility and scope, we work with start-ups and our own R&D teams to develop innovative solutions that harness key technologies such as AI, augmented reality, machine learning and automation.

Experienced customer technology partner

Prodware have built on our global CRM experience with best practice strategic change management plus CX technology. Because we are members of the CXPA, our CX consultants are fully CCXP qualified to deliver the customer experience strategy you expect.

Microsoft global partner

Once again, Prodware has been recognized within the Inner Circle, which builds on our deep and constructive relationship with Microsoft. Inner Circle members perform to a high standard of excellence by delivering valuable solutions that help organizations achieve increased success and as a result help to inform the Microsoft roadmap

prodware innovation center

CXPA Customer Experience Professionals Association™

2020/2021 INNERCIRCLE for Microsoft Business Applications

Speak to Prodware about your own innovation journey, to accelerate your customer-centric and operational transformation strategies.

prodware

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