Accelerating Mission Outcomes:
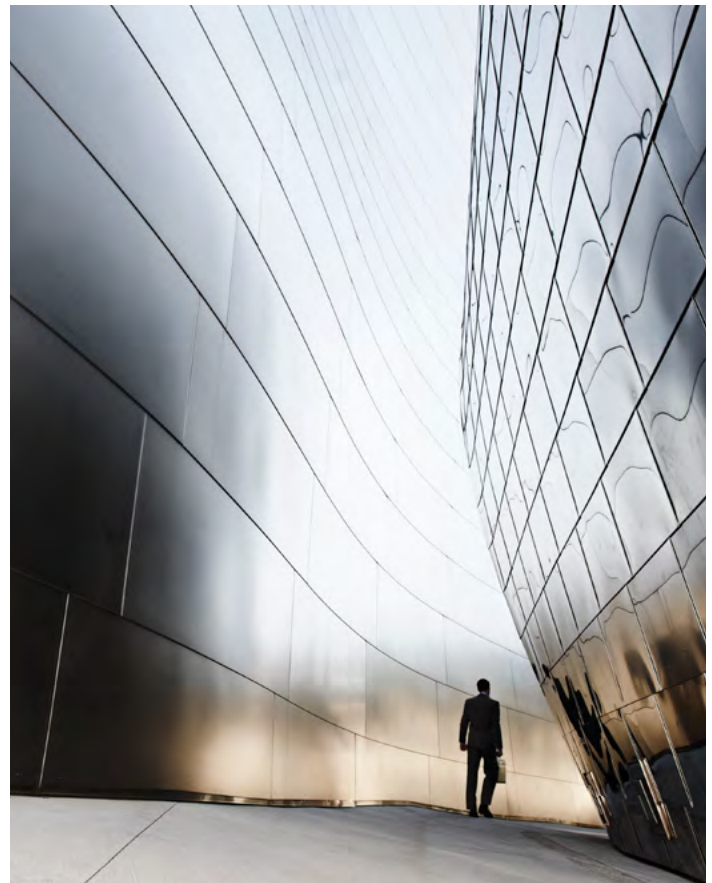
Digital Transformation Drives Readiness, Resiliency, and Results

"Digital Transformation" has become an over-hyped buzzword that is more about marketing than meaningful mission and business impact. Merely moving workloads to the cloud or deploying SaaS technologies to replace legacy business processes is **not transformative; it's just change.**

Digital Transformation should address the entire technology ecosystem, from infrastructure to the edge, through the cloud and across networks, from mainframes to mobile. Truly transformative solutions improve readiness (available, scalable, on demand) and are resilient (secure, compliant, self-healing) and measured by the business/mission outcomes they achieve.

Achieving this goal requires rethinking how technology services and solutions are architected, procured, delivered, sustained, and upgraded. The cloud has enabled on-demand, automated, reliable, secure, and scalable infrastructure. Data and application services are always improving via continuous integration and delivery.

SMX Elevate™ applies that same approach to reshape the traditional consulting services delivery model – pivoting from billing you for hours worked to an outcome-based model in which risks are shared, costs are constrained and you are liberated from vendor lock and the pain of perpetual projects.

Persistent Challenges Demand New Thinking

Impactful digital transformation of your operations requires a new approach that addresses the fundamental constraints and challenges facing all public and commercial enterprise IT executives:

PRIORITIZATION

Aligning long-term needs and capabilities with the demands of everyday operational challenges, including resources, procurement processes, and budgets. In the rush to update systems, for example, decision makers need to consider if the goal is to simply become "cloud-enabled" or to make fundamental operational improvements. Just moving a workload to the cloud — without any changes — could actually lead to more effort and expense. A cloud-native app or even a replacement SaaS solution may instead deliver lower costs and greater capability.

LEGACY SYSTEMS

Supporting entrenched systems, which often can't be retired easily, while modernizing where it is practical. Too often, organizations have seen modernization attempts fail due to complexity, cost, and a lack of clarity on what to do with legacy systems. Being locked into specific technology, instead of the processes and outcomes it supports, can drastically limit choices and opportunities going forward.

LABOR PRESSURES

Recruiting and retaining hard-to-find personnel with the skills to maintain and operate new technologies. With a more competitive job market, it is increasingly difficult to hire skilled and experienced people with expertise in emerging technologies. Upskilling/reskilling is only part of the solution; complex systems often demand significant increases in headcount — or a partner who has successfully taken on multi-faceted modernization efforts.

COSTS OF ACQUISITION AND MAINTENANCE

Controlling the costs stemming from traditional consulting and tech vendor models, which value time and materials over outcomes. Typical consulting engagements add more people to resolve issues and add capabilities, while technology providers attempt to lock you into monolithic platforms and expensive maintenance packages. This limits your options and can result in hidden and unexpected costs, including indirect costs (such as the sunk costs related to facilities), the investment needed to reskill people and hire more expertise, and the impact on productivity during the transition.

This approach means you always need more consultants as you scale up your operations, to add new capabilities or fine-tune what they've given you. And while you're wrestling with budgets, skills gaps, and unpredictable costs, the typical consultant or solutions provider is looking at how to add more billable hours to the project.

This is why "transformation" has become a nebulous term; it can mean whatever the vendor wants it to, from straightfoward cloud migration support and app development to business process evaluations and technology upgrade strategies.
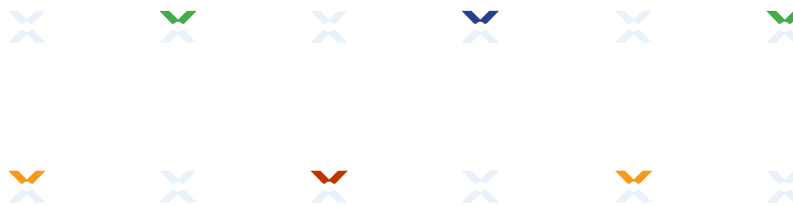
Seeing transformation through an outcomes-focused lens changes that mindset, and redefines what you can achieve with a bold new strategy — and the platform to support it.

Redefining Digital Transformation for Modern Enterprises

Envision a model where services, automation, and purpose-built tools combine as needed to help your business processes evolve, all guided by advisors and tech experts whose roles are defined by results, not time spent.

Cloud-native applications and microservices free you from vendor lock-in and tech debt while making every process more efficient. Automation everywhere relieves the burden of tedious, repetitive tasks from overstretched personnel, enabling them to focus on creating value. And security is woven into every process and practice at the platform level, ensuring compliance and empowering users to accomplish more.

SMX PUTS THIS VISION INTO PRACTICE.

SMX Elevate is reshaping the entire transformation journey, by putting outcomes first

This new approach does for labor-based technology solutions what the hyperscalers/CSPs did for infrastructure. Put another way, what cloud did for infrastructure, SMX Elevate does for solution delivery and app management.

Cloud is Crucial... but Only the Beginning

"Cloud" has long been the answer to a broad question: **how do we improve our operations, shorten time and cost to market, speed up data-related processes, and eliminate barriers to productivity – securely, reliably, and anywhere the situation demands?** By itself, "cloud" is a vague response. Public, private, multi and hybrid cloud configurations all have their place, and the recent growth in classified cloud capabilities can enable even more options for government users.

But, cloud platforms are building blocks, not ends in themselves. Migrating to the cloud is about extending your infrastructure while also providing high availability, scalability, and security. But if you continue to use the same processes that held you back, just relocating assets to the cloud won't improve productivity, decision-making, or results.

SMX advises organizations to first look at the challenges they are trying to solve, including:

ACCESS

Enabling the use of the full spectrum of data needed, from every source

SPEED

Delivering meaningful information rapidly to the point and time of need

SCALE

Adapting to requirements that change at a moment's notice

SECURITY

Protecting data, systems and users without compromise (especially critical for highly-regulated industries)

Cloud platforms can be essential to resolving all of these challenges. Using them can accelerate DevSecOps, support improved supply chain management, underpin better customer experiences, and much more. But doing so requires tools, automated processes, and development minded resources to take advantage of the speed, scale, security, and unfettered access to information the cloud can deliver.

Achieving these goals creates an environment that can quickly adapt to changing conditions and empower you to define new, more effective ways to do business.

The good news: you don't need to start from scratch. Instead, you can incorporate parts of your current infrastructure into a modern environment, then continue to evolve, add, and refine your processes over time.

SMX Elevate: Driving Outcomes that Matter

Technology shouldn't drive transformation. Instead, it's the outcomes that matter — tech should support your business objectives and your way of working, so you can accelerate mission goals.

SMX Elevate meets you wherever you are on your transformation path, then creates an environment that changes what technology can mean for your organization: not only making business processes more effective, but freeing people to find new solutions that were never before possible.

Our modular approach securely meshes platforms, applications, data, and people, and doesn't require you to toss out your current technology investment. By combining SMX's premier consulting services with automated software platforms in a flexible delivery model, we can meet customers at any stage in their modernization lifecycle with a focus on innovative, high security solutions.

SMX ELEVATE ENABLES:

Cloud without constraints

Create the optimal infrastructure to support current and future business processes. We help you migrate to the ideal configuration with minimal disruption, eliminating vendor lock and working with your existing technology to enable new capabilities. Our ever-growing library of APIs and accelerators ensures all customers benefit from our continuous development.

Compliant, secure automation environment

Employ hybrid and cloud-only platforms built with government-compliant security to power your business processes. Microservices and containerization give you the exact functionality you need, while automation frees up personnel to focus on delivering business value, instead of supporting technology. When compliance and security are automated, you can innovate with confidence.

Outcomes-focused servicing

Maximize value by moving away from traditional "time and people" servicing. SMX Elevate ensures predictable spend, replacing runaway costs for tech and consulting personnel. Gain more from your technology investments at every turn with procurement options that match your priorities.

Solution Delivery Teams and an Automation Platform not Consultants

To reap the benefits of transformation, you need a strategy and an understanding of what's possible, given the right foundation. The SMX team can activate all the skill sets required, only as needed, without piling on more hourly consultants. Instead, we swap in the right expertise at the right time, delivering the strategic advice and technical proficiency that keeps your journey on track.

Your transformed environment becomes a launch pad for innovation, integrating AI and machine learning and supporting more comprehensive data analytics and XOps, fueling even more inspiration. And because SMX maintains the highest level partnerships with hyperscalers, we can take advantage of — and build on — the speed, scalability, and security those platforms deliver.

Strategy First

True digital transformation should accelerate outcomes. That requires defining a strategy to align your objectives, goals and growth plans, then taking a hard look at what business and technology capabilities need to change. Only then should you look at the technology needed to help you get there.

Taking advantage of the power of hyperscaling cloud platforms, an ecosystem of data, applications, and services, all supported by an unrelenting security posture, can bring your strategy to life. Then, by automating processes everywhere possible, you can exponentially accelerate operations — and free up your people to create more value across your organization.

The speed, scale, and confidence to drive business forward: that's the real meaning of digital transformation. But knowing how to begin — and how to avoid pitfalls and roadblocks along the way — is the real challenge.
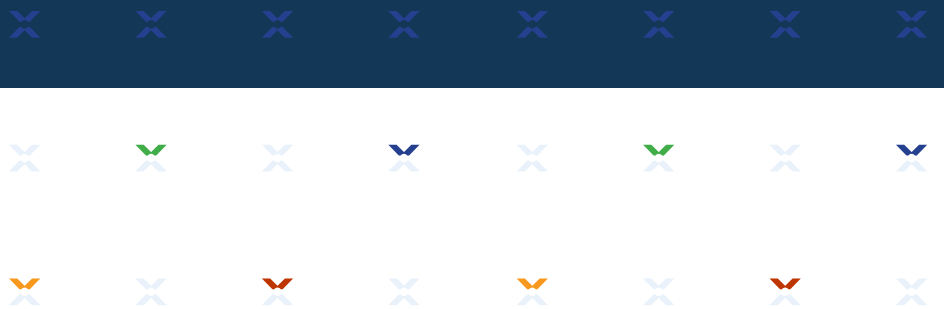
Getting Started: Define Your Outcomes

Any successful transformation starts with asking the right question: "Why?" Change will have an impact across the organization, so understanding the benefits and risks at the outset is crucial. That's why old models that put deliverables ahead of outcomes are not sustainable. Every aspect of your transformation should be focused on one thing: the success of the mission.

To reap all the benefits, you need a strategy and an understanding of what's possible, given the right foundation.

SMX ELEVATE: DO MORE FOR THE MISSION

With SMX Elevate, you can now see operations as the hyperscalers do: self-healing, highly resilient, and highly scalable — which can make you more agile and competitive.

No matter how far along you are in your transformation lifecycle, SMX empowers you to identify opportunities for change, migrate and modernize both systems and processes, and act faster and with greater clarity, keeping you ahead of evolving risks and opportunities. By reshaping how you can acquire and activate these transformative services, SMX Elevate ensures you always derive value for your investment, so you can always do more for the mission.

SMX

SHARED VISION. OUTCOME ASSURED.

SMX harnesses the transformative power of technology to achieve mission success.

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