

# The Change Imperative—Consulting Is Being Disrupted. What Are You Going To Do About It?



**CONSULTING®**  
THE PEOPLE • THE PROFESSION • THE LIFESTYLE

An **ALM** Publication

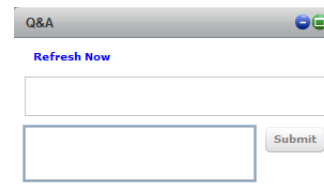
**BEST PRACTICES WEBINAR**

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Do more.®

## Before We Begin

- Ask questions through the Q&A widget
- Recorded session will be available starting tomorrow

A screenshot of a web-based Q&A widget. The window has a title bar with the text "Q&A" and standard window control buttons. Inside the window, there is a link labeled "Refresh Now" in blue text. Below this link is a large, empty rectangular text input field. At the bottom right of the input field is a button labeled "Submit".

## Today's Speakers



**Joseph Kornik**  
Publisher and Editor-in-Chief  
*Consulting magazine*



**Ismail Amla**  
Managing Partner  
*IBM Global Business Services, North America*



**Paul Prior**  
Managing Director  
*FTI Consulting*



**Lou Hazim**  
Account Director  
*RedCloud Consulting*



**Natasha Engan**  
SVP, Global Consulting  
*Deltek, Inc.*

# **The Change Imperative**

## Technology's role in this change

**Ismail Amla** | Managing Partner, IBM Global Business Services - North America  
February 13, 2018



# IBM Global C-suite Study

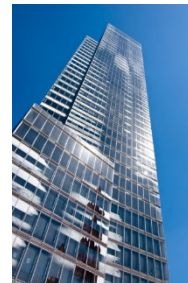
**13,000**

Executives

**6** C-suite Roles



**20** Industries



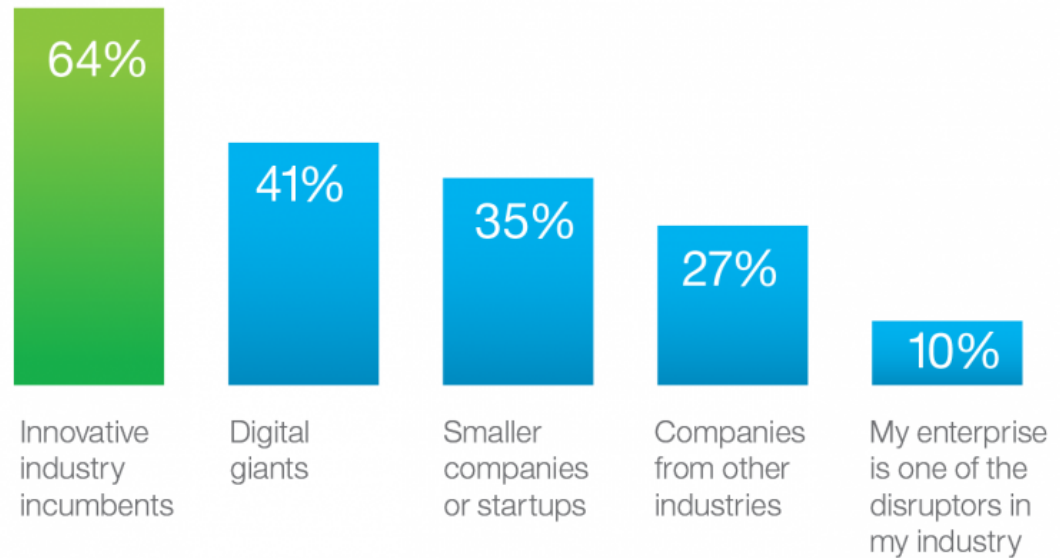
**90+** Countries



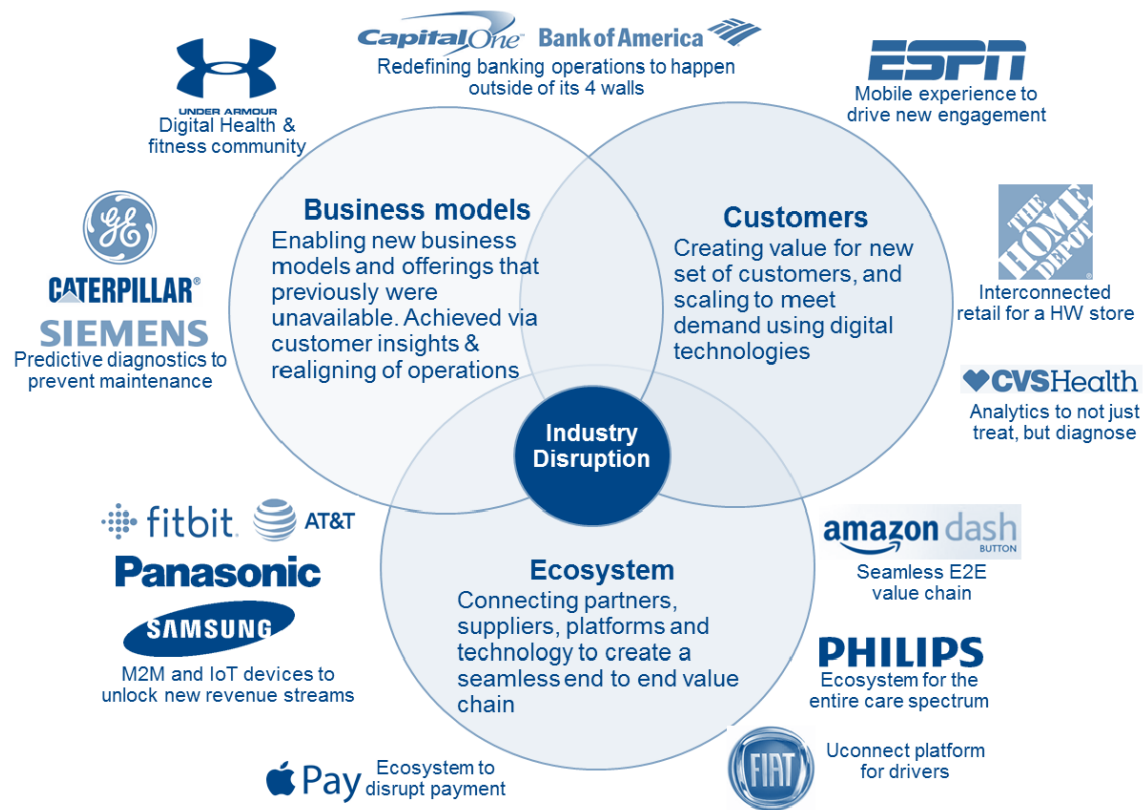
Source: IBM Institute for Business Value

# Industry disruption is here to stay

## Who is driving the disruption across industries?\*



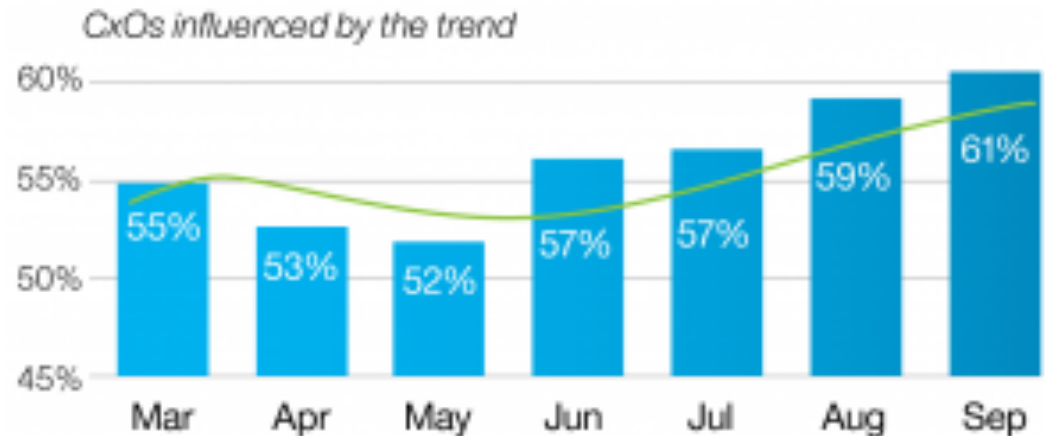
\* Based on respondents who say they are currently experiencing moderate to high levels of disruption



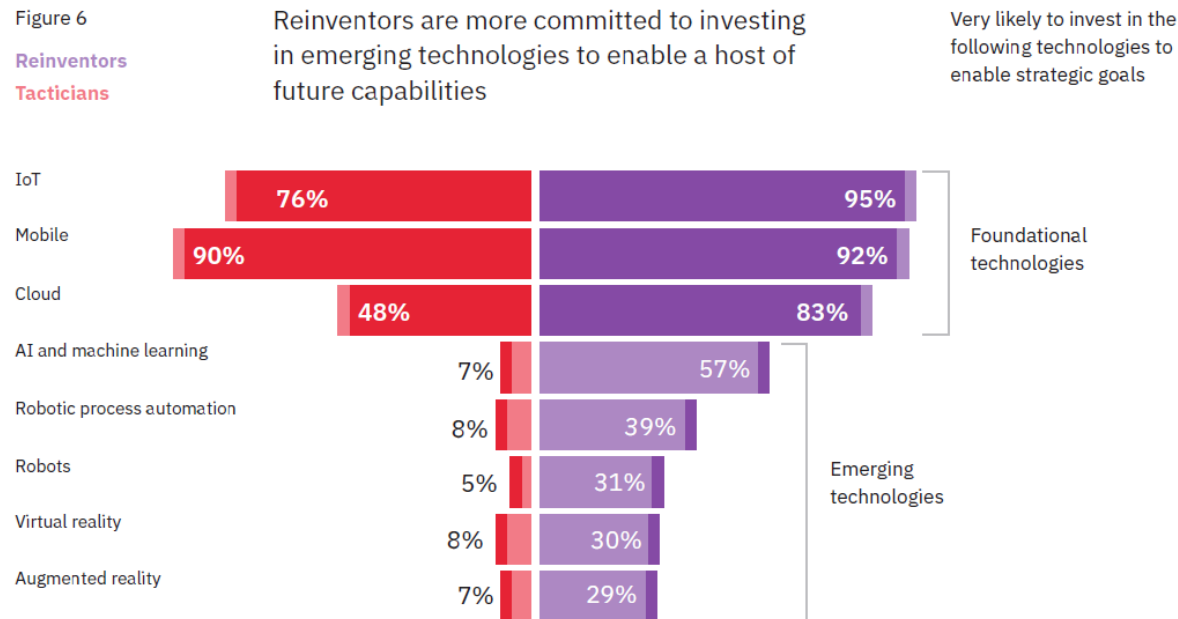
# Industry Convergence

*~the merging of industries as suppliers, distributors, customers and competitors cooperate in ecosystems created to develop new products and services*

By mid-2017, surveyed CxOs said industry convergence again became the most important trend driving strategy



# Strong alignment between IT strategy and business strategy is one factor that enables successful execution



# \$1.2 Trillion

**IDC forecasted organizational spend in 2017 on digital transformation technologies in response to disruption**





# Automation. A global force that will transform economies

**While few occupations are fully automatable, 60 percent of all occupations have at least 30 percent technically automatable activities**

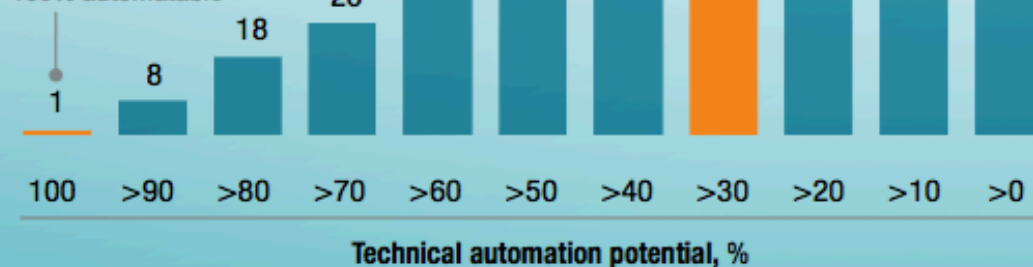
## ACTIVITIES WITH HIGHEST AUTOMATION POTENTIAL:

Predictable physical activities	81%
Processing data	69%
Collecting data	64%

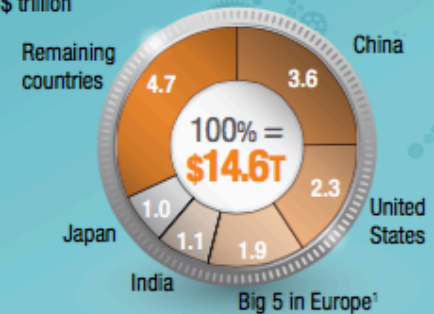
About 60% of occupations have at least 30% of their activities that are automatable

Share of roles  
100% = 820 roles

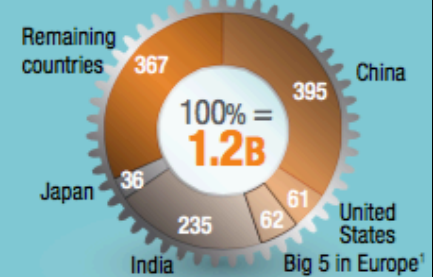
<5% of occupations consist of activities that are 100% automatable



Wages associated with technically automatable activities  
\$ trillion



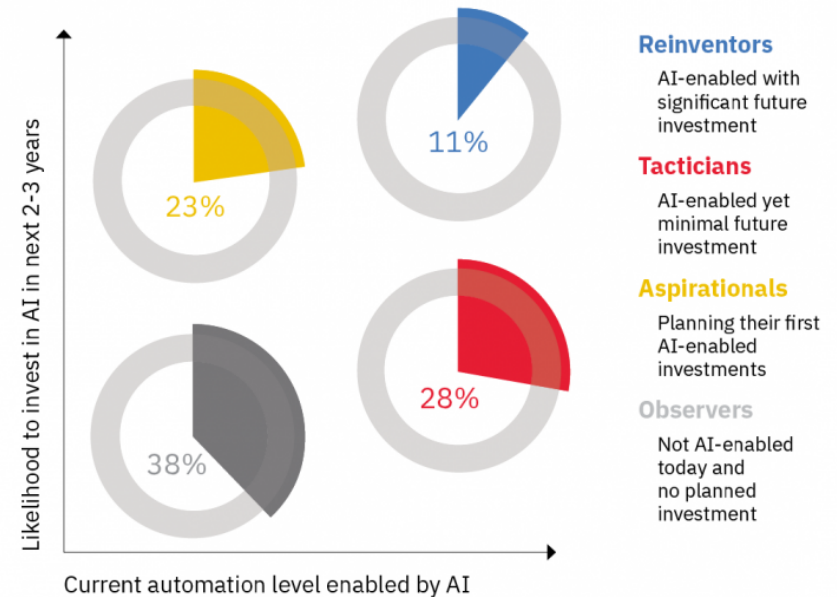
Labor associated with technically automatable activities  
Million full-time equivalents (FTEs)



<sup>1</sup> France, Germany, Italy, Spain, and the United Kingdom.

Organizations are using AI to rewire their operating models for speed and responsiveness

## Reinventors are forging ahead with AI





66% of the executives surveyed in 2017 are currently executing plans to incorporate IoT into their operating models

## Intelligence

(AI potential, insights, new products)

## Outcomes

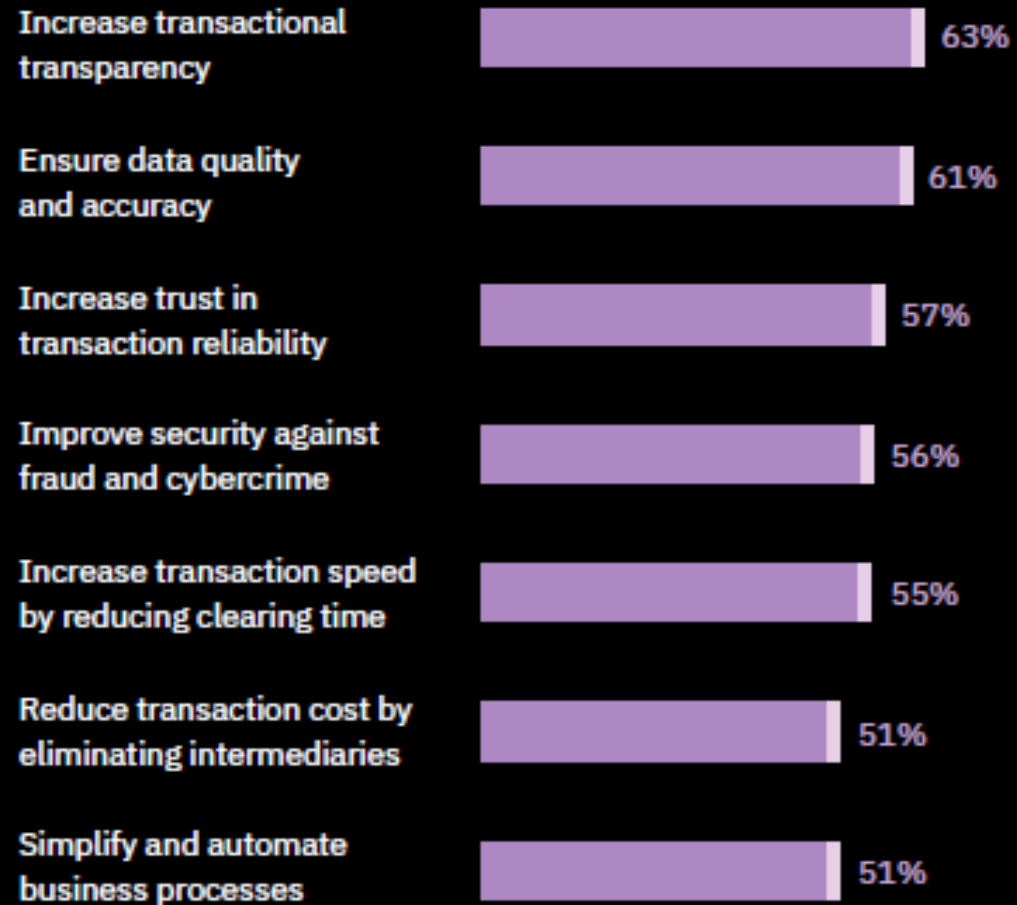
(new business models and services, revenue streams)

## Automation

(quality, efficiency, risk reduction, device-to-human)

Their reinvention agenda also includes applying AI to optimize processes and create further insight from virtually all of their interconnected things

1/3 of organizations are considering or actively engaged with blockchains with a goal of supporting enterprise strategy



IBM Services

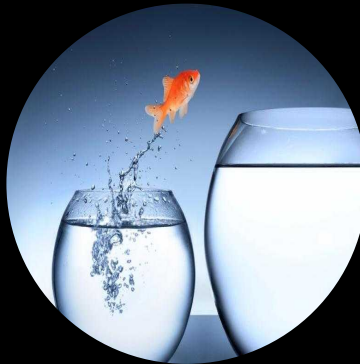


# What else is new?



“A child today can expect to change jobs at least seven times over the course of their lives - and five of those jobs don't exist yet.

- Estevan Bullrich, Minister of Education, Argentina -



## The Market for Talent is Evolving Rapidly...



Rise of the gig economy



Talent platforms increasing in maturity



Millennials to dominate workforce



Automation & Artificial Intelligence will displace millions of white and blue collar jobs



Shortage in supply of technical skills

# The DNA of Consulting is Changing

Technical  
assets

AI assets

Client-relevant

Client-relevant

deoxyribose

Broker for knowledge

Learning agility

Learning agility

Broker for knowledge

# IBM's Strategy in a Day

Using cognitive capabilities to help clients answer strategic questions by rapidly moving from research to insights and action.

**Q**  
**Quid**

Leveraged the smart query platform to find and visualize company, social, academic, and patent data to identify patterns and trends in all types of data



**IBM Watson**

Used Watson Debater to consider pros and cons of a particular solution option



**Google Insights and  
Columbia Business  
School**

Deployed a rapid survey to obtain the voice of the customer on a particular issue/problem

**IBV**

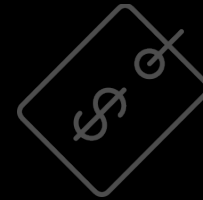
**IBV Benchmarking  
Wizard**

Collected data on the relative performance of a client on key industry metrics



**The new face of consulting**

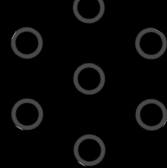
**Deep  
Industry  
Knowledge**



**AI as the  
new IT**

**Blockchain  
transforming  
industries**

**Change  
Management  
Agent**



**Secure  
cloud at  
core of  
everything**

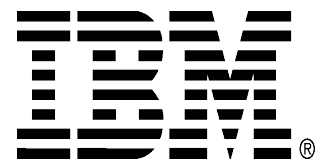
**Technical  
Expertise**



**IBM**

**IBM**





## Who am I?



*Digital Leader*



*Start Up Advisor*



*Father*

*[Paul.Prior@fticonsulting.com](mailto:Paul.Prior@fticonsulting.com)*

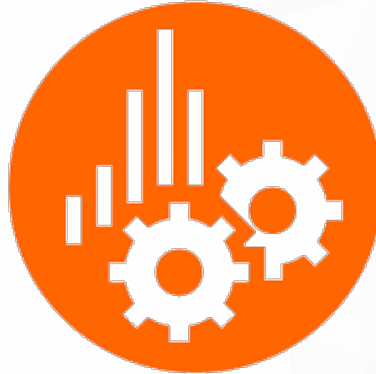
## There are four forces affecting Consulting



## Consulting in 2030



*Niche  
Premium  
Advisory*



*Staff Augmentation  
Services*



*As a Service  
Consultancy*

# The consulting technology stack: 2030

## Prospecting

- Marketing Intelligence
- CRM Scheduling
- Software Diallers
- Clickstream Analytics
- Virtual Reality
- Pipeline Analytics

## Capacity Planning

- ERP
- Team Analytics
- Efficiency Analytics
- Remote Management
- Time Management Systems
- Attendance Bots

## Recruitment & Retention

- Voice Intelligence
- Freelancing Platforms.
- Sentiment Analytics
- Recruitment Bots
- Learning Management Systems
- Predictive Engagement

## Management

- Online Project Management
- Stat & Grow Bots.
- Team Messaging & Augmented Reality
- Collaboration Tools
- Knowledge Management
- API's
- DevOps and DataOps

## Survival

- RPA
- Workflow Analytics
- Business Management
- Expense Management
- Data Monitoring
- ChatBots
- Electronic Payments

Professional Services Automation

Insert 3<sup>rd</sup> speaker's slides next



# DISRUPTION IN CONSULTING: BLOCKCHAIN TECHNOLOGY

LOU HAZIM





Serving the Pacific Northwest for over 20 years, RedCloud Consulting has been built upon the foundation of integrity and transparency. RedCloud has industry and Big 4 Consultancy DNA, leveraging expertise in service areas including technology, aviation, retail, and healthcare.

*Empowering our clients to realize their potential and reach peak performance...*



#1 Fastest Growing Private Co. in WA ('17) PSBJ ... **679% growth in 2yrs**  
#1 Fastest Growing Co. in the US ('16) Consulting Magazine  
#1 Best Mid-Sized Co. to Work for in WA ('16) Seattle Business



YEAR 1998

# INTERNET

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A global data communications system that links millions of private, public, academic, and business networks. Revolutionary impact on culture, commerce, and technology with near-instant capabilities.

YEAR 2018

# BLOCKCHAIN

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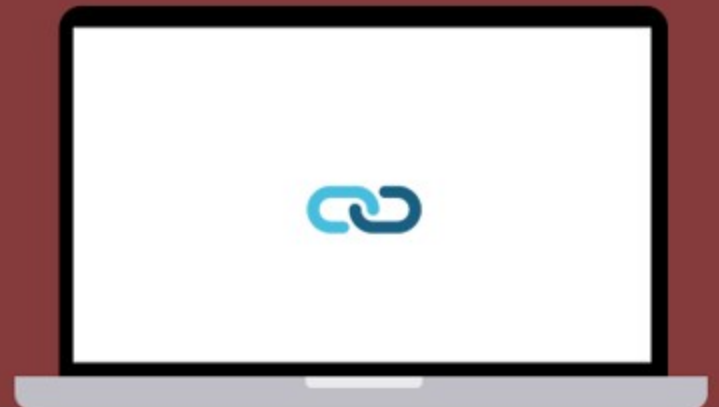
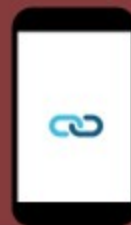
Digital information distributed but not copied – the development of the backbone of a new type of internet. An incorruptible digital ledger with economic and technological potential across industries.

EARLY DAYS

# BLOCKCHAIN

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Originally devised for the digital currency, Bitcoin. Blockchain is a decentralized technology with implications for traditional commerce, stock market trades, and record keeping.



TARGET SEGMENTS

# INDUSTRY IMPACT

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Blockchain creates a network of trust and accountability. The impact is strongest in the finance sector, with global impacts and cross-industry potential.



**ENTERPRISE**



**FINANCE**



**CONSUMERS**

First movers and growing technologies

# CONSUMERS & BLOCKCHAIN TODAY

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## INTERNET RETAILING

Online merchants begin dominating the landscape through virtual market-places.

Marketing, pricing, and consumer empowerment are more robust.



## COMPUTING POWER

Supercomputing and the growing demand to compress time requires significantly fast and efficient computing resources.



## BLOCKCHAIN INFRASTRUCTURE

Connecting identity verification, management, and security to processes around the world.

# BLOCKCHAIN TECHNOLOGY



## LESSONS

- Blockchain is a disruptive technology across many industries similar to history of Internet
- A distributed database with durability and robustness for today's use cases
- Primary impact in Finance, with impacts in other sectors



## RECOMMENDATIONS

- "Getting the house in order" for companies that want to move forward with Blockchain technology
  - Security
  - Change Management
  - Data Management
  - Infrastructure
  - Workforce Management
  - Cloud
  - Internet of Things



The Change Imperative –  
*Consulting is Being Disrupted.*  
*What are You Going to Do About*  
*It?*

Natasha Engan  
Senior VP, Deltek Global Consulting





# Transformational Trends:

Our Customers Need to Modernize to Thrive!



Digital  
Transformation



Big Data



Millennial  
Workforce



Globalization



Cloud

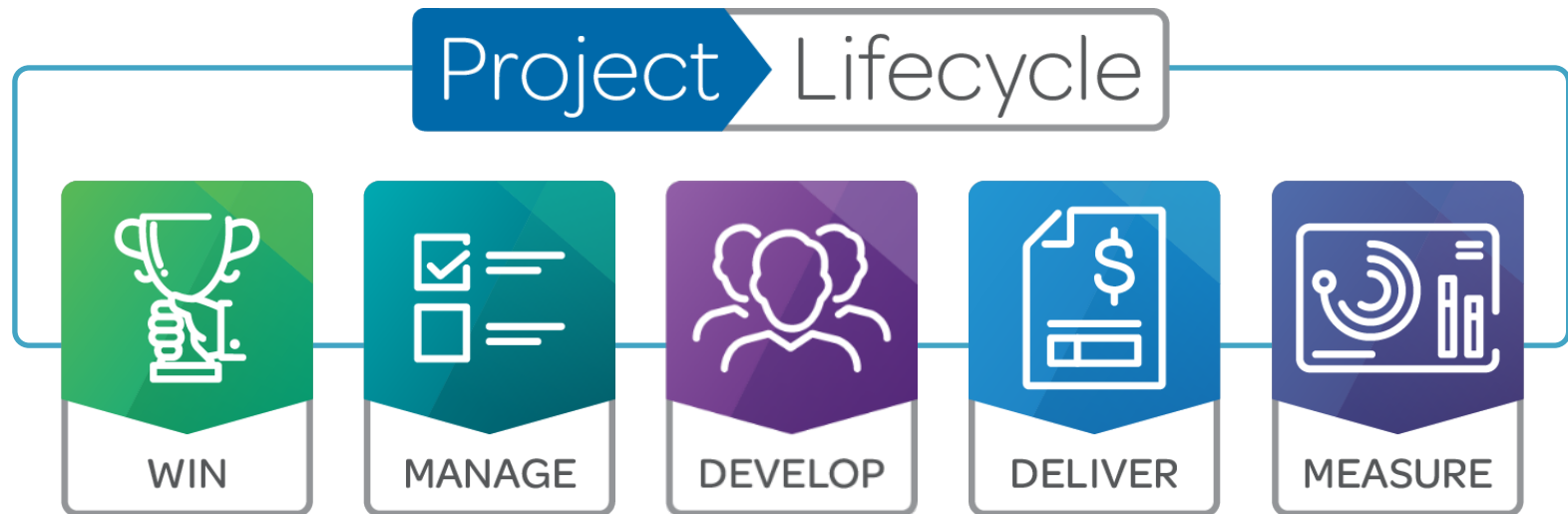


Security



# Deltek's Global Consulting Journey

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**Greater  
visibility**

**Better  
insight**

**Tighter  
controls**

**Higher  
utilization**

**Increased  
cash flow**

**Engaged  
employees**

**Satisfied  
clients**

# Deltek Clients

Organizations that have successfully leveraged Deltek's solutions





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To learn how you can more  
effectively  
**Win...Manage...Deliver...**  
**Measure** your project-based  
business:

[www.deltek.com/consultingsolutions](http://www.deltek.com/consultingsolutions)

## Questions?



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Publisher and Editor-in-Chief  
*Consulting magazine*



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Managing Partner  
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**Natasha Engan**  
SVP, Global Consulting  
*Deltek, Inc.*

# Thank You