

Transformation Execution

Driving the Change You Need in a Digital Era

Silver Tree delivers innovation that enables our clients to transform the customer experience and achieve market leadership.



Silver Tree
Consulting & Services

Change is Inevitable. How Strong is your Foundation to Enable Transformation?

Silver Tree's Transformation Execution Framework (TEF)SM

Whether acquisition, merger, downsizing, cloud migration, explosive organic growth or less subtle changes such as facilities consolidation, key process change, outsourcing, SaaS or COTS implementations, each makes an impact and efficiencies are needed to stay ahead of your competitors.

Silver Tree partners with clients to create high performing teams with a culture of clear communication, ownership and accountability to address the challenge of change - whether IT or business processes. Our TEF assures alignment and synchronization of all the business and IT elements of change. By integrating with our client's environment and executing our proven core management process excellence, templates, accelerators, and tools (deployed across more than 400 business units of varying sizes) we deliver demonstrable results.

Throughout this journey **program delivery and benefits realization** becomes central to the initiative's success. We look beyond symptoms to the root cause to use processes and technology to benefit the organization with measurable, full lifecycle benefits. Working closely with our operational excellence team, we ensure transformational objectives are achieved or surpassed.

This approach is the cornerstone to all transformations and especially critical to **Complex Program Assessment & Turnaround**. Delivering rapid diagnosis of problems, instituting course corrections, and bringing projects back on track is a key differentiator to our success.

Have an Economic Game Plan? Risk management plan? What is your execution plan? Silver Tree develops an attainable blueprint and action plan with clear owners/ accountability and tracking to achieve financial commitments, stimulate growth, and reach business and technology goals while rigorously managing risks.

The Human Side of Transformation - Change Management

Change is Challenging. Even the most innovative people sometimes have difficulty embracing new processes and technologies. We know how to prepare your employees for business transformation and guide them through the process.

Leading Change. Our consultants are uniquely talented in leading the people side of change through expert communication, training, advocating and coaching. Planning is key. We partner closely with your identified change leaders within the organization, to:

- Assess the readiness of your team
- Assist with defining details
- Identify key stakeholders
- Develop and deliver required training and tracking progress.

Studies have shown a 6X increase in the likelihood of meeting objectives with an effective change management program!



Breadth of Services Supported by Silver Tree's TEF

Silver Tree's Application & Infrastructure Managed Services help clients gain significant competitive advantage by combining proven standardization, consolidation, innovative automation and virtualization, while leveraging our global delivery capability engineered for your specific business objectives. Our IT solutions service orientation is from a user facing "outside in" which allows us to focus on the end goal: continuous optimization of the user experience, service and financial performance to best fit your particular business and digital transformation needs.

Our **services integration solution** assures maximum quality and optimization of cost, bringing together your Applications and Infrastructure operations whether in house, on prem, in the cloud or provided as a service.

Revolutionize ITSM and empower your IT operations. Leverage Silver Tree's Evergreen AI ITSM platform, uniquely integrated with operational change management - integral to innovations in managed services. A true convergence of digital/AI capability and human resources, proactively resolving end-user issues and enabling service operations to focus on delivering excellence.

Unified Communications and Contact Center aaS, Hybrid/Private Cloud

Silver Tree's approach to Unified Communications (UC) and Contact Center solutions (CC) is all inclusive. The foundation is built on extensive experience in voice, video and contact centers. We tailor design to your exact requirements. Our investment in two data centers with a Hyper Converged Appliance, allows us to provide a private or hybrid cloud, offering flexibility, less cost and more power for your UC and CC solutions and implementation.

Our **end-to-end approach** addresses all aspect of the change event - end points, network (including circuits) and the application integration required.

Strategic Sourcing/Software License Optimization - Silver Tree leverages our combined buying power and identifies the full opportunity available to your organization through your supplier relationships. We transform tactical procurement activities into strategic sourcing strategies to leverage your company's purchasing influence and lower costs. If you are not getting the value you bargained for on your contracts, Silver Tree solves complex problems, crafts win-win solutions and successfully leads teams to deliver worldwide. Saving clients literally millions of dollars.

Silver Tree will help you achieve substantial software cost reduction, reduce compliance risk and improve relationships with your major software vendors. Silver Tree's team of software license optimization professionals have in-depth knowledge of Adobe, IBM, Microsoft and Oracle licensing, delivering significant results.

Strong Roots Run Deep

The Silver Tree Differences

Our values - those that we work and live by - assure we always put the client, partners and team members' needs first as our focus and priority.

Commitment to Outcomes - Guaranteed

Our confidence is supported by practice leaders that have more experience than many leaders in the "Big Five" consultancies.

Extensive Experience, Not Generalists

Each Silver Tree practice lead has more than 20 years of dedicated experience in their specific arena, with a proven track record for delivering performance results.

Transparency

We do not take on engagements unless we can be successful. Sometimes the best thing we can do for a client is to let them know they are not prepared to do what it takes to be successful.

Navigating Complexity

Silver Tree is known as the team to bring in where others fail.

Tech Enables; It's Not the Solution

The ability to effectively manage the change associated with people, process, new and existing technology is fundamental to value realization. We are specialist at change management.

Straight Shooting, True Value.

Our clients' success is the most important outcome. We have no desire to make money on a failed program or initiative. "Integrity of the Promise" is what we are all about.

