

2022



Dynamics Matters
Podcast

Technology, the great 2022 enabler

With David Little, Managing Director - HSO

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“Whether you think you can or you can’t, either way you’re right” – Henry Ford

2022 is the year for optimism. This is the message from HSOs Managing Director David Little. He believes that organisations, and people, are now well over the shock of 2020. And have embraced the new working and living culture the pandemic (initially) forced upon society. *“We’re seeing a rush of people investing in new technology. This stems from people being forced to use technology to work differently, like working at home.”*

If 2020, 2021 even, was the year of inertia, David believes 2022 will see quite the opposite. With technology elevated further up the organisational agenda than ever before. *“Technology now has a seat at the management table in a way it traditionally hasn’t had – this was something that was growing, but COVID accelerated it the change.”*

The benefits of technology to enable a workforce to deliver value for customers is increasingly well understood. But that’s not to say prior technology inertia wasn’t entirely justified because the progress to get where we are today hasn’t been plain sailing.

What to look for in your transformation solution

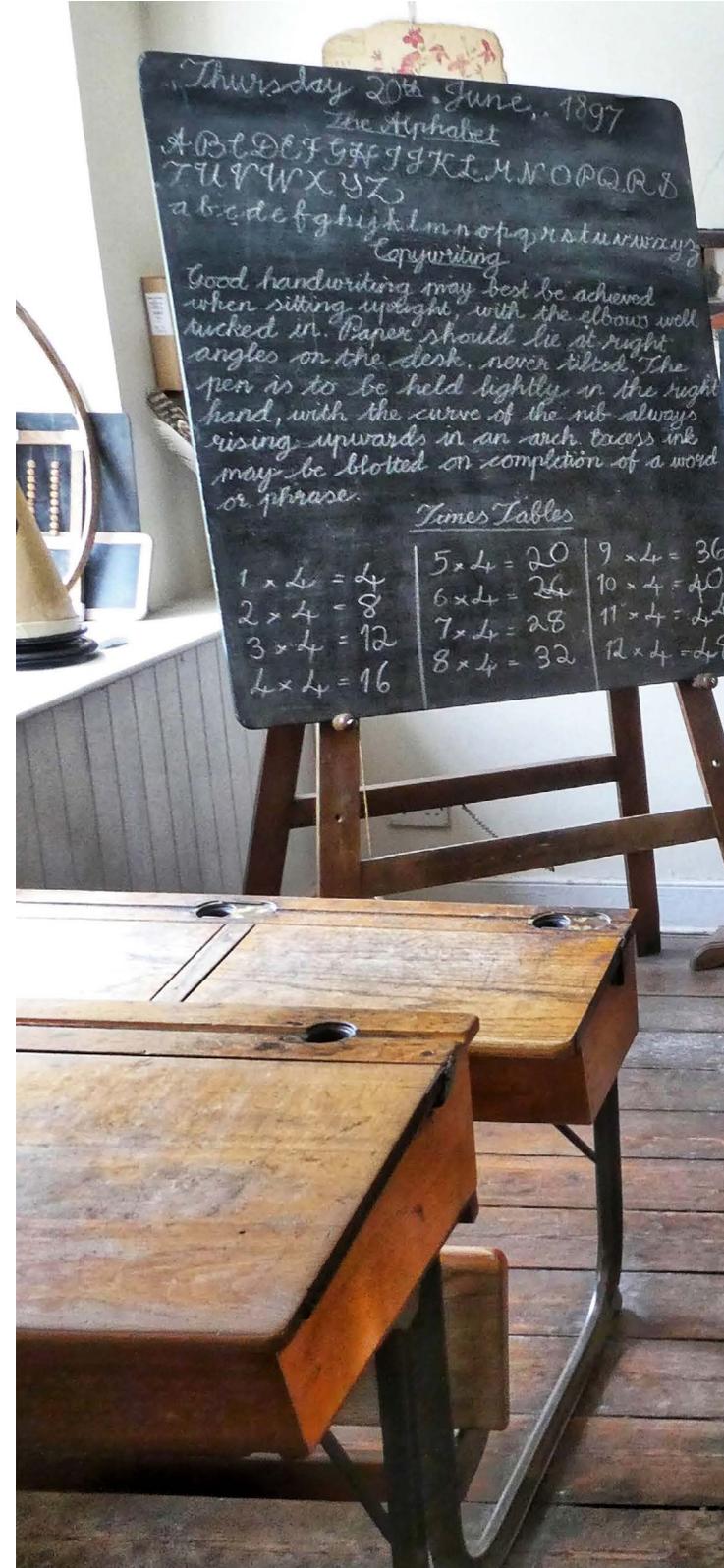
"Technology has, by-and-large, failed to deliver to its promise." This is David's stark assessment that comes from bitter experience. But an assessment backed-up by analyst firm Gartner's estimate that 55% to 75% of all ERP projects fail to meet their objectives. "It's been a series of upgrades and new technologies that haven't delivered more flexible versions of the existing solution." Not a positive message, but one David believes is now changing, for the better. And that 2022 will see the acceleration of this change as Microsoft increases focus on two crucial drivers of positive outcomes:

1. Modular approach from Microsoft to make it quicker to get value

Microsoft is working to reduce the barriers to adoption, and value, from their Dynamics platform. They're doing by breaking Dynamics down into modular components that can be quickly implemented. "In the past it was ERP plus. ERP being the foundation, with interesting things done on top of it. But that's not quick enough anymore. With a more modular approach you can add piece by piece, value upon value." This modular approach has another key benefit. By consuming applications in bite size chunks, organisations no longer need to go through 2-3-year projects. This reduces the risk of project failure, while increasing speed to value. "People now see that you can get things quicker with technology. It doesn't have to be a slog. It doesn't have to be a two-year programme. You can get things quickly and you can make a rapid difference to your business while making it more flexible."

2. Slowing the pace of innovation

Where this might seem an odd way of delivering positive outcomes, it simply means giving organisations a chance to catch up. Helping users get to grips with the technology available to them right now. After all, the value of technology is only as much as someone's ability to use it to best effect. And David believes 2022 will see a push towards this value led focus: "We need to become more efficient at delivering technology and getting to a point where it's delivering benefits."



A rectangular sign with a white background and a dark red border is mounted on a dark, textured surface. The sign features the words "BE OPTIMISTIC" in a clean, black, sans-serif font. Two small, circular fasteners are visible on the left and right sides of the sign's border.

BE OPTIMISTIC

2022, the year for optimism

If 2021 felt a little like groundhog year, rolling on from the trials of 2020, the message from HSOs Managing Director David Little, is very much that 2022 is a year for optimism.

Advancements in how organisations have tackled and adapted to COVID has helped many adjust to the changes forced upon them. Many of those changes, such as working from home, are now, by and large, second nature. And technology remains firmly rooted as one of the key tools in continuing our adaption to the altered world around us.

The focus is very much on managing the pace of change, adoption, and time to value. *“Very quickly, HSO will be moving to a more templated and accelerated approach where customers can get benefits quicker. And I think that’s what the industry is going to increasingly demand.”*

3 bright signs

There are many reasons for optimism in 2022, and here are just three that resonated with HSOs David Little:

1. 2022 will see organisations adopt a more templated approach to technology adoption to deliver value. It's this approach that will see the end of 2–3-year technology projects. And even allowing projects to run side by side.
2. Microsoft will continue to break their Dynamics platform into modular components so organisations can get solutions quickly to deliver rapid value.
3. The pace of innovation will slow a little as Microsoft increase focus on helping organisations increase, and improve, the use of the tools already at their disposal.

“If you roll forward a couple of years, it's just going to become standard that people expect the use of templates with pre-loaded content to deliver stuff quicker.”

And there you have it, David Little's 2022 predictions for what should be a great year ahead.



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