Hello!

TES Team Today

Hi, I'm Paul Faulkner, CEO of TES

My worst ever xmas gift was....

And I'm Claire Irving, Head of Sales and Marketing for TES, nice to meet you.

My best ever xmas gift was...

Make yourselves comfortable, please rename yourself on Zoom, so name, organisation, job title and pronouns.

And let us know, what's the best (or worst) xmas gift you've ever received!

Agenda

Welcome & Introductions

Embracing digital - The future of the charity sector, 2023 – Survey Results Part 1

Break out session

    - Where is your NFP on the digital transformation journey?

    - What blockers have to be addressed for successful transformation?

Feedback and Survey Results Part 2

TES Top Tips

Invitation to continue the conversation

TES are the **only UK Microsoft Dynamics partner** dedicated solely to the **charity and not-for-profit sector.**

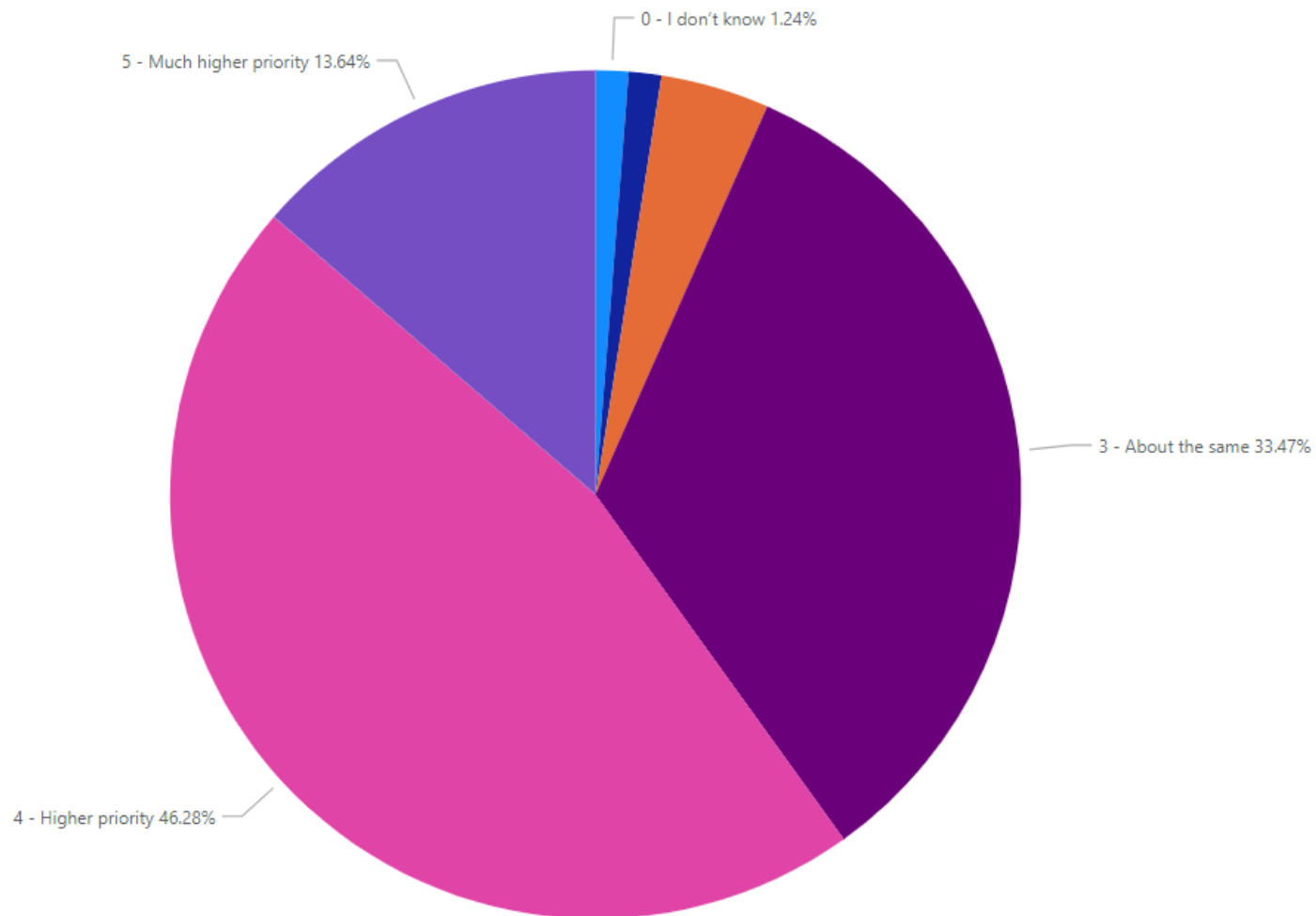# The Future of Digital Transformation in the UK Charity Sector

Without a strategy, 70% of digital transformation projects are doomed to fail.

Here's what charities think about the current state of digital transformation in the sector - and what the future holds...
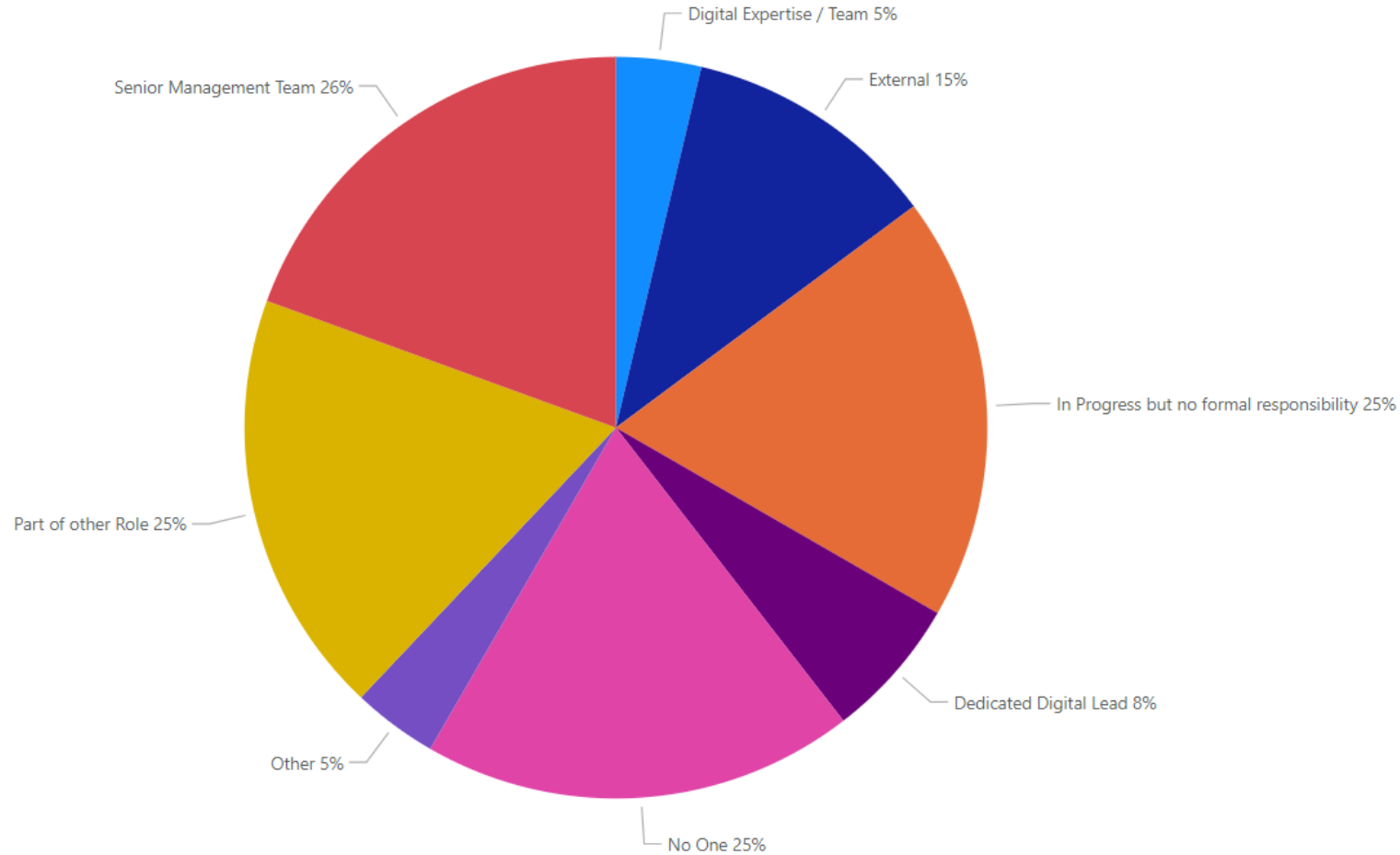
2023 Digital Transformation Survey

HAS THE PRIORITY FOR DIGITAL TRANSFORMATION CHANGED OVER THE LAST 12 MONTHS ?

- 0 - I don't know 1.24%
- 5 - Much higher priority 13.64%
- 3 - About the same 33.47%
- 4 - Higher priority 46.28%

DIGITAL TRANSFORMATION RESPONSIBILITY

- Digital Expertise / Team 5%
- External 15%
- In Progress but no formal responsibility 25%
- Dedicated Digital Lead 8%
- No One 25%
- Other 5%
- Part of other Role 25%
- Senior Management Team 26%

2023 Digital Transformation Survey

Does your organisation have a clearly documented Business Strategy ?

75 (30.99%)

167 (69.01%)

- Y
- N
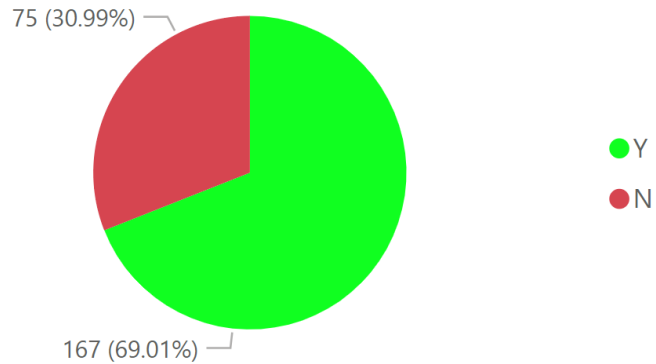
Does your organisation have a clearly documented Digital Strategy ?

51 (21.07%)

191 (78.93%)

- N
- Y
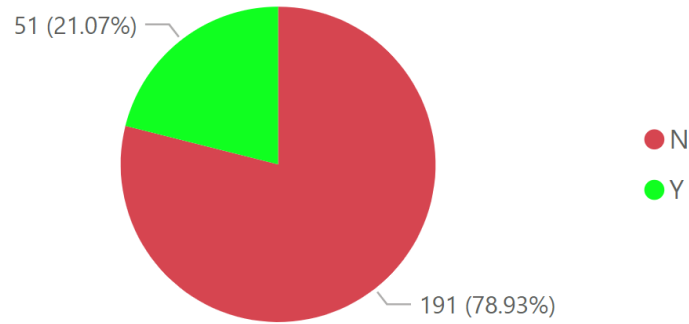
Does your organisation have a clearly documented IT Strategy ?
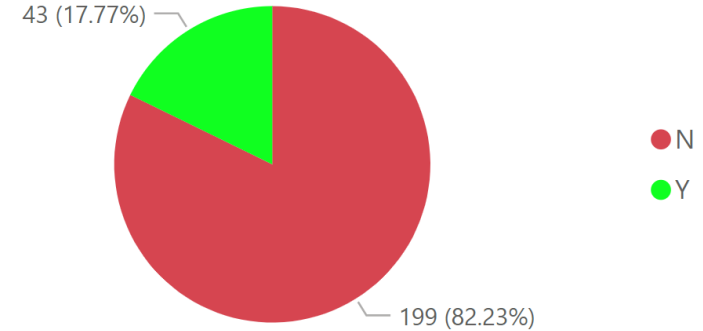
43 (17.77%)

199 (82.23%)

- N
- Y

Discussion

Discussion – 15 Minute Break Out

- Where is your NFP on the digital transformation journey?

- What are the largest blockers in your organisation to successful digital transformation?

Please nominate a spokesperson to share your feedback
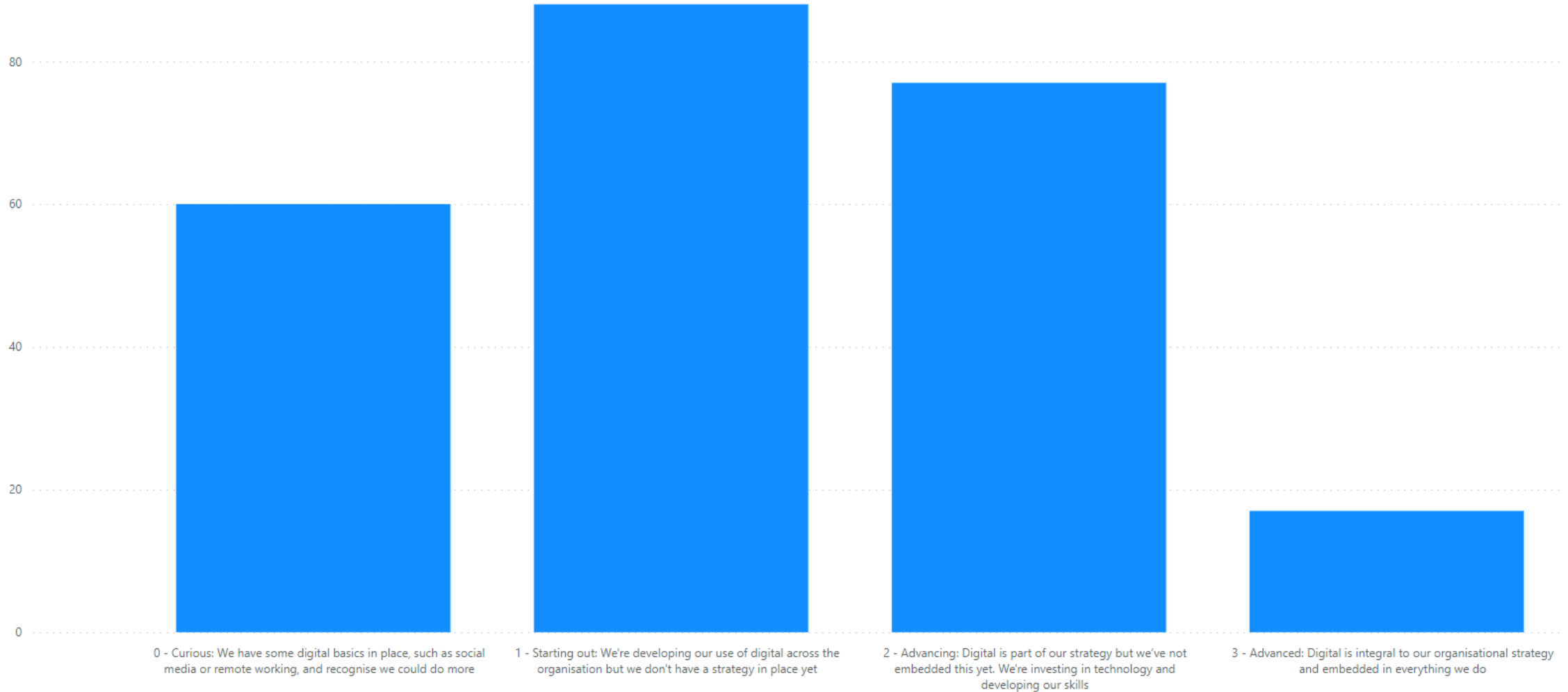
Discussion – 15 Minute Break Out
Feedback

- Where is your NFP on the digital transformation journey?

- What are the largest blockers in your organisation to successful digital transformation?

Nominated Spokesperson please provide feedback

Back to report | WHAT STAGE DESCRIBES YOUR ORGANISATIONS DIGITAL STRATEGY

80			
60			
40			
20			
0			
0 - Curious: We have some digital basics in place, such as social media or remote working, and recognise we could do more	1 - Starting out: We're developing our use of digital across the organisation but we don't have a strategy in place yet	2 - Advancing: Digital is part of our strategy but we've not embedded this yet. We're investing in technology and developing our skills	3 - Advanced: Digital is integral to our organisational strategy and embedded in everything we do

Digital Transformation Blockers

- ● Internal resource capability challenges
- ● Internal resource capacity challenges
- ● Lack of leadership support for driving technology adoption
- ● Not enough budget allocated to Digital Transformation
- ● Resistance in the organisation to embracing change
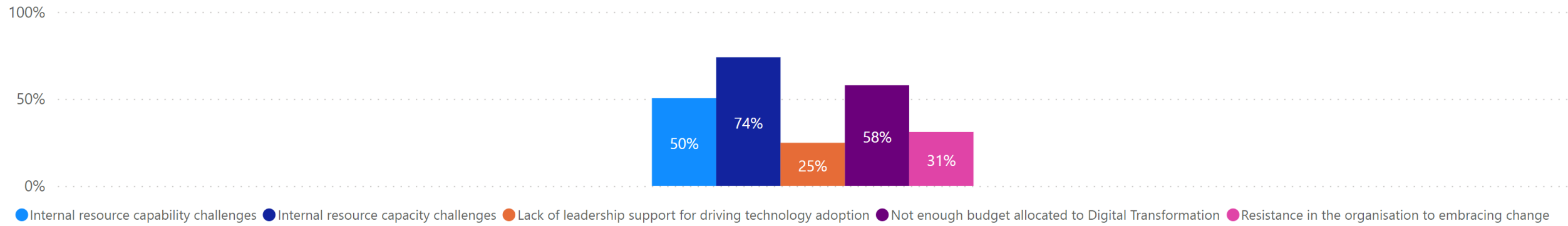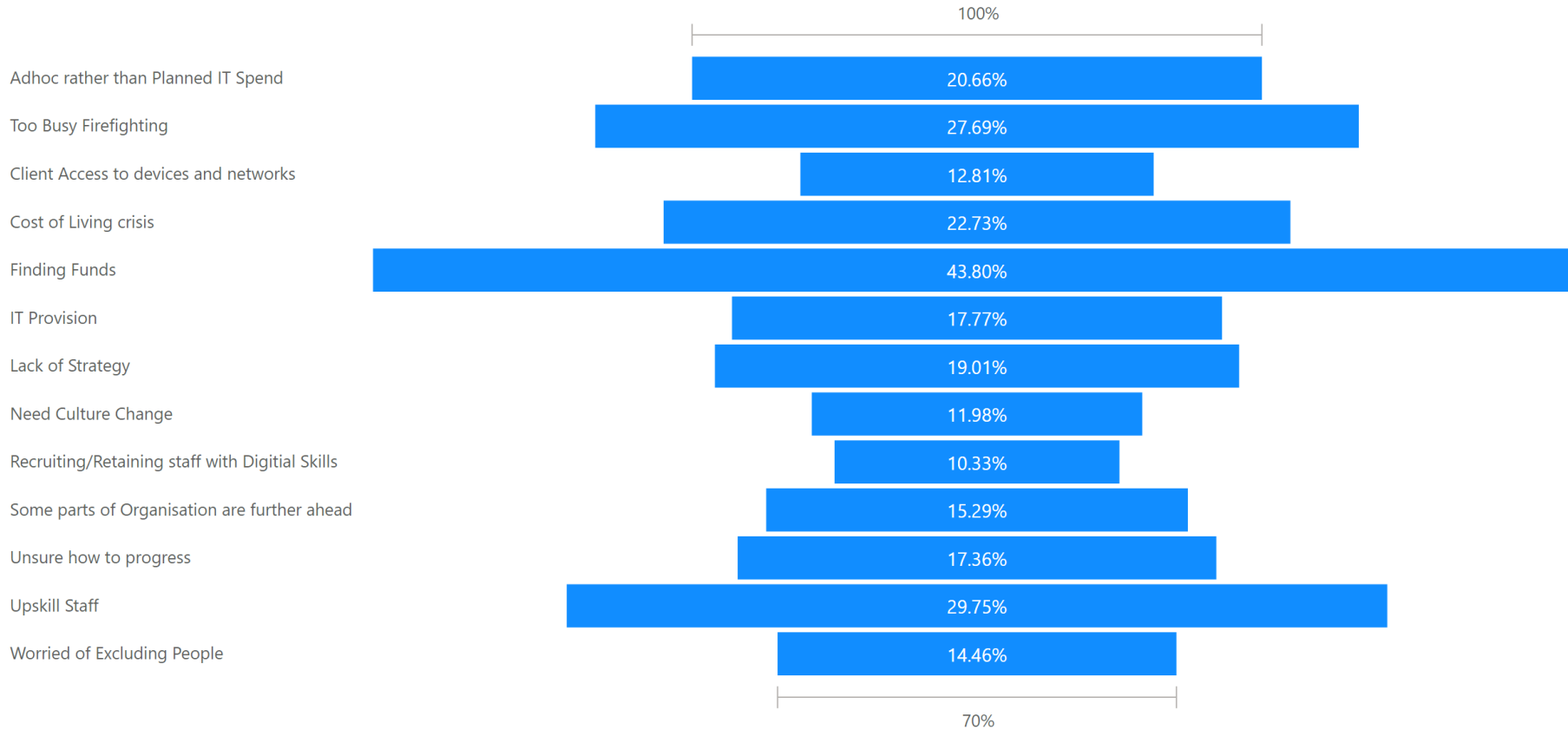
2023 Digital Transformation Survey

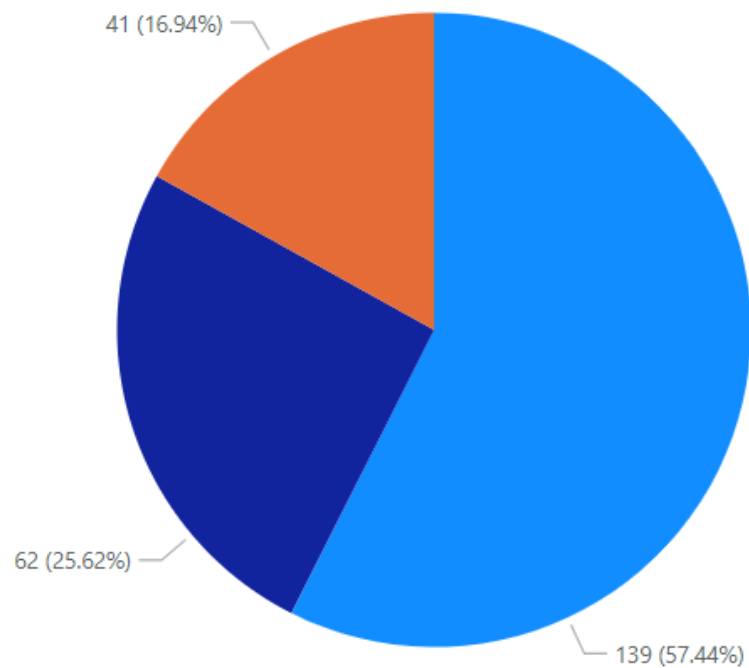What are the biggest challenges your organisation currently faces in relation to digital?

Challenge	Percentage
Adhoc rather than Planned IT Spend	20.66%
Too Busy Firefighting	27.69%
Client Access to devices and networks	12.81%
Cost of Living crisis	22.73%
Finding Funds	43.80%
IT Provision	17.77%
Lack of Strategy	19.01%
Need Culture Change	11.98%
Recruiting/Retaining staff with Digitial Skills	10.33%
Some parts of Organisation are further ahead	15.29%
Unsure how to progress	17.36%
Upskill Staff	29.75%
Worried of Excluding People	14.46%

24%   17%   66%   26%

● AI ● Business Intelligence ● Further Application Integration ● Single Platform
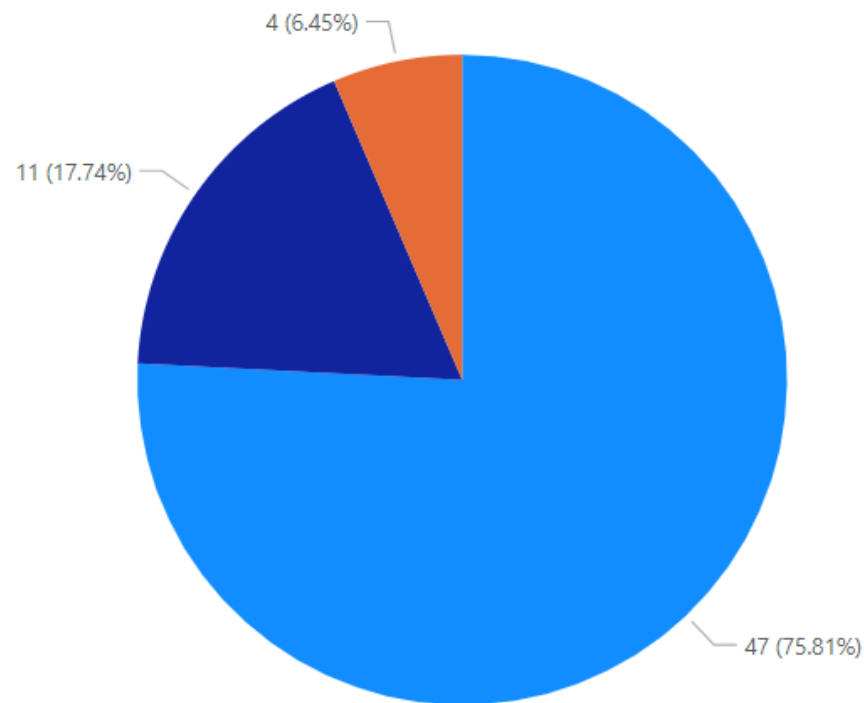
Does your charity have clear Key Performance Indicators (KPIs) for digital services?

Are these KPIs regularly reported (e.g. in a service performance report, in weekly meetings, etc.)?

41 (16.94%)
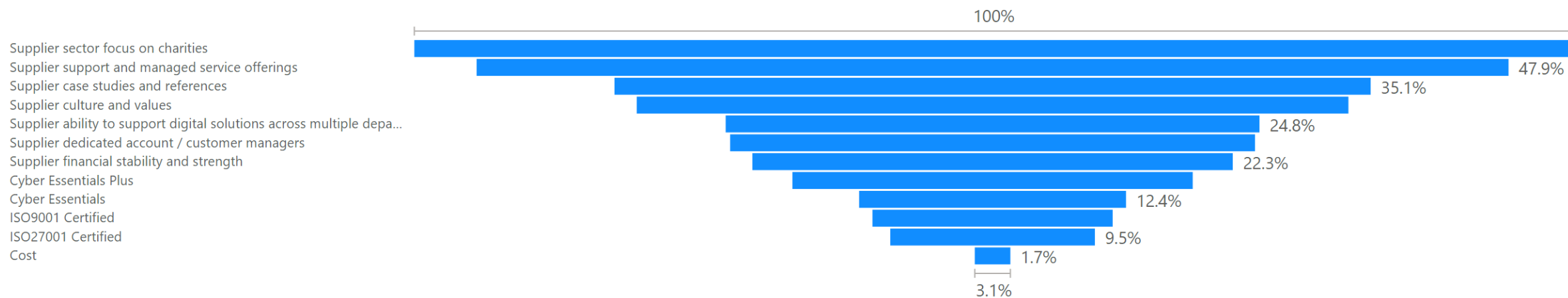62 (25.62%)
139 (57.44%)

- ● No
- ● Yes
- ● Not sure

4 (6.45%)
11 (17.74%)
47 (75.81%)

- ● Yes
- ● No
- ● Not sure

Which of the following criteria you consider when selecting a new software supplier ?

No. 1 Criteria in Supplier Selection	Count
Supplier sector focus on charities	76
Supplier support and managed service offerings	40
ISO27001 Certified	22
Supplier ability to support digital solutions across multiple departments	21
Supplier case studies and references	18
Supplier culture and values	15
ISO9001 Certified	13
Cyber Essentials	11
Supplier dedicated account / customer managers	10
Cyber Essentials Plus	8
Supplier financial stability and strength	8
Total	**242**

No. 2 Criteria in Supplier Selection	Count
Cyber Essentials	15
Cyber Essentials Plus	13
ISO27001 Certified	31
ISO9001 Certified	15
Supplier ability to support digital solutions across multiple departments	15
Supplier case studies and references	28
Supplier culture and values	22
Supplier dedicated account / customer managers	18
Supplier financial stability and strength	17
Supplier sector focus on charities	31
Supplier support and managed service offerings	37
Total	**242**

No. 3 Criteria in Supplier Selection	Count
Cyber Essentials	18
Cyber Essentials Plus	11
ISO27001 Certified	22
ISO9001 Certified	29
Supplier ability to support digital solutions across multiple departments	19
Supplier case studies and references	21
Supplier culture and values	18
Supplier dedicated account / customer managers	28
Supplier financial stability and strength	20
Supplier sector focus on charities	28
Supplier support and managed service offerings	28
Total	**242**

TES Top Tips for successful transformation
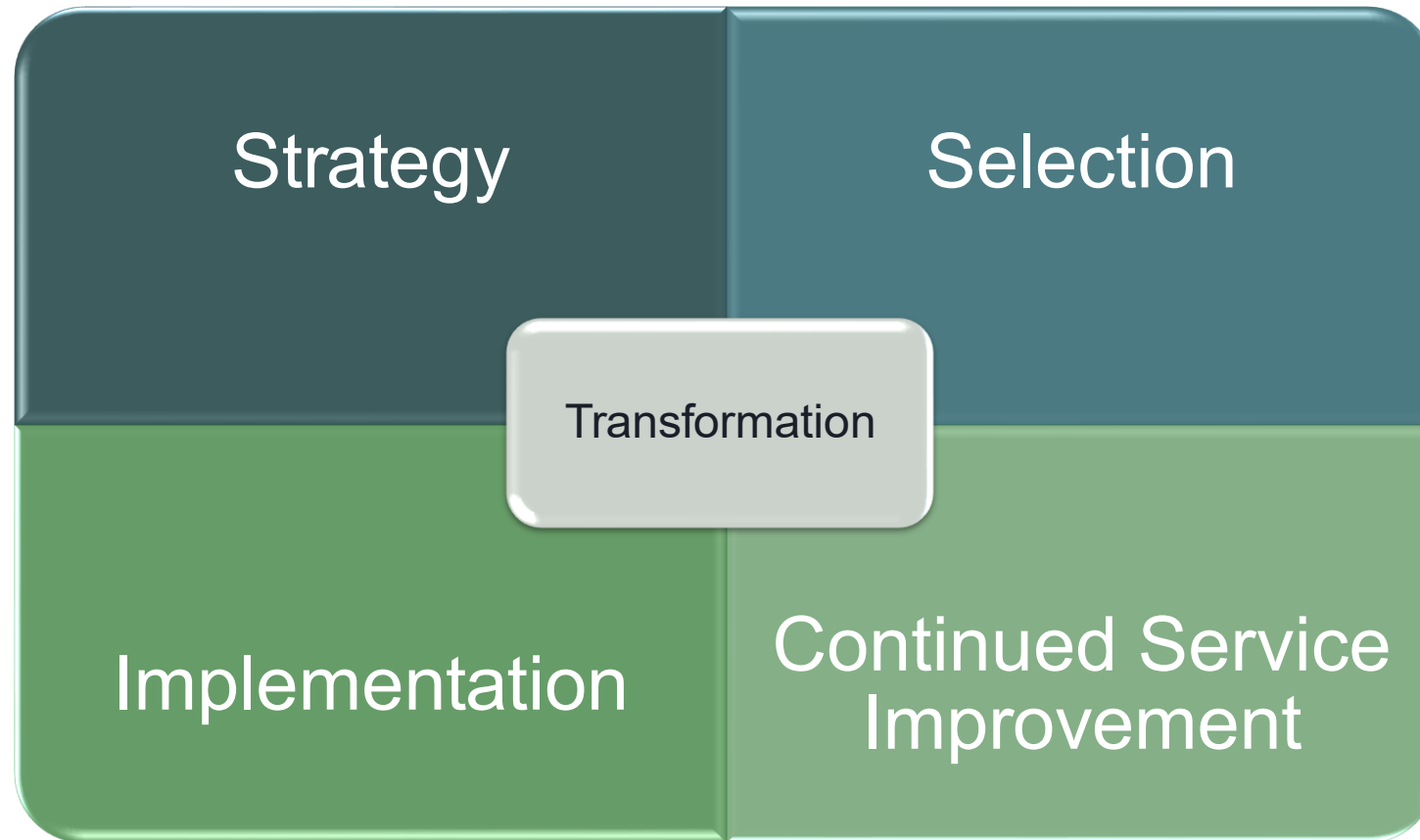
Strategy

- Position the importance and WHY of Digital within the senior stakeholders for buy-in

- Work from the organisation objectives outwards to identify the digital services required

- Have a drains-up assessment of the current state and position of digital services

- Create the long list of potential digital projects and categorise based on impact including risk management, employee engagement, cost and revenue

- Plan a programme of projects based on the estimated ROI and organisation resource including budgets and people capacity

Partner Selection

Include an assessment and look for **evidence:**

- Industry Expertise and Experience

- Customisation and Flexibility

- Integration Capabilities

- Training and Support Services

- Cost Transparency and Scalability

- NFP Community Involvement

- Financial Stability

- Information Security approach and maturity

- CSAT and NPS approach

Implementation

- Train and learn system capabilities before making major / final configuration and design decisions

- Acknowledge internal resource constraints and effectively manage them

- Phased Implementation Approach / Land and expand

- Ensure project sponsors create the environment for success

- Assign responsibility for the business change that occurs and requires management

Continual Service Improvement

- Don't stop at system go live

- Plan Do Study Act

- Allocate time, process and ownership to digital services to drive improvement and meet the evolving needs of the organisation

- Organisations that drive continual improvement maximise and realise the value of digital investments
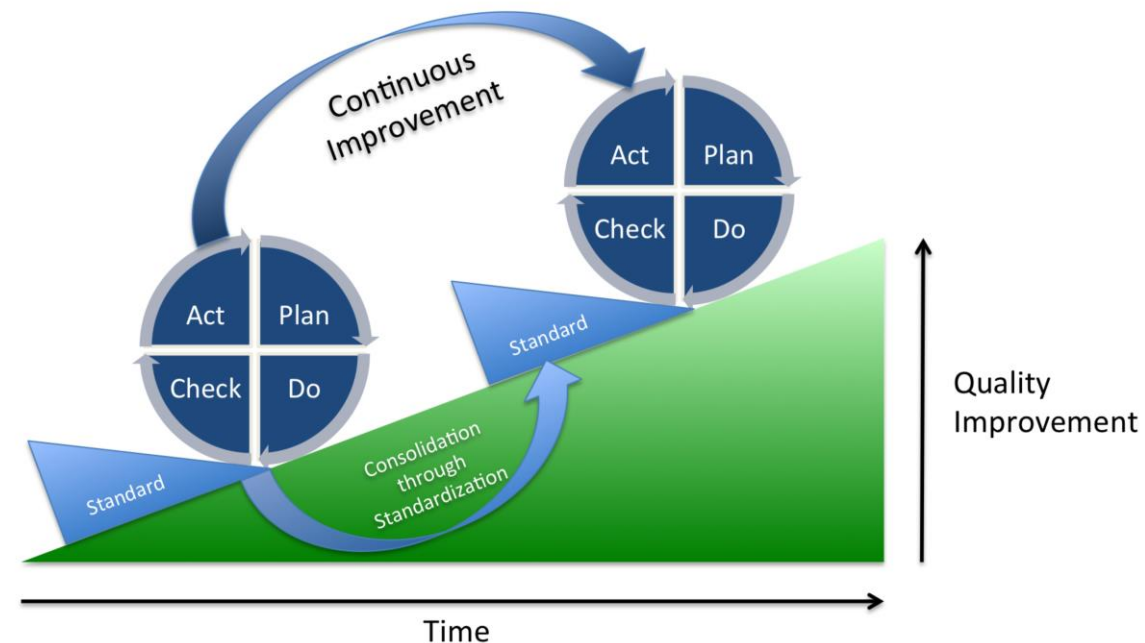
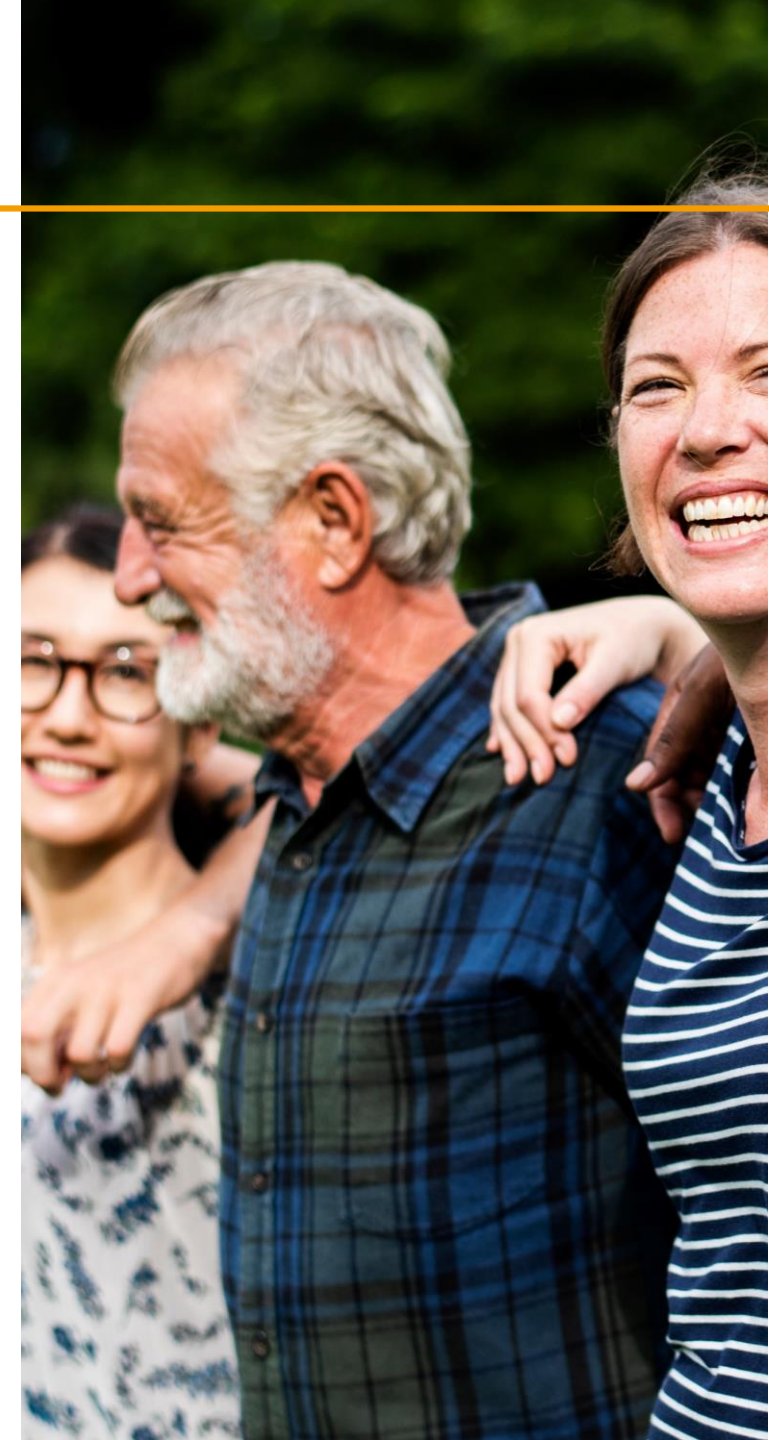# TES Top Tips for successful transformation
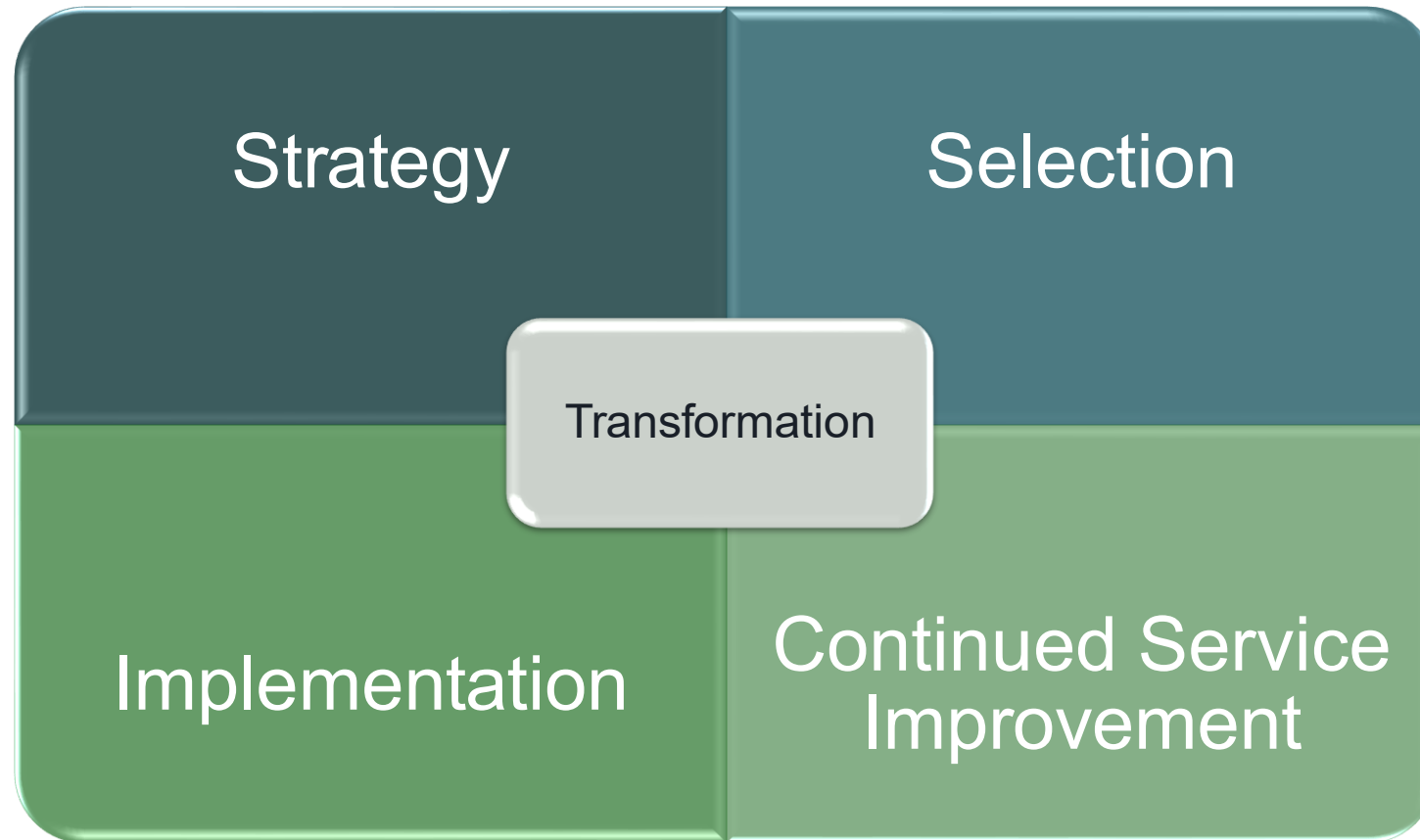
Working Together to Accelerate Growth

Webinar focussing on Selection:
"Partnership for successful transformation"
December 5th at 11:00

How do we carry on the conversation?

QR code....