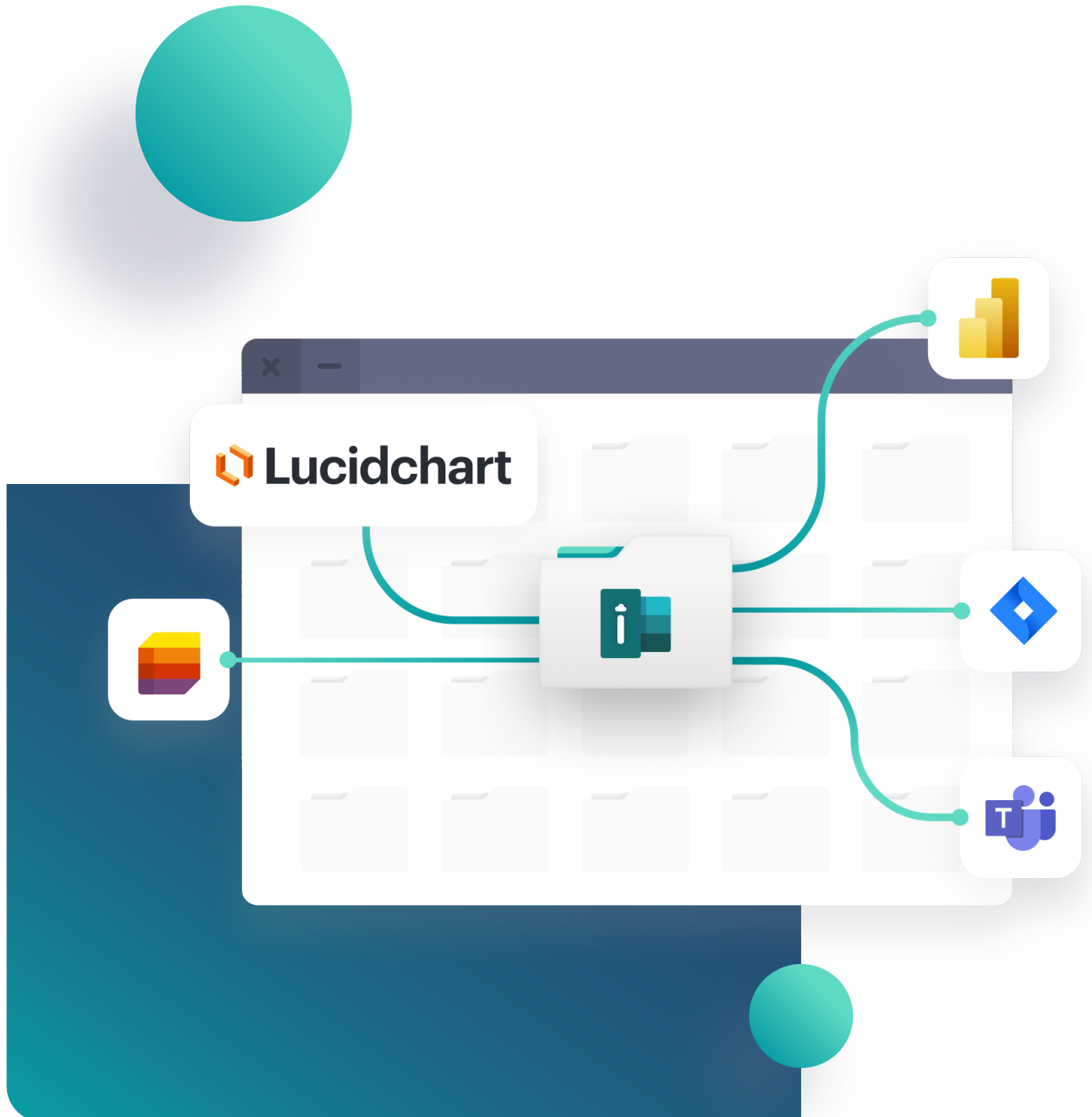OrbusSoftware

Making Collaboration and Visualization Work for Your Business

Lucidchart

iServer365

Introduction

We all know we are in a more distributed world - both inside and outside the organization. How we create and share information together will define how well our businesses perform. There are tools available - but what is the best way to implement them ? And more importantly what outcomes do they deliver?

The Need for Collaboration

To really get a handle on why collaboration is important, it is worth looking at a few stats. To do this, Lucid worked with The Harris Poll to survey more than 3,000 knowledge workers in five countries.
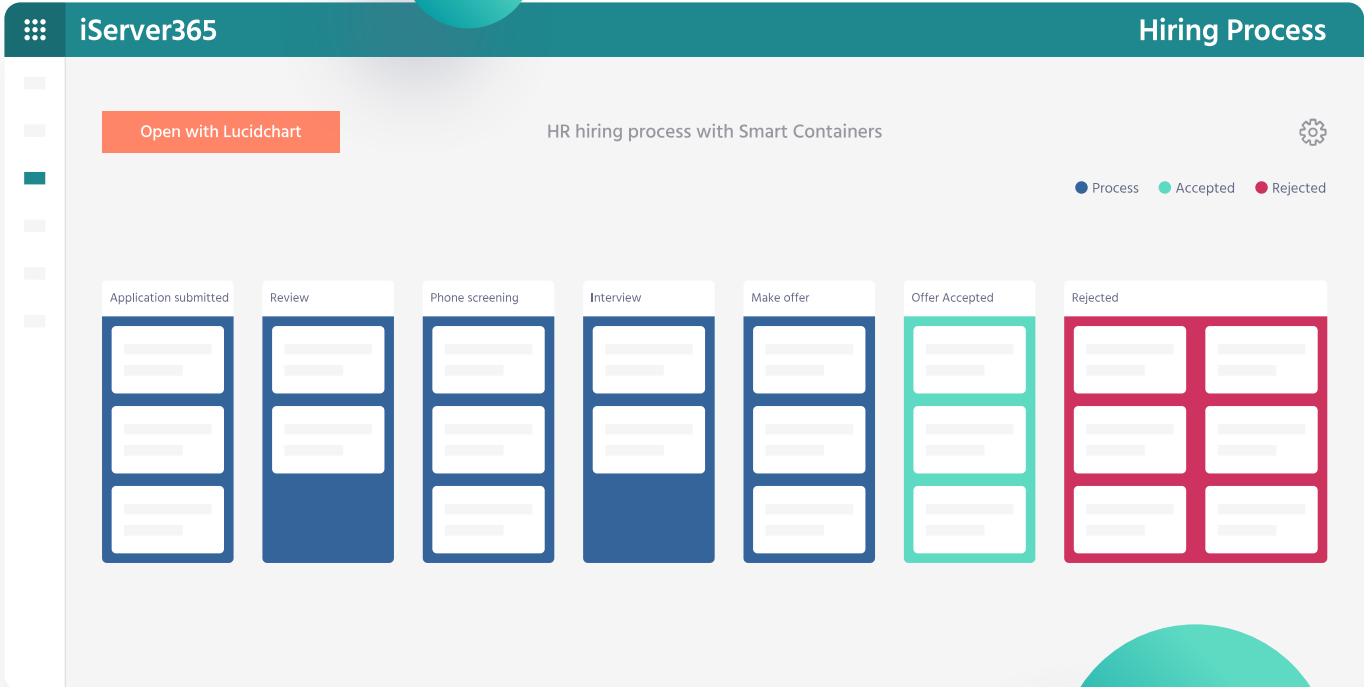
90%

Lucid's research showed that **90%** of knowledge workers believed that digital collaboration across remote, in-person, and hybrid employees is not only here to stay but will be an essential aspect of their day-to-day responsibilities.[1]

1 What's your collaboration style? (lucid.co)

There are challenges facing teams who need to grapple with cross department collaboration and visualization data. Partnerships, like the one between iServer365 and Lucidchart are enabling businesses to make collaboration and visualization a living blueprint of how the business is performing now and will perform in the future.

Organizations have never had to be more flexible and adaptive—their systems have also never been more interconnected and complex. As a result of this increasingly complex infrastructure, there's a greater need for fast, visual, and robust collaboration and analysis of how systems work together.

Collaboration within an organization requires a change of mindset, especially in traditional industries. Decision timeframes are getting shorter. Socializing ideas and new working practices is not easy when the pace of change is faster than the old document-heavy processes will allow.

Open with Lucidchart

HR hiring process with Smart Containers

● Process   ● Accepted   ● Rejected

Application submitted	Review	Phone screening	Interview	Make offer	Offer Accepted	Rejected	

HOW TO APPROACH THIS:

• Prioritize visual collaboration and understand the importance of data visualization.

• Enable and support the evolving way teams are working (remote, hybrid, cross-functional, increasingly global, and cloud based).

• Look at more dynamic solutions (iServer365 and Lucidchart for example).

• Seek to phase out dependency on legacy offerings which create data silos (Excel, Powerpoint and the like).

• View your collaboration and process systems as a flexible canvas for visual collaboration - creating a living blueprint.

• Investigate or build-on your chosen frameworks. (iServer365 supports hundreds of frameworks and models out of the box - and both iServer365 and Lucidchart can be customized for special use cases).

• Prioritize importing stand-alone siloed Visio documents or stencils into your collaborative visualization package.

The Need of Integration

The integration of Lucidchart and iServer365 solves the very current and pressing challenge around cross team collaboration and visualization of data. Lucidchart complements and is integral to many iServer365 use cases.

Integration between such products is important, but it is worth noting that this is not a one-off activity. If the approach and ethos of the partners involved is not aligned, you will get a technical connector but no synergy of future developments and versions. Digital transformation is an on-going journey - it is worth looking at the partners involved and seeing if they are really collaborating.

Do they have:
- A shared vision
- Experience from many customer engagements
- New and novel approaches to enterprise collaboration rather than simply rehashing old tools.

WHAT TO LOOK FOR:

Look for evidence of how together, the tools enable better data-driven decision making around the process, systems and projects transforming your enterprise.

Flexibility: can you pivot as your business changes?

SaaS cloud-first products support flexible pricing and rapid global deployment.
- iServer365 is intended to act as a single source of truth for enterprise architecture
- Lucidchart tells you your current state (and future vision) with visual clarity.

Communication: can you move from complexity with clarity?

Solutions need to designed for:
- Ease of adoption
- Intuitive user interface
- Seamless connections to whatever you want to connect to.

Look for:
- Experience in large scale collaboration solutions
- Individual customer examples which fit how you want your organization to behave going forward.

Choosing your tools

As systems evolve and work requirements change, teams need tools to deliver a comprehensive, bird's-eye view of how new and existing systems interact and work together to serve the business.

Teams also need to work and collaborate in real time to keep up with increased complexity and shorter timelines.

Lucid's research showed that while knowledge workers were generally satisfied with digital collaboration technologies today, they had specific reservations about their effectiveness. Visualizations address these reservations by making analysis possible in ways that systems reports, spec sheets, and other static, manual documentation can't. Together, integrated tools enable better data-driven decision making around the process, systems and projects transforming your enterprise.

WHAT TO LOOK FOR:

Your checklist should include:

- Integration capabilities with key applications
- Tools that are more user friendly
- Scalabile to manage large numbers of attendees and collaborators
- Enhanced and business-relevant interactivity
- The ability to manage next steps.

Better integration capabilities should include the ability to:

- Import visuals
- Import files
- Integrate apps and software - especially Microsoft 365.

And nearly two-thirds of Lucid's research respondents wanted their digital collaboration tools to be more user-friendly. Involving all your teams in your collaborative transformation is becoming crucial in achieving your goals.

Getting people to buy into the process

Investing in the right visual and virtual collaboration solutions to empower and enable hybrid work environments and agile operations while important, is unfortunately only the first step.

Without the buy-in from your teams to visualize how all of these new processes and systems work together, you're simply adding more tools and not reducing complexity.

What makes digital transformation hard? It's not the processes or systems - although they are not easy - it's the people elements that make the difference:

• Organization re-alignment
• Change management
• Training
• Cultural change and education.

The danger is that organizations will not get the most out of their people when it comes to digital collaboration and hence threaten the future of the business.

Today's businesses need processes and solutions to empower a range of collaboration styles, facilitate real-time and asynchronous collaborative work. Successful businesses need to be able to harness the creativity and diversity of their employees to better understand different viewpoints, employ broad skill sets and experience, and better allocate resources for various tasks.
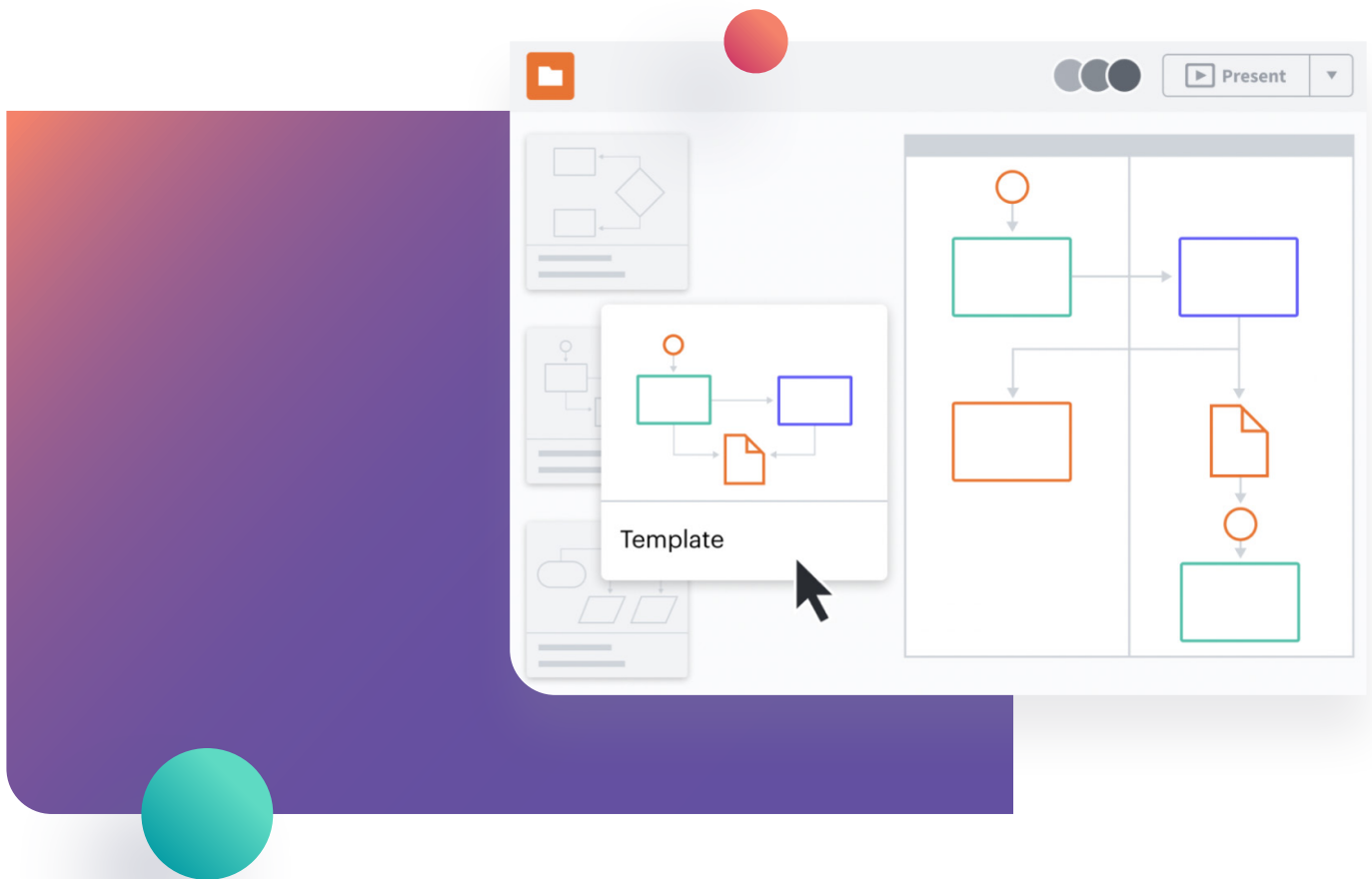
All employees involved in collaborative projects need to feel comfortable contributing in the ways they're most effective. Otherwise, business outcomes and results will suffer - your programmes will stall or be overtaken by events.

HOW TO APPROACH THIS:

• Support and champion the cross functional teams driving technology change and transformation within their organizations.
• Look to your tool providers for extensive experience as trailblazers in their fields. For example, Lucidchart was founded in 2010. Orbus Software was founded in 2004.
• Seek out peer reviews of the tools you are considering - Gartner and Forrester Research both have excellent end-user experience stories and cases from sectors such as yours. Make sure people like using the tools.

Reaping the benefits

Making the long-term shift to more agile and sustainable operations requires supportive technology. An intelligent diagramming application like Lucidchart can help you clarify complex systems to build the future faster, iServer365 can ensure Lucidchart is feeding into and being fed from the organizational one source of truth.

As a result, businesses can:

- **Support agility and alignment within teams**
  Post-pandemic realities require new, agile ways of working. Visual collaboration ensures teams stay aligned on goals and objectives no matter where they happen to be.

- **Avoid misunderstandings in a hybrid work environment**
  With distributed teams, you keep everyone on the same page. Collaboration spaces like Lucidspark digital whiteboards and flowcharts help teams stay aligned.

- **Boost engagement**
  It's easy for team members to lose focus or attention, Visual collaboration and process tools help teams stay engaged to quickly understand the situation, and decide actions, outcomes and next steps.

The power of collaboration and visualization when combined can be transformative. Let's look at two key use cases.

Mastering the digital transformation journey

To really get a complete picture of your company's current state, you need to understand more than just the input from one department or team. You want to bring in other departments or business units to represent various business functions such as sales and marketing, finance, human resources, IT, research and development, and so on.

Once you understand who does what, where it is done, and how it relates to other functions throughout the company, you are in the ideal place to build out your one source of truth data, create current and future states and most importantly act upon them in a coordinated way.

Demystifying cloud migrations

Cloud architectures can be complex, and so can manually creating and maintaining a cloud architecture map. Fortunately, you can use Lucidscale to automatically map your cloud environment.

Even so, cloud migration is still a demanding process with many points of potential failure. The sheer scope of the average enterprise's technology portfolio demands a carefully planned migration process. Deploying iServer365 can then help you:

- Scope applications for migration
- Prioritize what gets migrated when
- Define the steps to take after implementation with clear roadmaps.

If you'd like to know more about how Lucidchart and iServer365 are transforming the landscape of enterprise digital transformation - why not get in touch for a demonstration?

See iServer365 and Lucidchart in Action

Book a Demo to learn more about how Lucidchart and iServer365 are transforming the landscape of enterprise digital transformation.

Book a Demo

About Orbus Software

Orbus Software is a leading provider of cloud solutions for digital transformation. Our mission is to enable organizations to build operational resiliency. Our customers are predominantly global blue-chip enterprises and government organizations, and we focus on delivering technology innovation that accelerates our customers' success.

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