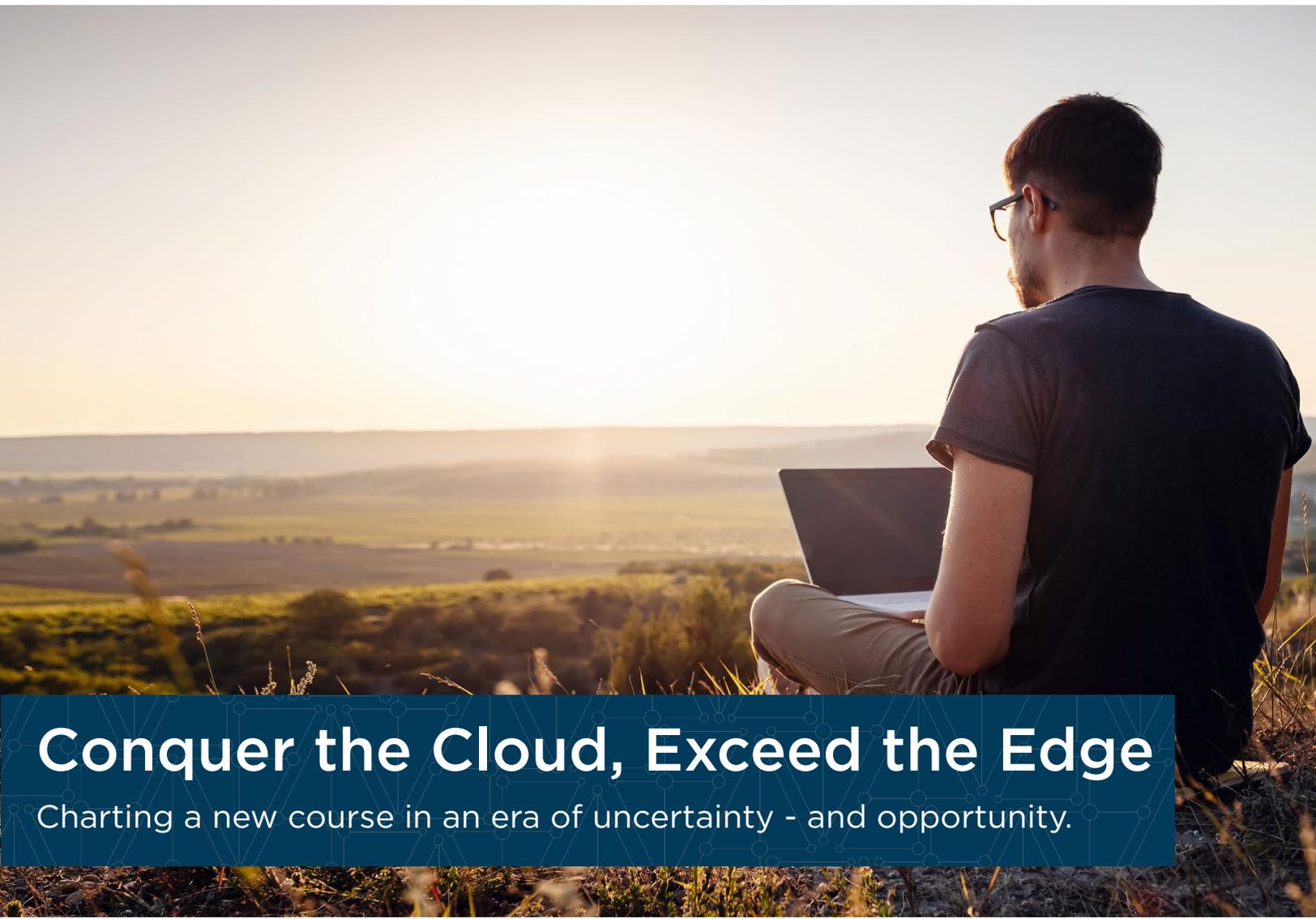




Powering the Digital Journey



Conquer the Cloud, Exceed the Edge

Charting a new course in an era of uncertainty - and opportunity.

Digital transformation leverages technology to reimagine how you create value for your customers and your business.

Pivot targets transformation to your unique operations, marketplace, and business goals.

Defining the New Digital

What is digital transformation? Some technology providers would have you believe that every incremental improvement is “transformation.” Others seem to think it requires ripping out your existing infrastructure and investing in an entirely new technology stack.

The truth is, transformation occurs across a spectrum. Migrating to the cloud could be revolutionary for your organization. Reframing the customer experience could revitalize your business. Realizing new efficiencies could measurably impact your bottom line.

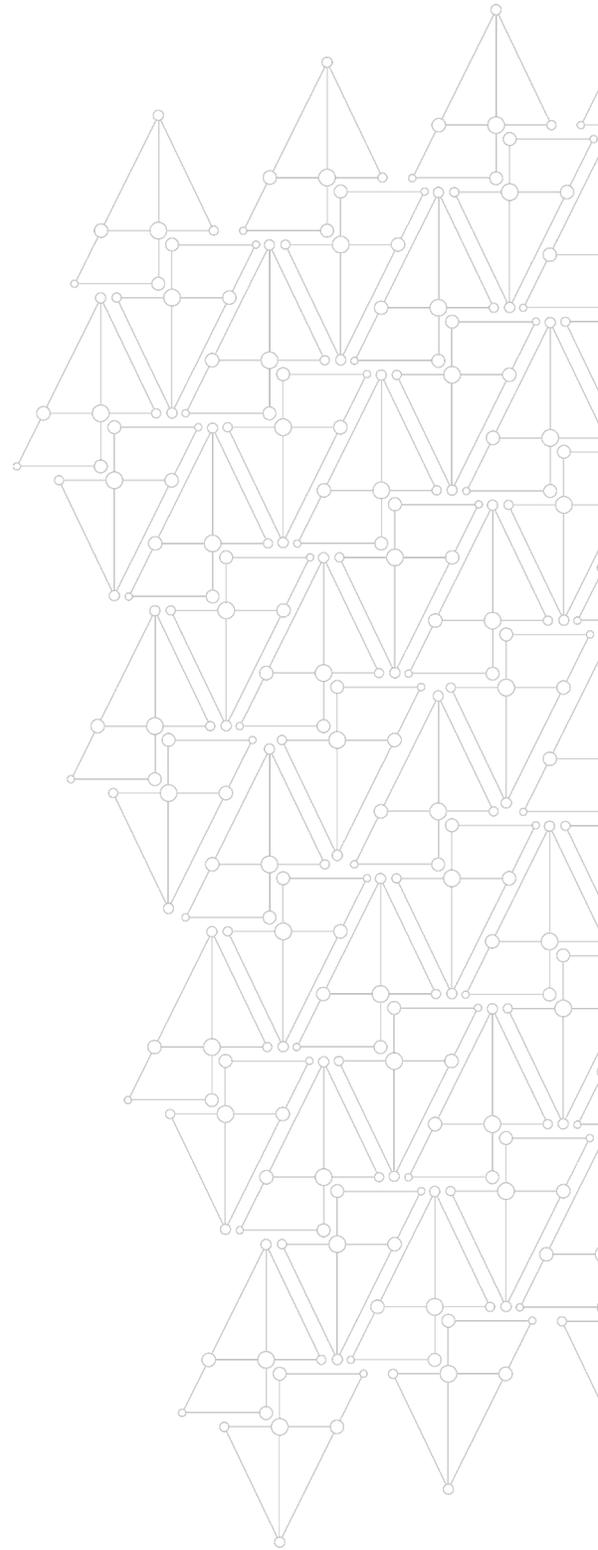
Some transformations drive more tangible outcomes than others. Ultimately, digital transformation leverages technology to reimagine how you create value for your customers and your business.

At Pivot, we believe that transformation has a meaning specific to your unique operations, marketplace, and business goals. And transformation isn't a one-time event, but a continual rethinking of how you achieve competitive advantage and profitable growth.

Pivot excels at identifying transformation opportunities and guiding organizations to new levels of marketplace leadership. We work side by side with you throughout the journey, equipping you to:

- Assess new opportunities
- Plan your future state
- Implement the most effective technologies
- Achieve the change you desire
- Manage for success
- Establish a road map to future transformations

Transformation isn't a one-time event, but a continual rethinking of how you achieve competitive advantage and profitable growth.



Drivers of Disruption

Organizations pursue transformation for a variety of reasons. Many strive to perform business processes more efficiently. Some need to increase returns on their IT investments. Others want to improve customer experiences to grow competitive advantage and market share. Still others hope to upend existing markets or enter new ones.

But the transformation imperative often emerges in the face of disruption. And disruption presents itself in many forms, from cost pressures to shifting customer demands to unexpected market developments. (See Figure 1.)

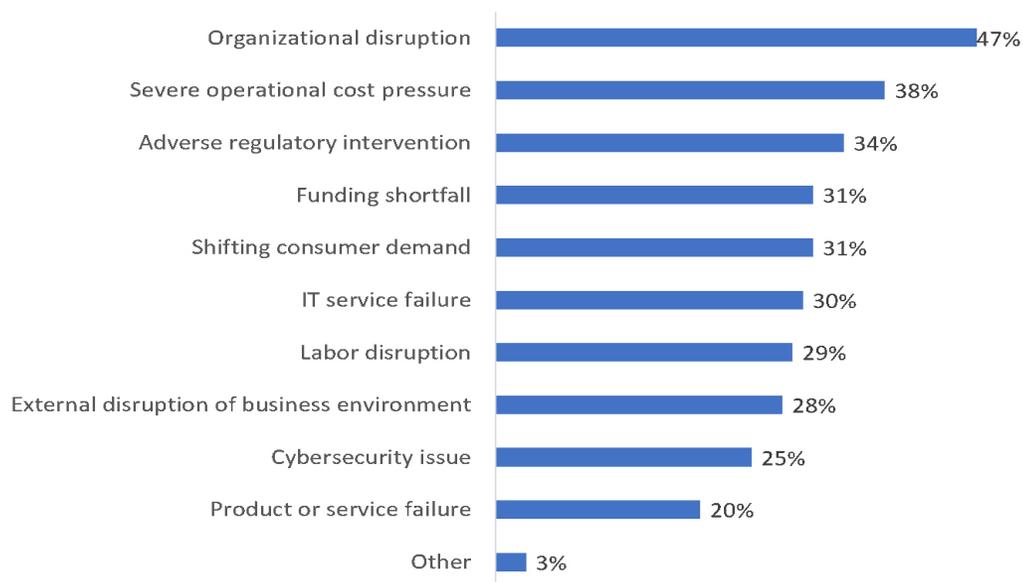
Pivot understands the forces that demand – and enable – digital transformation. And with the current business and economic environment, these forces have never called for more urgent response:

- Business uncertainty – A broad range of industries face unprecedented threats. Global supply chains have been interrupted. Customer demands are shifting in unexpected ways.
- Economic instability – Financial markets have never been more volatile. Governments are being called on to embrace new roles. Both consumer and commercial spending remains unpredictable.
- Disruptive technology – Intelligent technologies continue to present new capabilities and the potential for new complexities. First movers are gaining advantage – and requiring nimble response from market rivals.



The transformation imperative often emerges in the face of disruption.

Figure 1: Types of Disruption, Past 4 Years¹



¹ "2020 CIO Agenda: Winning in the Turns," Gartner, October 2019

Digital transformation can help you foresee and respond to these pressures with greater performance, reliability, resilience, and security. You have the opportunity to gain new levels of stability, efficiency, and agility to replace complexity with capability and exchange uncertainty for success.

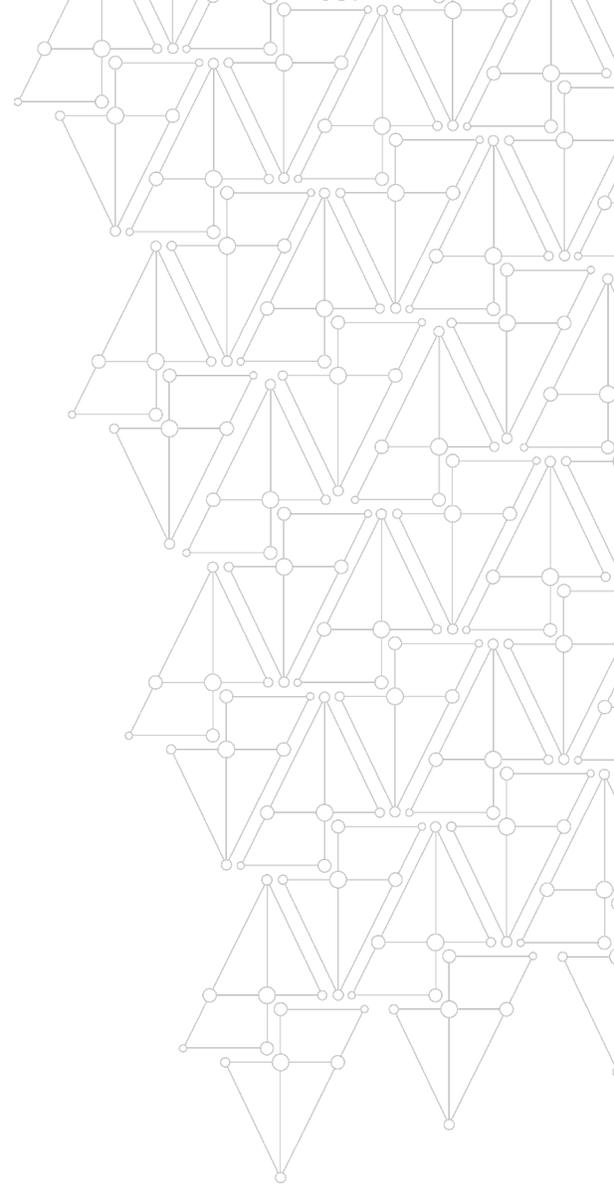
The good news is that a growing number of organizations recognize the value of digital transformation – and are taking action. Investment in digital transformation will grow a compound annual 17% through 2023. In fact, digital transformation will soon account for more than one-half of overall IT. (See Figure 2.)

Figure 2: Global Investment in Digital Transformation²

- \$2.3T**  Global spending on digital transformation technologies in 2023.
- 17%**  Compound annual growth of digital transformation spending, 2019 - 2023.
- 53%**  Share of overall IT spending on digital transformation in 2023.

Pivot is your trusted partner to navigate new waters. We help you uncover impediments and anticipate opportunities. We make sure you're aligning IT investments with business objectives across the enterprise. We design and deploy best-in-class solutions specific to your unique needs. And we work with you to create an IT and business road map to future transformation and sustained success.

² "Worldwide Semiannual Digital Transformation Spending Guide," IDC, October 2019





Intelligence Based on Experience

Pivot is a leading provider of best-in-class information solutions and services. We drive the digital transformation that empowers forward-thinking organizations like yours with performance, agility, resilience, and the opportunity for profitable growth. We add value through our unique IT and business mindset, expert talent, strategic partnerships, and guiding principles:

- **Pivot perspective** – Pivot boasts rich experience and proven expertise in designing, integrating, implementing, and managing the most sophisticated IT infrastructures and business processes. We deliver end-to-end services in IT consulting, integration, implementation, managed operations, IT staffing, and edge computing. We also offer robust solutions for workplace experience, cloud transformation, network optimization, application modernization, security fortification, customer experience, business continuity, and edge transformation.
- **Pivot people** – Pivot’s people are fundamental to our exceptional culture, and their passion drives our continued success. As with our clients and partners, we’re committed to treating all our employees with the utmost professionalism, dignity, and respect. In turn, Pivot teams work side by side with you to help you achieve your most ambitious IT and business goals.
- **Pivot partners** – Pivot is a strategic partner to the world’s most recognized IT brands. Our longstanding relationships with leading technology providers give you access to the most effective solutions to meet your unique needs. Our vendor-independent approach combines best-available technology with expert solution design, rapid deployment, and best-practice methodologies. Our global capabilities advance cost-efficient and value-building implementations and operations wherever you do business around the world.
- **Pivot principles** – Pivot’s operational principles are built on innovation, integrity, and accountability. Our end-to-end approach equips us to earn your trust, help you seize your opportunities, and drive the results you want. Our comprehensive portfolio of services and solutions, unmatched partner ecosystem, and expertise in delivering large implementations create lasting value for the most innovative and successful organizations.

Pivot drives the digital transformation that empowers forward-thinking organizations like yours.

Transformation That Creates Value

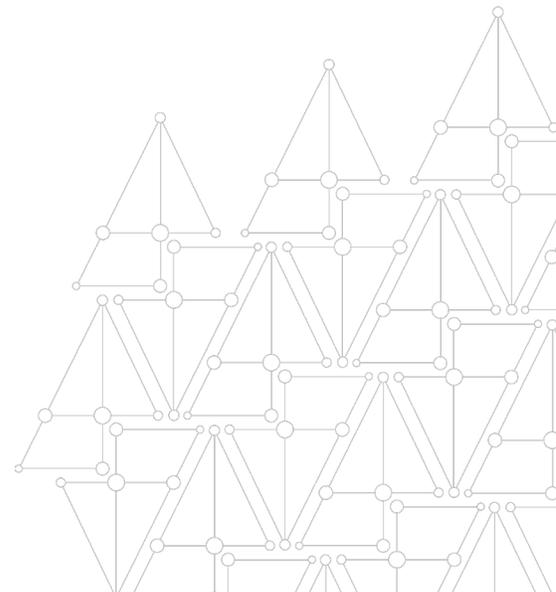
For digital transformation to be meaningful, it needs to create value for your business. Pivot optimizes the returns on your IT investments through a deep commitment to our foundational principles:

- **Quality** – We apply industry best practices to recommend the most effective solutions.
- **Maturity** – We design solutions for long-term success through collaboration and automation.
- **Agility** – We create flexible, scalable solutions to fit your current and future IT environment and business processes.
- **Cost efficiency** – We identify the most cost-effective approaches and make ongoing cost reductions a central aspect of every implementation.
- **Experiences** – We believe that tangible improvements in employee and customer experiences are a central aim of solution design.
- **Outcomes** – We're committed to designing outcome-focused solutions that achieve the results you want.

At a moment of uncertainty awaiting new promise, smart organizations like yours are looking for opportunities to chart a new course. Digital transformation is the lever by which you can shift process efficiency, shape customer perceptions, and reposition the competitive landscape. Pivot will be there to make sure your transformation initiatives achieve optimal outcomes for your customers and your business.



Pivot optimizes the returns on your IT investments through a deep commitment to our foundational principles.





About Us

Pivot delivers best-in-class information technology services and solutions to help leading organizations optimize infrastructures, improve business processes, lower costs, and achieve strategic objectives. Our client-first approach combines leading-edge technology with expert design, rapid implementation and integration, and best-practice methodologies, powering digital transformation from the cloud to the edge to the workplace. To learn how Pivot can help you drive results, visit www.pivotts.com.



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