BENTLEY MOORE EXECUTIVE

Digital Transformation Troubleshooting Services

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Introduction

Digital transformation sits at the heart of how modern organisations evolve, compete, and deliver value. It drives efficiency, customer engagement, operational intelligence, and strategic agility. Yet the complexity of digital transformation—its multi-dimensional dependencies, supplier integrations, and organisational impact—means that when issues occur, they can cascade rapidly across every part of the business.

Effective digital transformation requires more than technology enablement. It demands a cohesive framework of governance, structure, and control across organisation, people, process, operations, services, suppliers, legal compliance, procurement, and commercial management. When this balance falters, delivery slows, costs rise, and confidence erodes.

Our Digital Transformation Troubleshooting Services provide the specialist expertise required to stabilise, recover, and realign digital transformation initiatives that have become distressed or high-risk. We operate holistically, identifying interdependencies and underlying causes of failure, and restoring focus, control, and delivery assurance across the full transformation landscape.

Digital Transformation Troubleshooting Services

Our Digital Transformation Troubleshooting Services deliver targeted intervention and recovery for organisations experiencing difficulties within digital transformation programmes. These services combine strategic, operational, and technical insight to diagnose issues, stabilise governance and delivery, and re-establish progress toward strategic objectives.

Applicable across industries and sectors, our services bring clarity, accountability, and structure to fragmented or troubled transformations. Whether the challenge lies in delivery execution, governance oversight, technology integration, supplier performance, or organisational alignment, we provide a single unifying view that connects every component, enabling resolution and restoring the pathway to success.

The Challenge

Scenario 1: Private Sector – Global Retail and Consumer Organisation Undergoing Business-Critical Digital Transformation

Consider a global retail and consumer goods organisation embarking on a multi-year digital transformation to modernise its commerce platform, integrate data-driven customer analytics, and streamline its supply chain operations. The initiative spans multiple geographies and combines new e-commerce systems, CRM, logistics technologies, and a move to hybrid cloud infrastructure.

The company's technology teams are capable but operate within silos. Each geography has its own approach to delivery, supplier engagement, and governance, resulting in uneven standards, competing priorities, and limited visibility across programmes.

As implementation progresses, integration failures occur between front-end digital platforms and back-end fulfilment systems. Customer data synchronisation issues arise, leading to service disruption and reputational impact. Supplier delivery delays and contract disputes compound the situation. Programme boards struggle to gain accurate performance visibility, and strategic objectives begin to diverge from operational realities.

Attempts to stabilise the programme internally prove ineffective. The issues are not isolated—they are systemic and span organisation, process, technology, and supplier ecosystems. Without intervention, costs continue to escalate, deadlines slip, and market confidence declines.

A Digital Transformation Troubleshooter brings the expertise to take control, diagnose the interconnected failures, and implement stabilising measures. By assessing the transformation across all domains, the Troubleshooter restores coherence and direction, ensuring that both strategic intent and operational execution are reconnected and that delivery momentum is re-established.

Scenario 2: Public Sector – Central Government Department Managing Multiple Digital Transformation Programmes

Consider a central government department responsible for delivering a portfolio of digital transformation programmes designed to modernise citizen services, integrate legacy systems, and enhance data capability across government. Each programme is distinct in objective and duration—ranging from short one-year digital upgrades to multi-year, cross-departmental transformations—but all are interconnected.

The challenge lies in timing and interdependency. Some programmes are reliant on the outcomes or data architectures of others, yet delivery schedules are misaligned. Governance operates in vertical silos, meaning decisions taken in one stream have unintended consequences in others. Resource constraints, contract misalignments, and differing supplier maturity levels exacerbate the problem.

As transformation activities overlap, a domino effect begins. Dependencies slip, risk escalates, and reporting becomes inconsistent. Leadership struggles to maintain oversight across an increasingly complex, multi-dimensional landscape. The impact is widespread: cost overruns, missed milestones, and eroding public confidence in delivery capability.

A Digital Transformation Troubleshooter provides the cohesion and stabilising force required to manage such complexity. By integrating governance, delivery, and supplier management across all streams, the Troubleshooter identifies where interdependencies must be realigned, where risks must be contained, and where corrective action must be prioritised. The Troubleshooter ensures that the department can continue its transformation agenda with confidence, structure, and control, protecting delivery integrity across programmes that are critical to national outcomes.

How We Can Help

We have extensive, hands-on experience providing Digital Transformation Troubleshooting Services to clients across both private and public sectors. Our consultants combine strategic advisory expertise with deep delivery and operational experience, enabling us to diagnose and resolve challenges that cross organisational and technical boundaries.

We address every dimension of a transformation: organisation, people, technology, process, services, operations, commercial and contract management, suppliers, governance, and financial control. Our interventions are data-driven, practical, and tailored to each client's unique operating environment.

We can be engaged at any stage of the transformation lifecycle:

- **Initiation and Setup:** Providing structure, assurance, and design of governance and delivery frameworks to mitigate foreseeable risks.
- **Mid-Delivery Stabilisation:** Diagnosing issues that are emerging or escalating, re-establishing control, and preventing deterioration.
- **Full Recovery and Turnaround:** Leading the recovery of digital transformations that have become critical, complex, or in crisis, and guiding them through to successful delivery.

Our approach is cross-domain, multi-industry, and results-focused. We have successfully stabilised and recovered digital transformation programmes valued in the hundreds of millions of pounds, restoring executive confidence, operational control, and delivery outcomes.

Our Digital Transformation Troubleshooting Services give organisations the strategic insight, objectivity, and capability required to regain control of their digital initiatives, protect value, and ensure successful delivery across even the most complex transformation landscapes.

Contact Us

Should you wish to discuss any of your requirements and how we can help you, you can contact us as follows:

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Digital Transformation Troubleshooting Services

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