

Tech Services

Business Transformation and Development LLC-FZ (BT&D) serve as a strategic partner in digital transformation, guiding organizations from legacy systems toward agile, efficient, and innovative digital enterprises. We develop actionable roadmaps, implement advanced solutions, and offer ongoing support to ensure operations remain competitive. By modernizing core functions and leveraging data, we deliver valuable insights that drive growth. Our expertise provides a secure, scalable technology foundation prepared for future challenges. In an AI-driven landscape, we enable businesses to automate processes and achieve excellence in both customer engagement and operational efficiency.

Our Services

Governance

Doing the right thing

A robust governance process ensures that technology is well managed and delivers value; this takes on more importance in the AI era.

- **Tech Governance:** Establish a disciplined governance framework to maximize technology investments and prioritize high-impact projects for measurable results.
- **Digital Strategy Development:** Build a clear digital roadmap, align tech initiatives with business goals, and close gaps to drive transformation.
- **Cybersecurity and Risk Management:** Protect assets and ensure compliance through advanced, AI-powered security solutions.
- **Project Management:** Use agile project management to adapt quickly and measure success by business outcomes, not just delivery.

Solutions

Delivering new capabilities

Implement systems and deliver new capabilities to grow the business.

- **Data Analytics and Insights:** Build data frameworks to convert raw information into practical business intelligence through warehousing, big data management, analytics, and visualization.
- **AI & ML Integration:** Use AI and machine learning for automation, personalized customer experiences, and predictive forecasting to boost competitiveness.
- **Application Modernization & Development:** Update legacy systems or create custom applications for web and mobile, ensuring efficiency and relevance.
- **Infrastructure:** Upgrade systems for better performance and cybersecurity, test disaster recovery and business continuity plans, and address security gaps.

Business Transformation

Working in new ways

Leveraging AI to automate routine tasks, integrating back-office systems, and process redesign is an inherent part of business transformation.

- **Business Process Reengineering (BPR):** Conduct comprehensive analysis and redesign of workflows to prioritize customer needs, eliminate inefficiencies, and optimize operations. Leverage AI and automation tools (such as RPA) to achieve substantial gains in productivity and cost efficiency.
- **Workforce & Talent Transformation:** Workforce development is essential for organizational success, especially in the era of artificial intelligence. Enhancing digital skills and establishing robust change management capabilities are vital for sustaining long-term transformation.
- **Change Management Support aka Technology Adoption:** Effective change management is a crucial enabler of technology implementation. This includes structured training programs and strategic communication plans to facilitate employee adaptation to new systems and processes, ensuring successful organizational transformation.
- **Continuous Improvement & Measurement:** Sustaining progress requires ongoing evaluation of outcomes and processes. Establishing performance metrics and feedback loops allows organizations to track improvements, identify further opportunities, and adapt strategies based on data-driven insights.

Our Approach

We embrace a comprehensive, results-driven approach to tackling technology challenges ensuring transformative outcomes that drive lasting value.

- **Diagnostics:** Our process begins with a thorough assessment of the current landscape, uncovering opportunities, risks, and areas for improvement. This foundational step enables us to chart a clear path forward, fully informed by the realities of the business environment.
- **Governance:** In tandem, we establish robust governance structures to oversee every aspect of the project. Through proactive management, transparent progress reporting, and issue resolution, we ensure the plan is responsive to
- **Solutions:** We bridge the gap between your current state and your aspirational vision by designing tailored solutions. Whether implementing new systems or automating critical back-office functions we ensure the solutions are aligned with your business' unique requirements
- **Deliverables:** At every stage, we deliver tangible outcomes to drive momentum and measure success. The aim is to maximize performance and accelerate progress.



Business Transformation
and Development

evolving business needs while keeping transformation efforts on track and impactful.

Why BT&D

BT&D has a team of banking and technology professionals who can help you manage technology better and get results.

Practitioner-led: Led by former senior executives who understand execution realities.

Regulatory-grounded: Deep experience across emerging and regulated markets.

Implementation-focused: We stay through delivery – not just design.

Technology-enabled: We combine advisory expertise with proven digital tools.

Sector breadth: While rooted in financial services, our practice serves corporates, regulators, development finance institutions, and public sector organizations across our regions.

Regionally experienced: Delivered transformation programs across the Middle East, South Asia, and Africa.

*Our objective is to deliver **results** and not reports.*

Contact



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