

IT COMPASS

2022

 ABS



ГОРАН АНГЕЛОВ

CEO
IBS



ГЕОРГИ ГАНЕВ

Country Leader
IBM



STANISLAW LESZCYNKI

Enterprise Sales Manager CEE
Red Hat



СВИЛЕН СТАНЧЕВ

Sales Director
IBS



ВЛАДИ ВЕЛИКОВ

Управител
IMPROVINN

The Future of IT Service Companies

How to overcome the key conflict in our industry

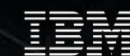
Goran Angelov, CEO
g.angelov@ibs.bg

IT COMPASS

December 7th, 2022



Platinum
Business
Partner



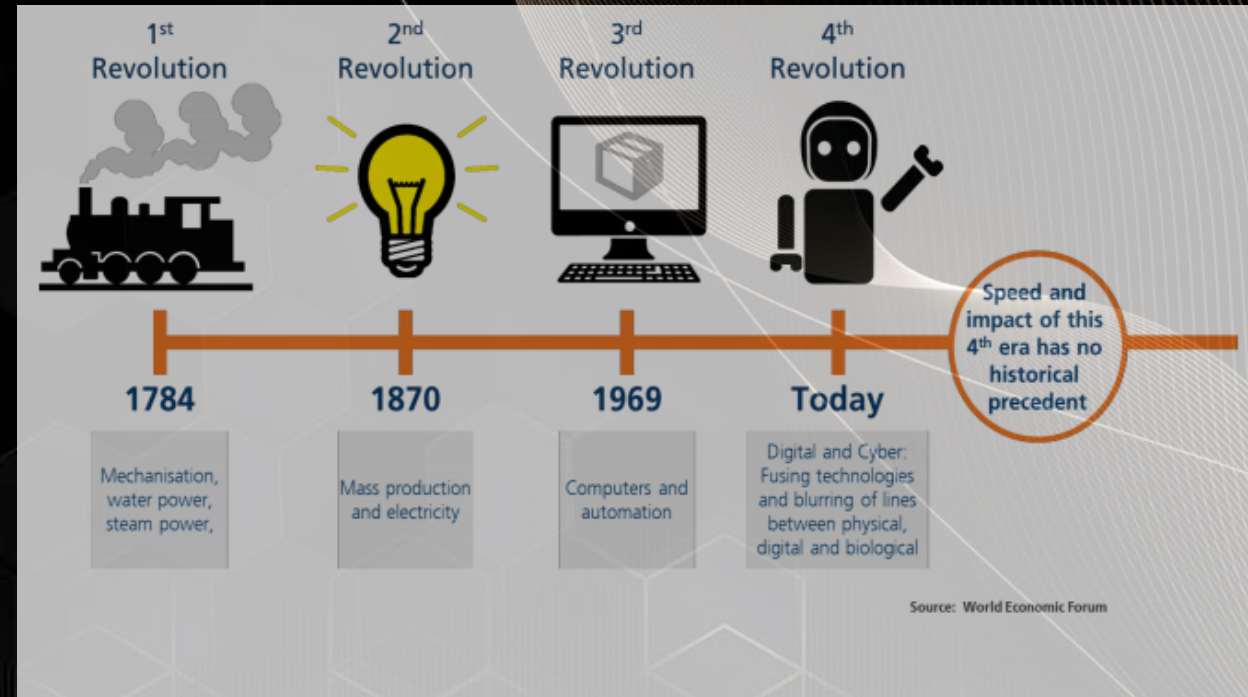
Red Hat

Premier

Business Partner

The Pace of Technological Change
Is Faster Than Ever Before.

Or Is It?



The Challenge?

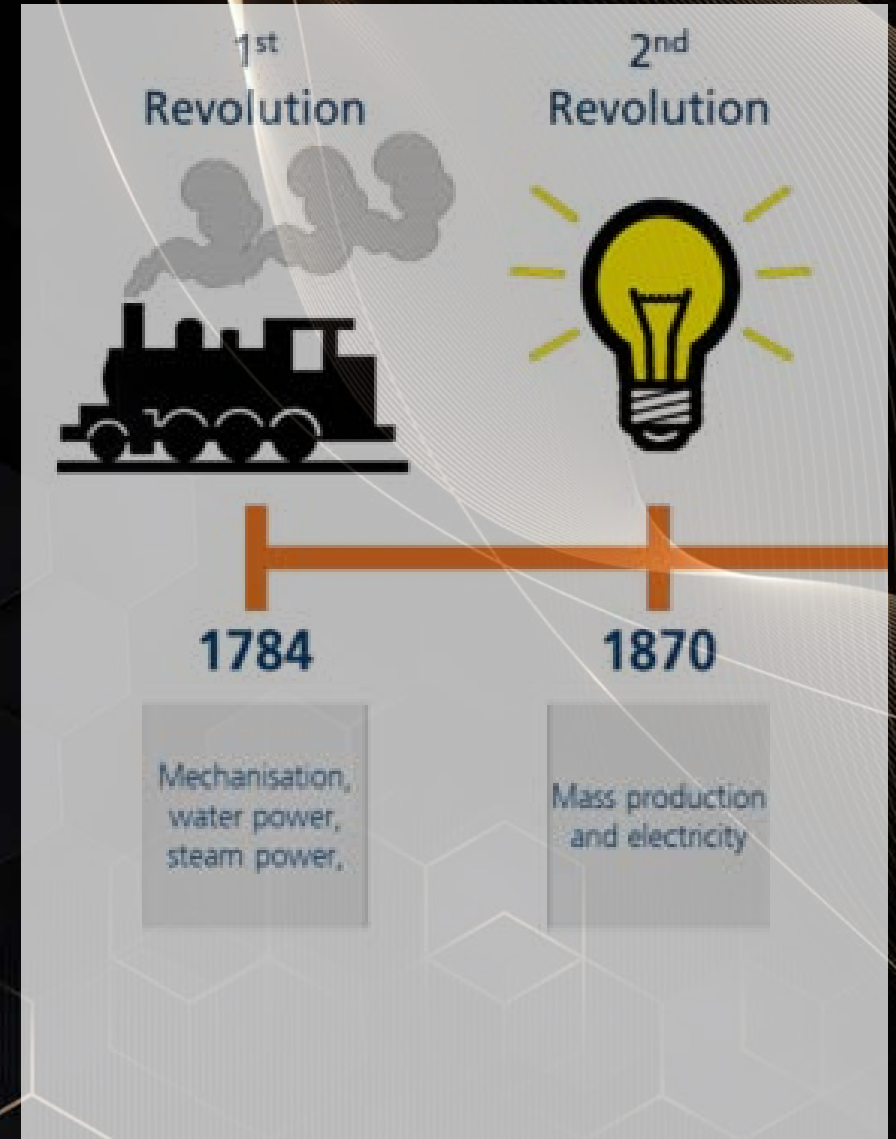
It's not the change, but the depth of **technology penetration**



The Difference?

Business models and relationships

Technology and Automation enable mass production





The Factory Concept in IT

DevOps as a compilation of industry manufacturing management concepts (LEAN, JIT, Toyota Production System, Theory of Constraints, etc)



DevOps and CI/CD
address the key conflict in IT

Развитие

Нови възможности

По-чести промени

Качествени услуги
—
Доволни клиенти

Conflict

Устойчива
среда

По-малко
промени

Операции

Развитие

Нови възможности

По-чести промени

Качествени услуги
—
Доволни клиенти

NO Conflict

Устойчива
среда

UNDO

По-малко
промени

Операции



What about the future of **IT Service**?

Disclaimer

“The opinions expressed in this presentation and on the following slides are solely those of the presenter and not necessarily those of IBS. IBS does not guarantee the accuracy or reliability of the information provided herein.”

Sincerely yours,

IBS Legal Dep

PS Although we fully trust our CEO, sometimes we do not fully understand his ideas.





The End of **IT Service** As We Know It Is Here!



Is There
a Problem?

Where is the trouble in IT?

- The Bad:** The overall complexity of IT systems is constantly growing
- The Worst:** The furious competition for talent
- The Ugly:** The constant need for change and improvement

Customers

Increased
products competitiveness

Better efficiency

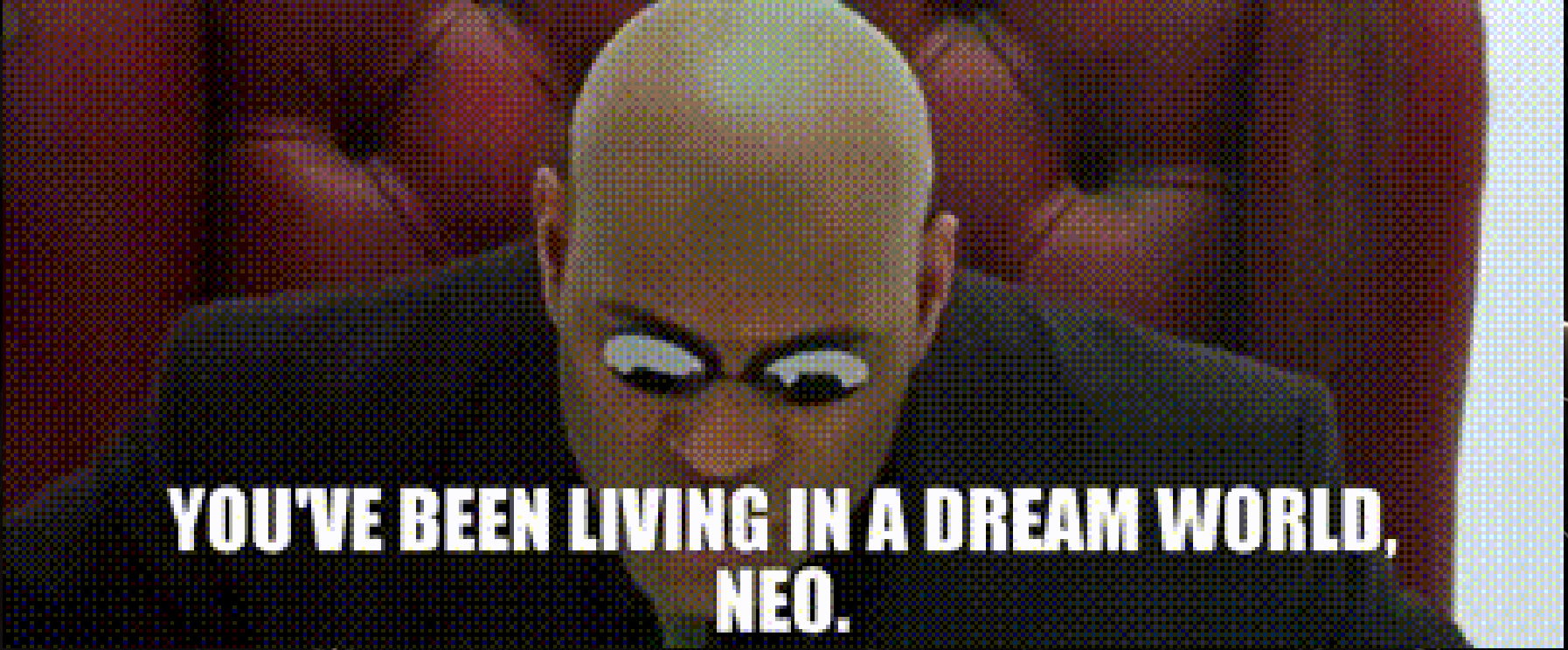
Make money Now and in the Future

Conflict

Increased
profits per resource/account

Oversell more

IT Service providers



**YOU'VE BEEN LIVING IN A DREAM WORLD,
NEO.**



The Future of the best IT Service Providers is
Utility Business Model

What is required?

- Trust:** Mutual trust and aligned goals
- Metrics:** Easy-To-Understand and measure
- Transparency:** Clear and predictable billing
- Knowledge:** Business knowledge will be as essential as IT skills

For nay sayers:

1. Think about how and why **utility companies** were born!
2. What is **Cloud**?
3. What is **SaaS**?

Some Examples/ideas

1. Enterprise integration and API management
2. Transactions monitoring and Financial Crime prevention



Challenge for the IT Service Providers
Master the Business, not only Tech

The background features a dark, textured surface with a repeating hexagonal pattern. Overlaid on this are several large, flowing, golden-brown wavy lines that create a sense of motion and depth. The lighting is dramatic, with highlights on the curves of the waves and the edges of the hexagons.

It's inevitable

It might take decades, but it already has started

Thank
You

The Factory Builders

www.ibs.bg



MAKING YOUR DAY

Platinum
Business
Partner



Premier

Business Partner