



THE OPERATIONAL MODERNIZATION GUIDE

**Modernizing Operations.
Powering Performance.**

Building the connected systems,
trusted data, and operational
capabilities required for better
business performance.

Modernization isn't just new technology.

Asset-intensive organizations have invested heavily in enterprise platforms, cloud environments, data tools, automation, and analytics.

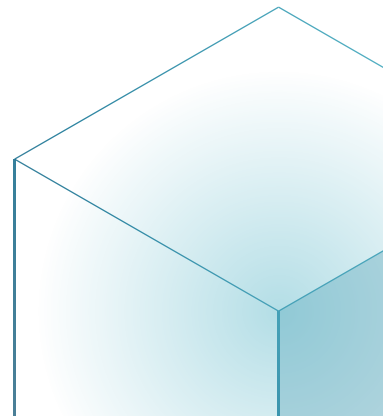
Yet many still operate with:

- | | |
|-------------------------------|---|
| ❏ Disconnected systems | 🕒 Slow decision making |
| 📁 Fragmented operational data | 📁 Aging applications and infrastructure |
| 🔧 Manual processes | 🔧 Gaps between technology and frontline execution |
| 👁️ Limited visibility | |

The challenge is no longer simply implementing more technology.

It's making technology, data, and operations work together.

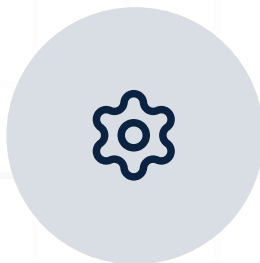
That is the foundation of **Operational Modernization.**



Connecting technology to the way the organization operates.

Operational Modernization is the ongoing transformation of the systems, data, processes, and technology that support how an organization operates.

It connects enterprise technology, trusted operational data, and the processes that drive execution so technology investments translate into stronger operational outcomes.



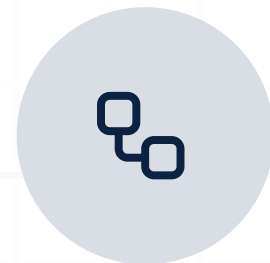
SYSTEMS

The enterprise platforms, applications, infrastructure, and integrations that support the organization.



DATA

The trusted, governed operational information required to create visibility, intelligence, and insight.



OPERATIONS

The workflows, processes, decisions, and execution that turn technology and information into action.



OPERATIONAL PERFORMANCE

When systems, data, and operations work together, organizations can improve how they see, decide, execute and perform.

Modernization efforts often happen in isolation.

An enterprise platform is upgraded.

Infrastructure moves to the cloud.

A new data environment is built.

Analytics or AI capabilities are introduced.

A workflow is automated.

Individually, each investment may provide value.

But when systems remain disconnected, data isn't trusted, insights don't reach the people who need them, or workflows remain fragmented, **organizations struggle to realize the full value of those investments.**



Technology without integration



Creates additional complexity.



Data without trust



Limits confidence in decisions.



Insights without action



Create visibility without meaningful impact.



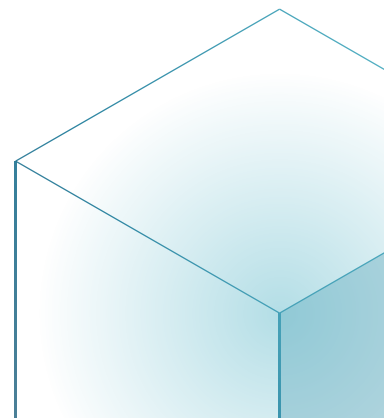
Execution without visibility



Keeps operations reactive.



Modernization succeeds when technology improves how the organization actually operates.



How operational value flows.



The goal isn't more technology.
It's better performance.

Common gaps that limit performance.



INTEGRATION GAPS

Systems don't communicate, creating complexity and manual work.



POOR DATA TRUST

Inconsistent, incomplete or inaccurate data leads to uncertainty and poor decisions.



DISCONNECTED WORKFLOWS

Information and processes don't flow to the right people at the right time.



LIMITED VISIBILITY

Lack of real-time visibility prevents teams from seeing the whole picture.

UNCLEAR BUSINESS OUTCOMES

Without well-defined outcomes, modernization efforts struggle to deliver measurable impact.

Connecting capabilities to operational outcomes.

01 

ENTERPRISE ASSET MANAGEMENT

Modernize how organizations manage critical assets and maintenance operations.

IBM Maximo • MAS Modernization • EAM Strategy • Managed Services • Training

02 

ENTERPRISE APPLICATIONS & MODERNIZATION

Modernize the applications and workflows that keep operations moving.

Integration • App Modernization • CPQ

03 

DATA & OPERATIONAL INTELLIGENCE

Turn operational data into trusted, actionable intelligence.

Data & AI • MAS Data Hub • Digital Twin • Process Mining

04 

CLOUD & CYBERSECURITY

Build the secure, scalable foundation modern operations depends on.

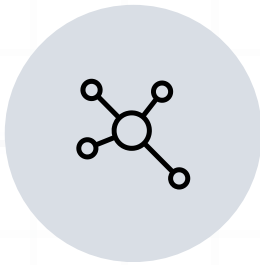
Cloud & Infrastructure • Cybersecurity

You can't build operational intelligence on data you don't trust.

Operational data sits at the center of modern operations.

But that information is often distributed across enterprise applications, asset management platforms, work history, asset records, and other operational systems.

When data is fragmented, inconsistent, inaccessible, or unreliable, everything downstream becomes more difficult, from reporting and analytics to automation, AI, decision-making, and execution.



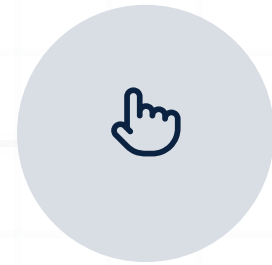
CONNECTED

Information can move across systems and environments.



GOVERNED

Data is accurate, consistent, secure, and managed throughout its lifecycle.



ACCESSIBLE

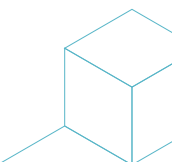
The right information reaches the right people and systems when it is needed.

**Trusted operational data creates the foundation
for better visibility, intelligence, decisions, and execution.**

From fragmented technology to connected operations.

Siloed applications	→	Connected enterprise systems
Fragmented operational information	→	Trusted, governed data
Reactive reporting	→	Actionable operational intelligence
Manual and disconnected workflows	→	Connected execution
Technology-focused projects	→	Measurable operational outcomes

The result is an enterprise that can see more clearly,
decide more confidently, and execute more effectively.



Start with outcomes. Prioritize what matters most.

1

DEFINE THE OUTCOME

What operational or business outcome needs to improve?

2

IDENTIFY OPERATIONAL FRICTION

Where are systems, data, or processes creating the biggest impact?

3

DETERMINE REQUIRED CAPABILITIES

What systems, data, and operational capabilities are needed to address the friction.

4

PHASE THE WORK

Focus on the highest-value opportunities first and build momentum over time.



**Focus on the
outcome you want
to achieve – then
modernize the
systems, data, and
operations needed
to get there.**

How modernized are your operations?

Rate each statement:

YES

PARTIALLY

NO

1	Our enterprise systems exchange information effectively.	☐	☐	☐
2	Teams have access to reliable operational data when and where they need it.	☐	☐	☐
3	We trust the data used to make operational decisions.	☐	☐	☐
4	Operational information provides meaningful visibility into performance.	☐	☐	☐
5	Manual workarounds and duplicate processes are limited.	☐	☐	☐
6	Enterprise workflows connect technology with operational execution.	☐	☐	☐
7	Our technology investments show clearly defined operational outcomes.	☐	☐	☐
8	Our information can support future automation, analytics, and AI initiatives.	☐	☐	☐
9	Cybersecurity and governance are integrated into our modernization strategy.	☐	☐	☐
10	We can measure the operational or business impact of our modernization initiatives.	☐	☐	☐

MOSTLY YES

STRONG FOUNDATION

You have many of the connected capabilities required. The opportunity may be in optimizing and extending the foundation.

MIXED

MODERNIZATION OPPORTUNITY

Some capabilities are working well, while others remain fragmented. Focus on the gaps preventing systems, data, and operations from working together.

MOSTLY NO

MODERNIZATION PRIORITY

Disconnected systems, data, or processes may be limiting operational performance. Start by identifying the highest-impact gaps and prioritizing the capabilities needed to address them.



Modernizing Operations. Powering Performance.

For 25+ years, Highstep has helped organizations solve complex enterprise technology and operational challenges.

Today, we help asset-intensive organizations modernize operations by connecting enterprise systems, trusted operational data, and execution to improve visibility, accelerate decisions, and drive better business performance.

OUR CAPABILITIES

 Enterprise Asset Management

 Enterprise Applications & Modernization

 Data & Operational Intelligence

 Cloud & Cybersecurity

Ready to turn modernization into measurable operational performance?

Let's identify where disconnected systems, data, and processes may be limiting your operations, and where to start.

TALK TO HIGHSTEP →

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