



Grasping the Nettle

How tackling legacy tech now
unlocks savings and innovation at speed

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Some quick intros

Retail

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Zühlke is a global company of ...

Consulting Engineers



Innovators



Thought
Leaders



Catalysts
for Change



Quality
Craftspeople



Builders
at Speed



Bringing
Tangible
Value



Our USP: speed to value



We solve hard problems
with high quality engineering.

Problems We Solve in Retail



Experience Innovation

How can I continuously elevate our customer experience?



Ecosystem Integration

How do I connect the tools we need to succeed in a digital first world?



Legacy Modernisation

How can I cost-effectively fix and upgrade our plane in mid-air?



AI & Data-driven Organisation

How can I put the right data in the right hands, at the right time?



Optimising for Sustainability

How do I ensure all operations support our sustainability goals?

It's 2025...



What is the
oldest technology
still running
in your business?



We transformed & future-proofed RPS' 185-year-old service model to support a responsive, intelligent, and accessible future. Delivering the MVP in a record 9 months.

Business Agility

Accelerating time-to-market for new products & services

Automation

Reducing manual processes and minimising human error

Operational Efficiency

Replacing 13 legacy systems with 1 scalable platform

Security

Leveraging modern, cloud-native technologies and best practices



Why modernise now?

Legacy technology impacts your ability to execute your core mission

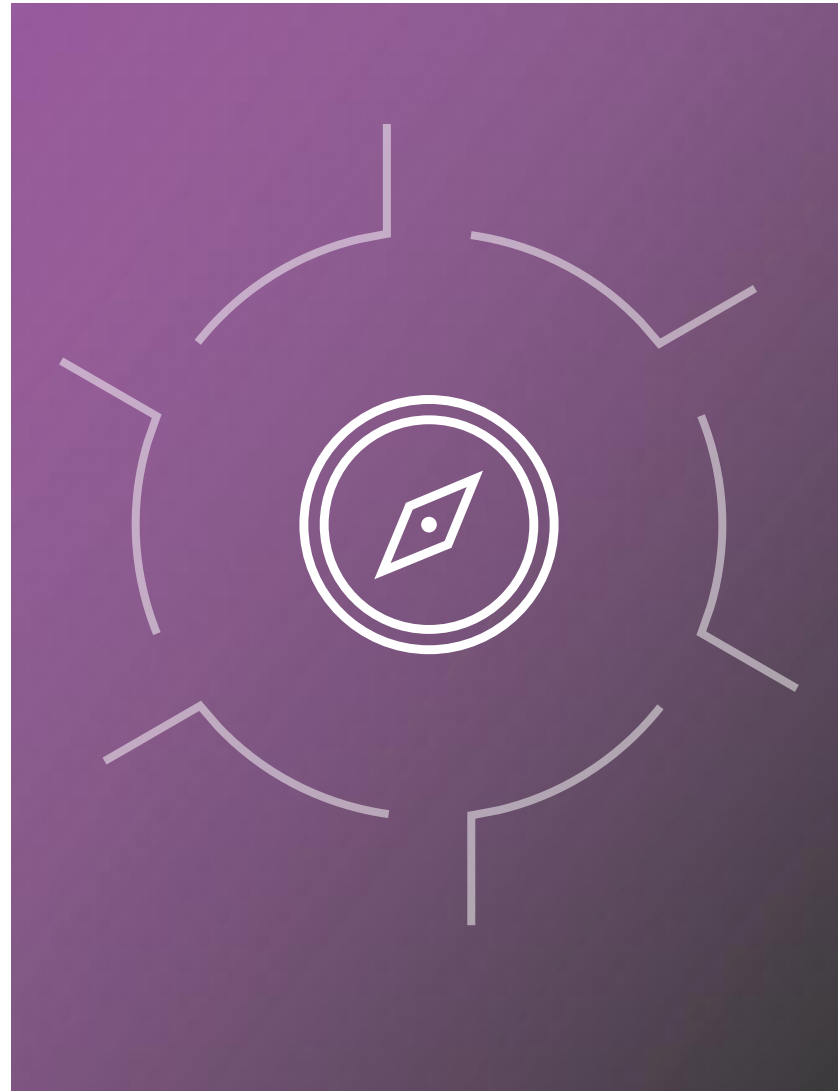
**Escalating
Operational Costs**



**Security and
compliance risk**



Talent Shortages



**Limited Agility and
Competitive
Disadvantage**



Innovation Drag



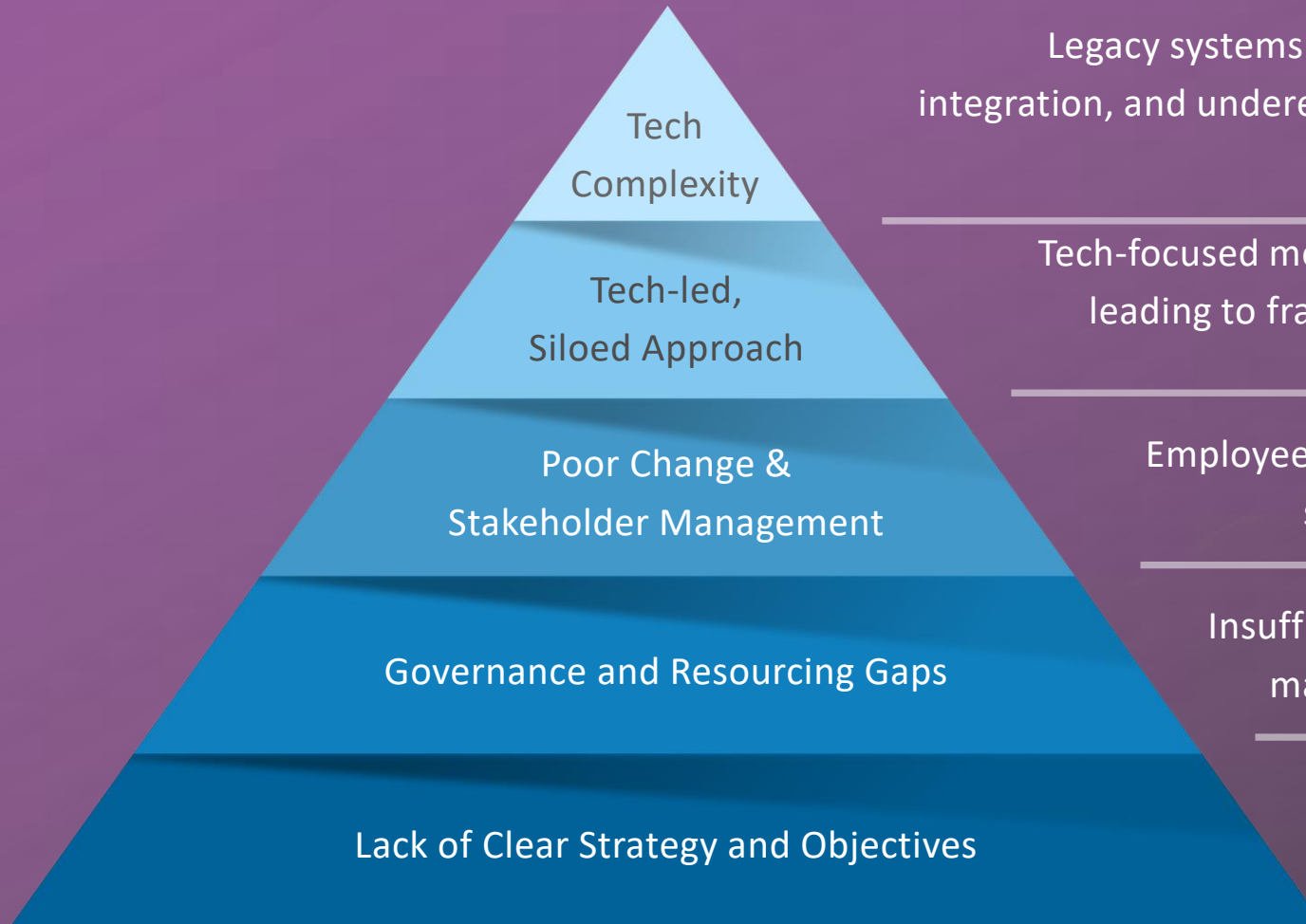
**Data Silos
and Poor Analytics**



A photograph of a sidewalk made of dark grey paving stones. On the left side, a triangular pedestrian crossing sign with a red border and a white background is lying on its side. The sign is attached to a wooden post. Below the sign, there is a wooden crate with the number '0221 499 499 5' printed on it. The ground is covered with many dry, brown leaves. The right side of the image is a close-up of the paving stones and leaves.

Why do
Modernisation
Programmes fail?

Common Causes of Modernisation Failure



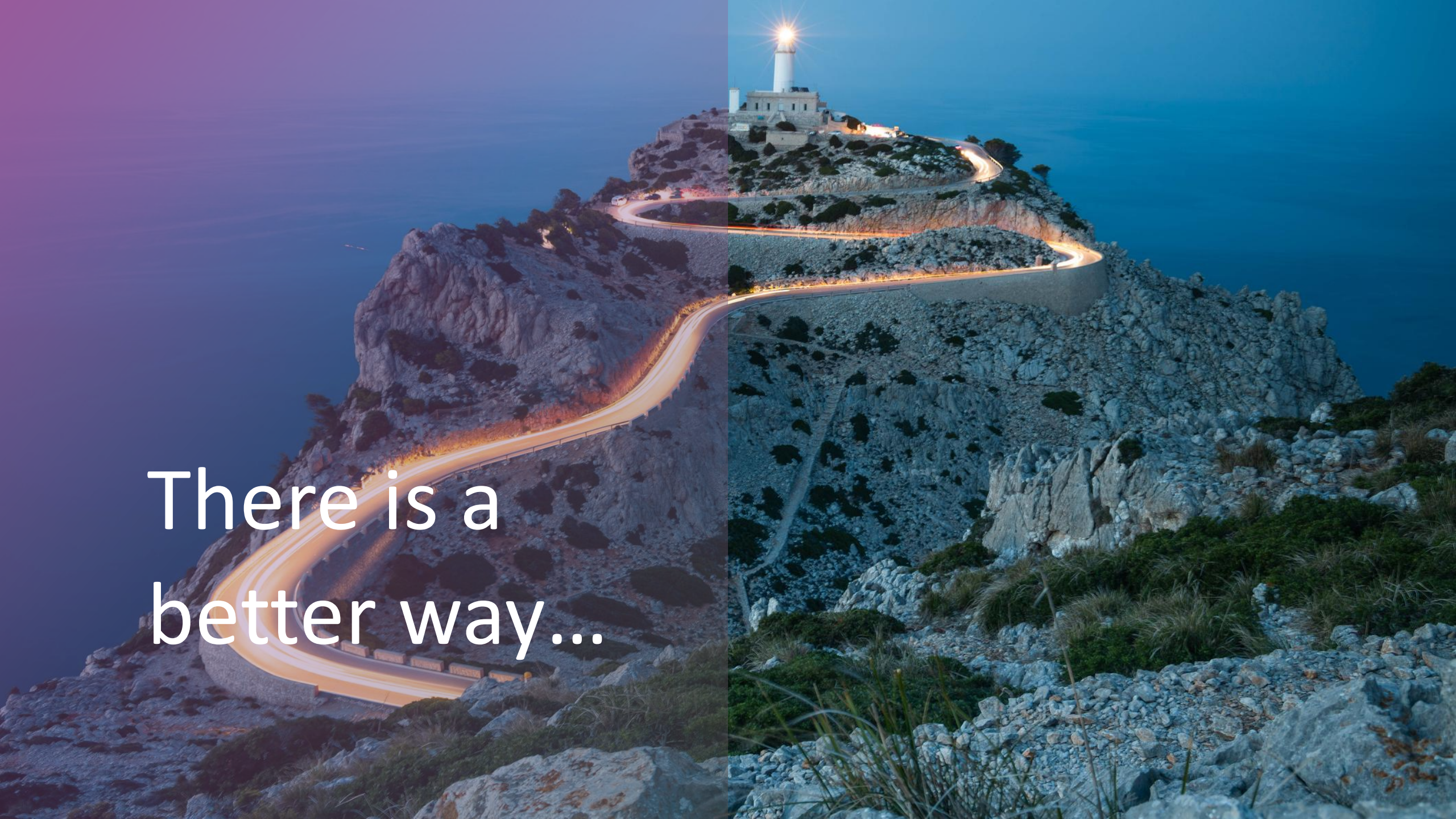
Legacy systems are hard to replace, with hidden dependencies, poor integration, and underestimated data migration challenges causing frequent project risks.

Tech-focused modernisation fails by prioritising tools over outcomes, leading to fragmented systems that ignore culture and integration needs.

Employees resist unfamiliar systems, leadership provides weak support, and users aren't involved in decision making

Insufficient funding, understaffed key roles, weak decision-making, unclear accountability, and poor risk oversight.

Unclear goals, misaligned priorities, no measurable outcomes, and failure to connect technology initiatives to business strategy.



There is a
better way...

What if...

... you could develop an effective
modernisation strategy in 6 weeks?

... you could start realising value in
6 months rather than waiting 3
years?

Zühlke's 360 legacy modernisation principles

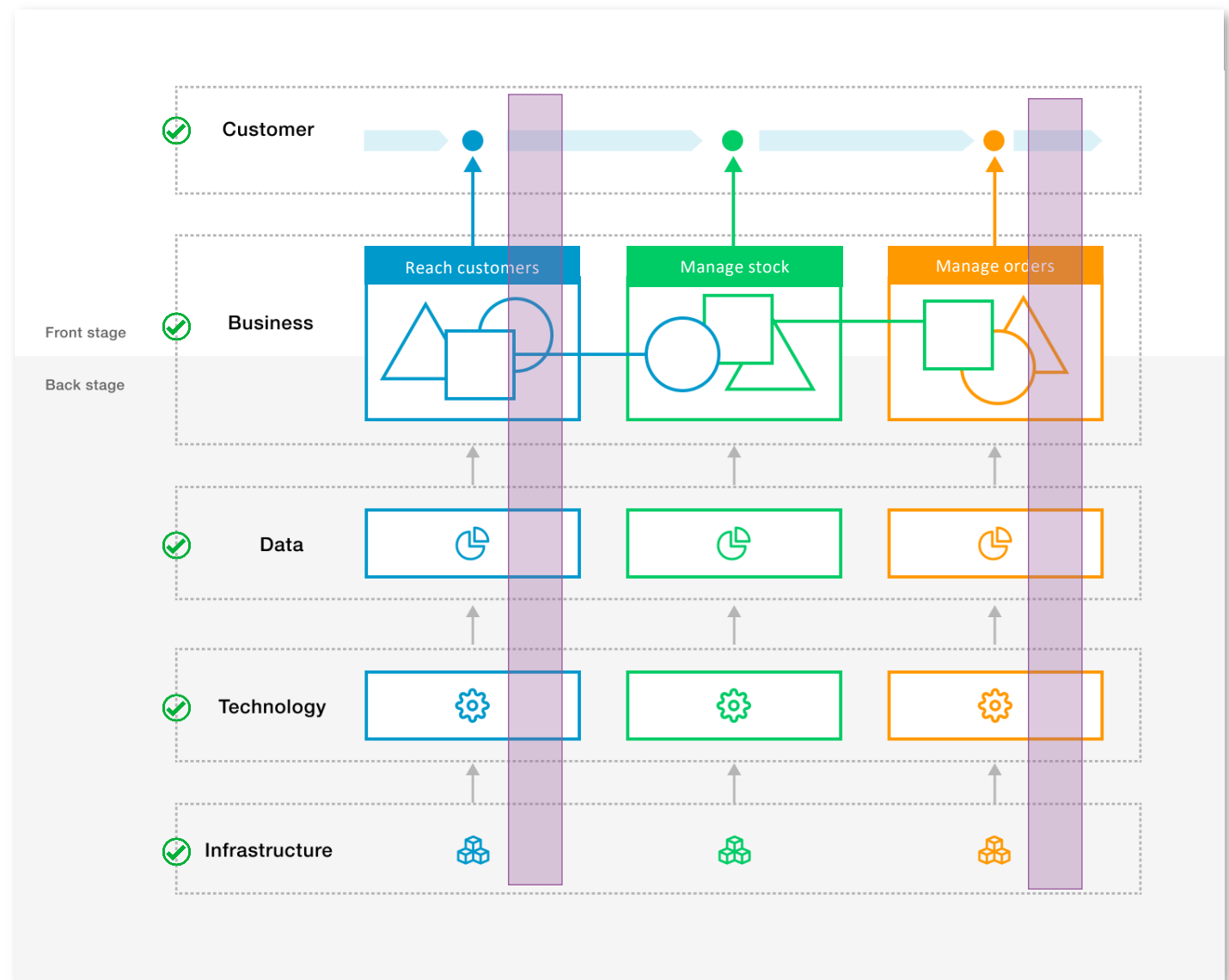




Let's grasp the
nettle together

Using user-centric and service-driven approach to identify most beneficial modernisation opportunities

2 weeks, to a prioritised list of high value opportunities



Your First Step to Accelerated Modernisation – A Service-Oriented Approach

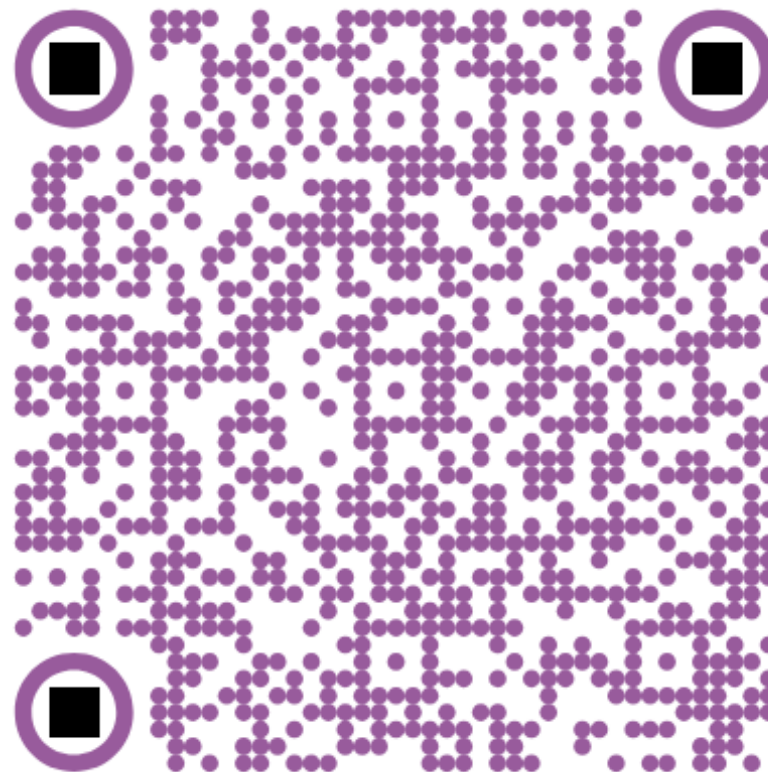
Identify opportunities that deliver most business value through a 2-4 week, AI-powered modernisation discovery sprint

Scope	Key Activities	Deliverables	Outcomes
<ul style="list-style-type: none">Align on key customer journeys with a focus on CX, technology, and business objectivesPlan and prioritise prototyping activitiesDefine and communicate a compelling future visionDocument both current and future-state service blueprints	<ul style="list-style-type: none">Conduct customer and employee research and define personasPlan and prepare workshops: map customer and employee journeys, identify pain points and opportunities, ideate solutionsDefine hypothesis and success measuresDesign future-state customer & employee journeys across people, processes, technology, and dataSynthesise insights and report findings	<ul style="list-style-type: none">Future-state visionService blueprints (current and future)Synthesised customer & employee insightsStoryboards and mock-ups for solution prototypes	<ul style="list-style-type: none">Clear priorities of where modernisation will deliver the most impactVision communicated to stakeholdersClearly defined end-to-end customer and employee experienceFoundation for roadmap and business case



What do we need to get started?

1 NDA and 2 key stakeholders!



Buy direct on the AWS marketplace!

Or get in touch with Jack, Mel or Kev directly

The logo is centered within a purple square. The background of the entire image features two large, dashed circles: a blue one on the left and a grey one on the right, which overlap the central purple square.

zühlke
empowering ideas

Picking the right modernisation strategy



Technical Overhaul

Modernising technical foundation without changing business functionality.

End of Life Technology



In-place Evolution

Improving application landscape in carefully selected steps.

Missing Business Agility



New Development

Replacing existing with newly developed application.

Relaunch



Change to COTS

Migrating from custom-built to standard off-the-shelf software.

Commodity Requirements