CUSTOMER EXPERIENCE / VTCT SKILLS

VTCT Skills

Building a clearer path for technology and AI

The challenge

As VTCT Skills grew, its technology landscape became more complex. Systems and processes that had evolved to meet different operational needs were becoming harder to integrate, maintain and manage consistently.

Sustaining growth called for a more coordinated approach to technology strategy, application architecture and data governance, alongside a considered response to the opportunities presented by AI.

The KnowNow approach

KnowNow worked with the internal IT team and stakeholders to review the application architecture, map key systems and integrations, and develop phased recommendations. These addressed application ownership, documentation, integration practices and technology priorities.

The relationship developed into ongoing strategic advice and assurance, helping leadership evaluate technology investments, challenge architectural proposals and consider AI opportunities in their wider business and technical context.

The value

The review provided a documented view of the application landscape and a practical basis for prioritising improvements. Ongoing advice connects strategic objectives with architectural decisions and delivery planning.

> “As we prepared to deploy a new enterprise system, we needed to know how it would fit with the rest of our technology and where to focus first. KnowNow helped us understand the wider architecture, identify what needed attention and set clear priorities for the work ahead.”

Martin Della, CFO, VTCT Skills