

# Business Transformation in the Digital Era

Digital technologies have and continue to profoundly change the ways we do business, buy, work and live. They impact virtually all business functions and industries. Even society at-large has and is changing as a result.

These changes have both positive and negative impacts that cannot be ignored.



Each business needs to consider carefully the implications and opportunities that come with this change. This 'impact' assessment of the digital paradigm generally leads to many key questions, such as the 'what' and 'why' of what you are seeking to achieve or to do. For instance:

- Where is your business now? Where could / should it be?
- What are the consequences of not achieving this vision?
- How can you radically simplify the product offerings? By examining the 'What-if', 'Why not?' and 'What may stop you?'
- What are your customers seeking / demanding? Why do you think that? What supports this view? Can you envision new propositions that once customers experience them, they will not want to lose these capabilities – improving 'sticky-ness' and enabling new revenue opportunities
- Who could or should be your new supply chain and/or solution partners?
- Are you ready to move forward or are some other foundations needed?

## Preparing for Change – methodology

To succeed in the digital paradigm, change has to be people driven, be people centric (from both customer and employee perspectives), and not seen or left to be just an IT led initiative, nor constrained by organisational boundaries.

This has big implications. Preparation is the key to success.

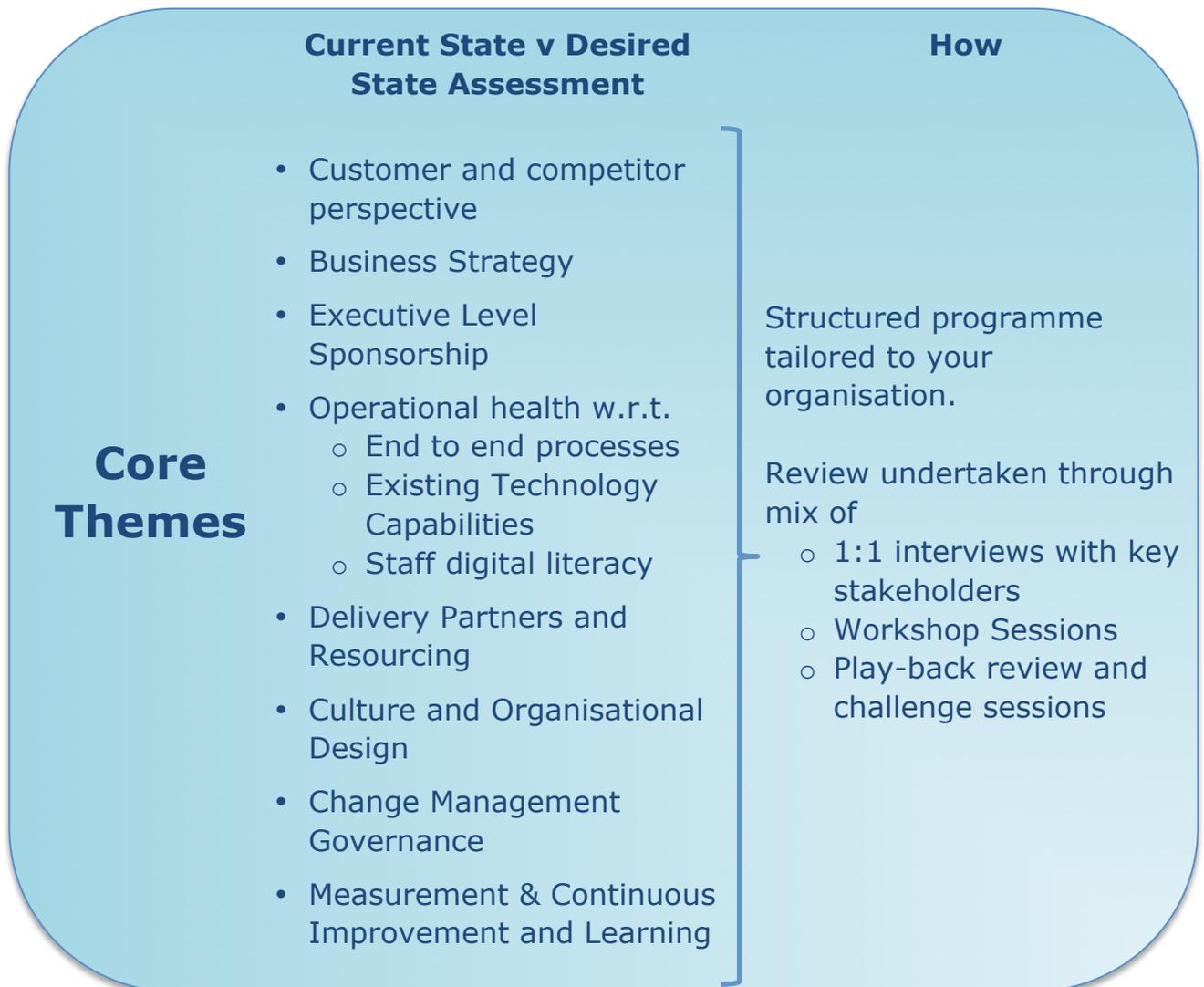
**A tailored, time-boxed consulting assignment** can greatly assist in creating the clear vision, rationale and plan of action to underpin the transformation journey. Key elements that are covered within this review include:



Changing perspectives, driving opportunities, working together

- Leadership, Vision and Strategy,
- What it means to really digitise the Customer Experience,
- Organisational and Cultural implications
- Change Management aspects in relation to communication, management and govern the execution phase.

## Readiness assessment scope and approach



## Outcome

Deliverables from this review process include:

- The compelling for change.
- Digital Strategy options
- Business Decisions needed.
- Execution Approach.
- Risks to be managed.