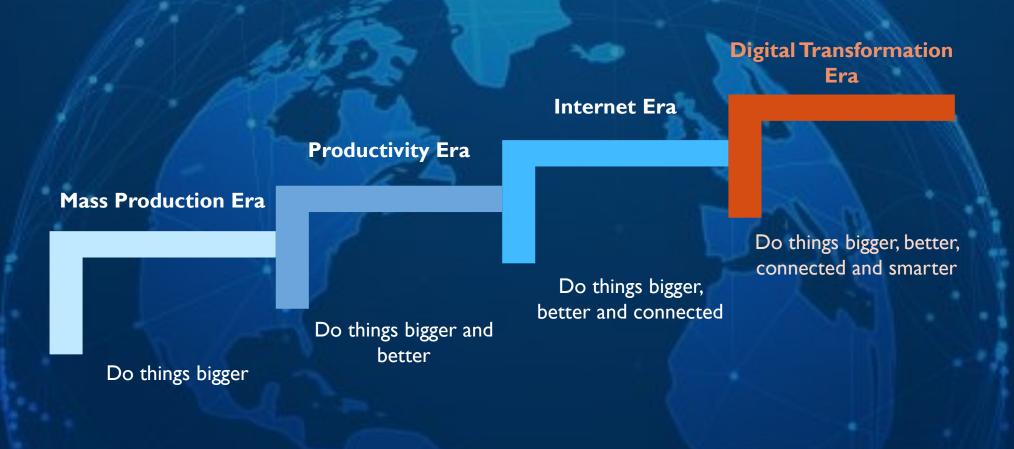
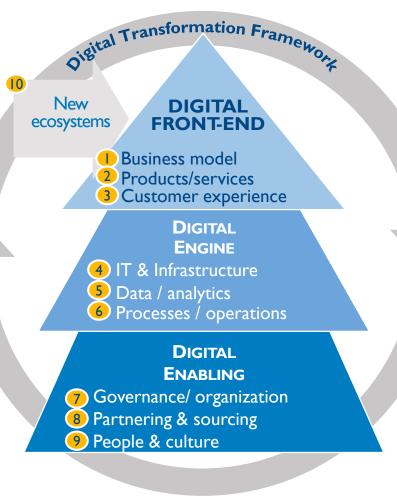
Digital Transformation is the single greatest driver for change of our time... allowing for new business models and customer experiences across sectors



Arthur D. Little's Digital Transformation Framework helps clients navigate through the various facilitating elements and associated challenges

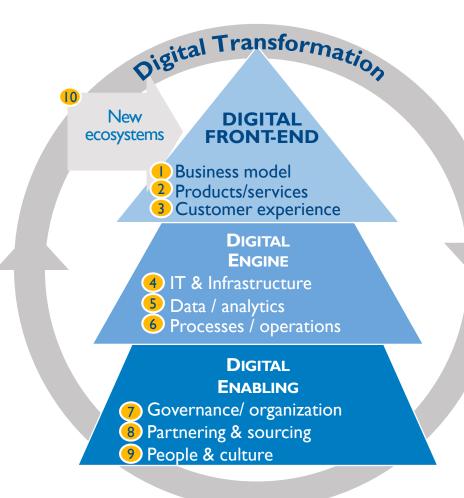
- How does your business model in a digital world look like?
- 2 What are the furture profit or value creation sources (i.e. connectivity, infrastructure, etc.)?
- What is the customer journey in a digital-analog converged world?
- How can complexity across digital engine (including operations and legacy IT architecture) be removed?
- 5 What value can be extracted from data & how to **best generate / utilize data insights**?



- 6 How can the **operations value** chain be **reimagined** with digital technologies?
- 7 How can an appropriate governance mechanism be designed and implemented?
- 8 How to learn from and collaborate with partners to source ideas/ capabilities?
- 9 How to attract high performers with the right skills required in a digital era?
- How to "use" the startup world and how can cooperation models look like?



10 key success factors are evident from global digital best practices



- Create disruption through digital native business models
- Create disruption through digital native products & services
- Re-imagine and radically simplify customer experience across channels
- Remove complexity from across digital engine (including operations and legacy IT architecture)
- Leverage the power of data and analytics to extract value (internal and external monetization) across operations
- Streamline the processes/ operations to support the digital front-end and digital enabling
- 7 Design and implement an appropriate governance mechanism
- Learn from and collaborate with partners to source ideas/ capabilities
- Proactively address the cultural aspects and business continuity of the organization

10 Learn to participate in new emerging ecosystems

Arthr D Little