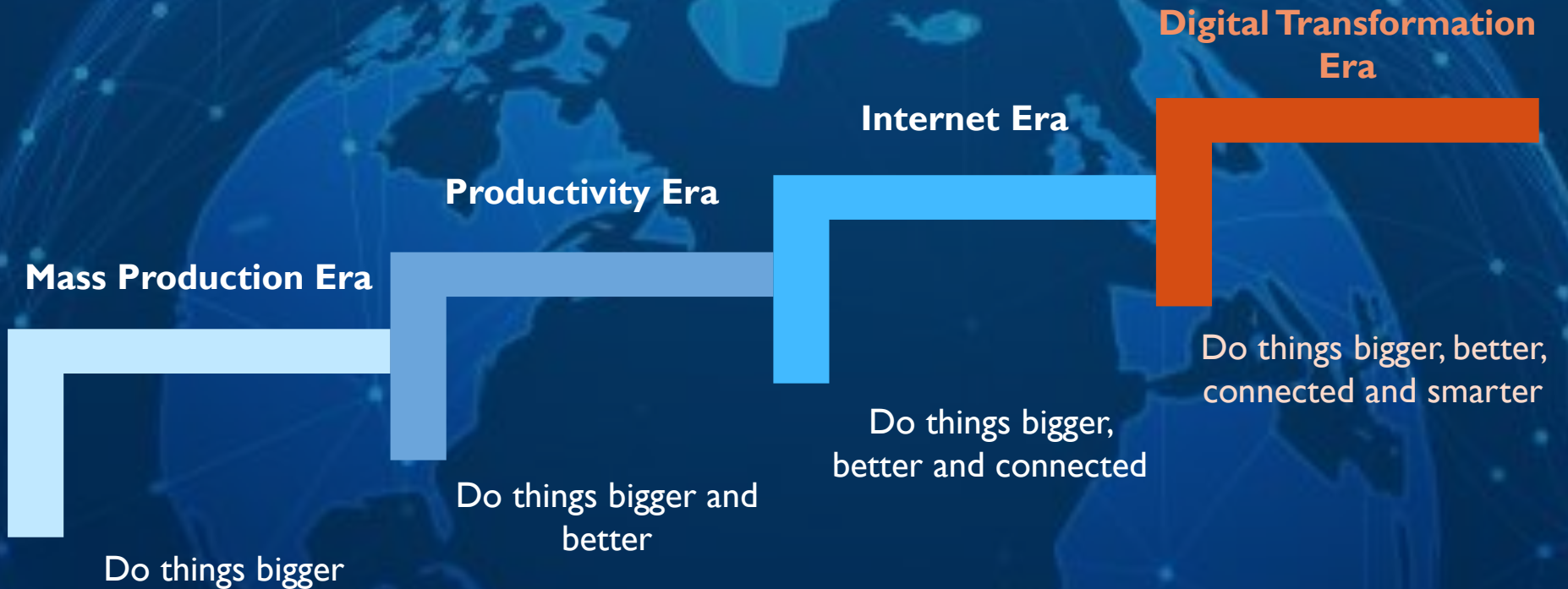
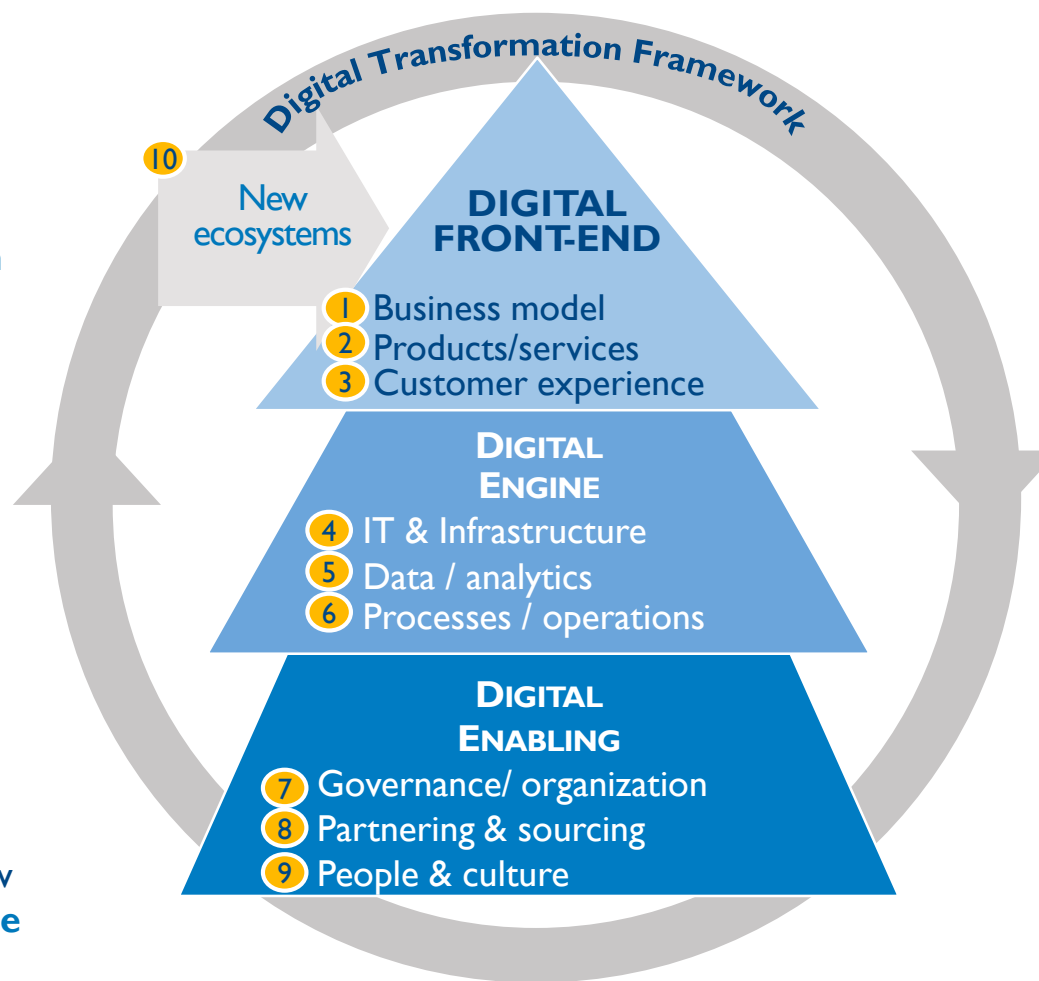


Digital Transformation is the single greatest driver for change of our time... allowing for new business models and customer experiences across sectors



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

- 1 How does your **business model in a digital world** look like?
- 2 What are the future **profit or value creation sources** (i.e. connectivity, infrastructure, etc.)?
- 3 What is the **customer journey** in a digital-analog converged world?
- 4 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?
- 10 How to “**use**” the **startup world** and how can cooperation models look like?

10 key success factors are evident from global digital best practices

