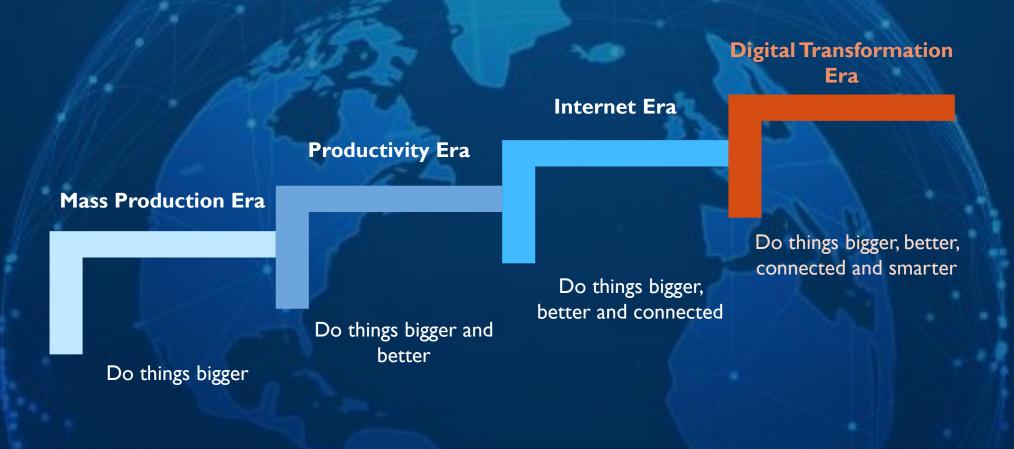
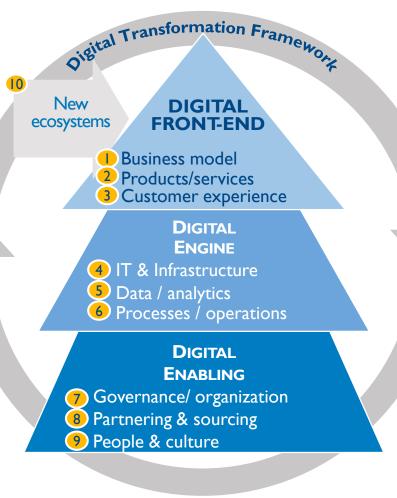
Digital Transformation is the single greatest driver for change of our time... allowing for new business models and customer experiences across sectors



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

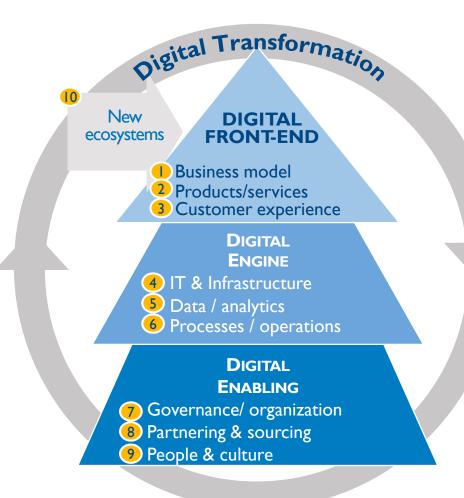
- How does your business model in a digital world look like?
- 2 What are the furture profit or value creation sources (i.e. connectivity, infrastructure, etc.)?
- What is the customer journey in a digital-analog converged world?
- How can complexity across digital engine (including operations and legacy 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