

STATE OF DIGITAL TRANSFORMATION

Building a Framework for Digital Success

APAC EDITION

HOW BUILDING FLEXIBILITY AND RESILIENCE THROUGH TECHNOLOGY SHAPES OPPORTUNITY

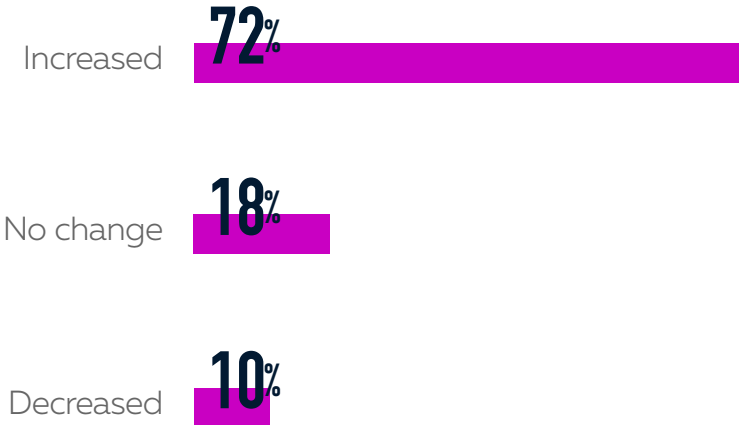
As organisations continue to navigate a global pandemic, digital transformation remains at the forefront. In the face of global disruption, large numbers of companies struggled to survive. Many businesses could not sustain operations and failed. Some leading organisations, however, didn't simply survive—they thrived off of the disruption. After absorbing the initial blows of the pandemic, these companies focused on building resiliency and flexibility into their business. Their digital transformation timelines collapsed from months or years down to weeks or even days.

Leading organisations capitalise on flexible technology architectures to expand their competitive advantage amid the disruption. But the road to transformation is rarely a straight line.

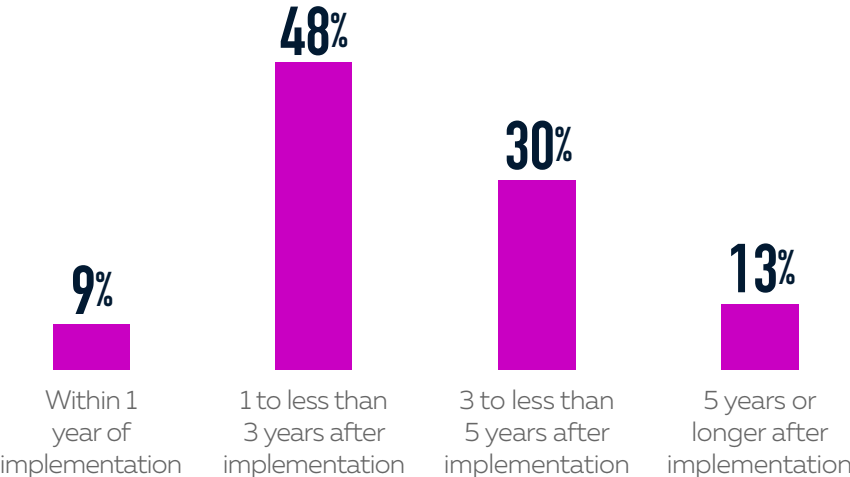
BOLD INVESTMENT IN THE FACE OF DISRUPTION

Digital Transformation Investment and ROI

TECHNOLOGY SPEND PROJECTIONS 2022



ROI TIMELINE EXPECTATIONS



CUSTOMERS AT THE EPICENTRE

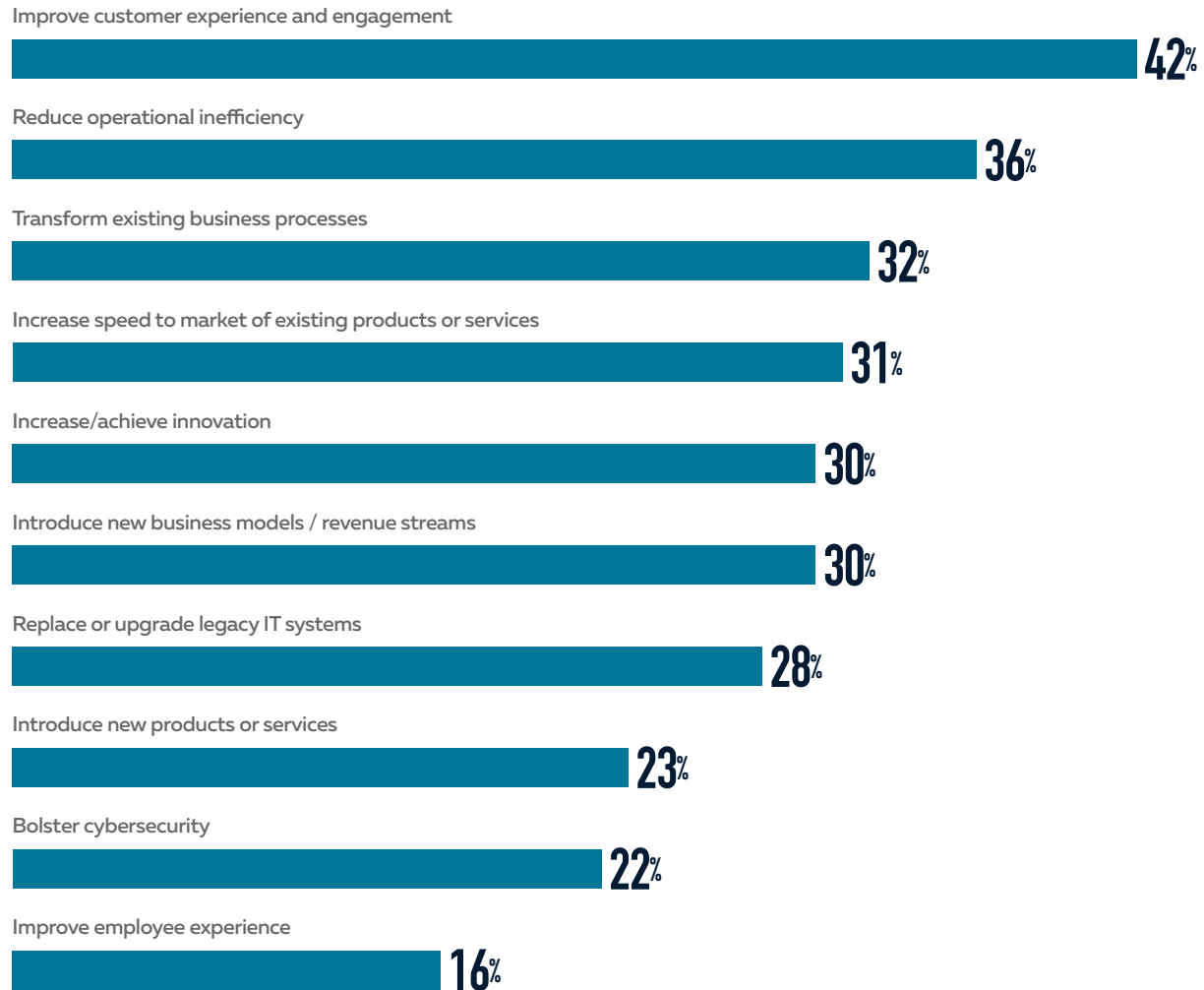
The digital agenda is long and varied

In 2022, organisations are obsessed about delivering exceptional customer experiences. After that, companies have a long and varied agenda.

Many companies are reducing inefficiencies to help increase speed to market. They're also aiming to transform business processes. This reflects the urgent need to gain flexibility and resiliency via digital transformations.

Within individual countries there are variations, with China focused on increasing innovation and business models/revenue streams whilst India's top goal is to increase speed to market of existing products or services.

TOP DX GOALS 2022



NAVIGATING DIGITAL TRANSFORMATION

Closing digital gaps

The acceleration of digital transformation projects magnified the threats and challenges companies face. Navigating complexity, siloed mindsets and complications with transforming operating-models top the list of challenges. However, majority of organisations in India indicated that security concerns and compliance constraints were their second biggest digital transformation challenge.

Perhaps driven by the relentless competition to attract and retain talent, organisations identified gaps in technical talent as a major challenge to meeting their digital transformation goals. Talent and expertise are finite resources. Without the right teams and partners in place, transformation projects slow or even come to a standstill.

Organisations will need an ecosystem of partnerships to tackle these demanding challenges and generate the flexibility they need to be successful.

Digital Transformation Challenges	2022 Rank
Complexity of current environment / Siloed mindset and behaviours	1
Operating-model transformation complications (current business process are too rigid)	2
Gaps in technical talent	3
Too many competing tech priorities	4
Security concerns and compliance constraints	5
High or unforeseen costs associated with digital transformation	6
Lack of executive-level support	7
Lack of dedicated funding	8
Economic uncertainty affecting budgets	9
Change management and implementation complications	10

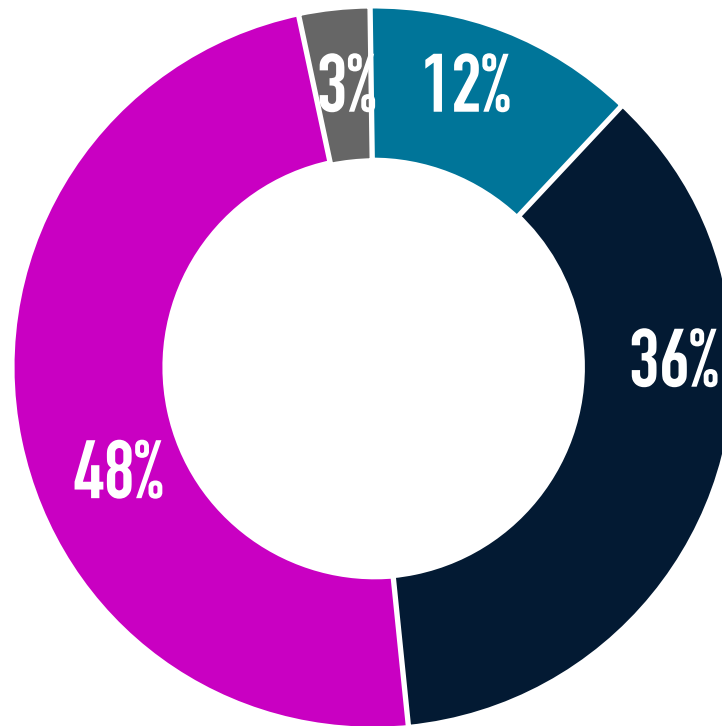
DESIGNING A DIGITAL WORKFORCE

People: The essential element of success

Nine out of 10 organisations don't have the talent they need to succeed with digital transformation.

The rapid evolution of technologies, business models and ways of working dramatically impact the cornerstone of any company—their people.

When companies hit the fast forward button on transformation, weaknesses become abundantly clear.



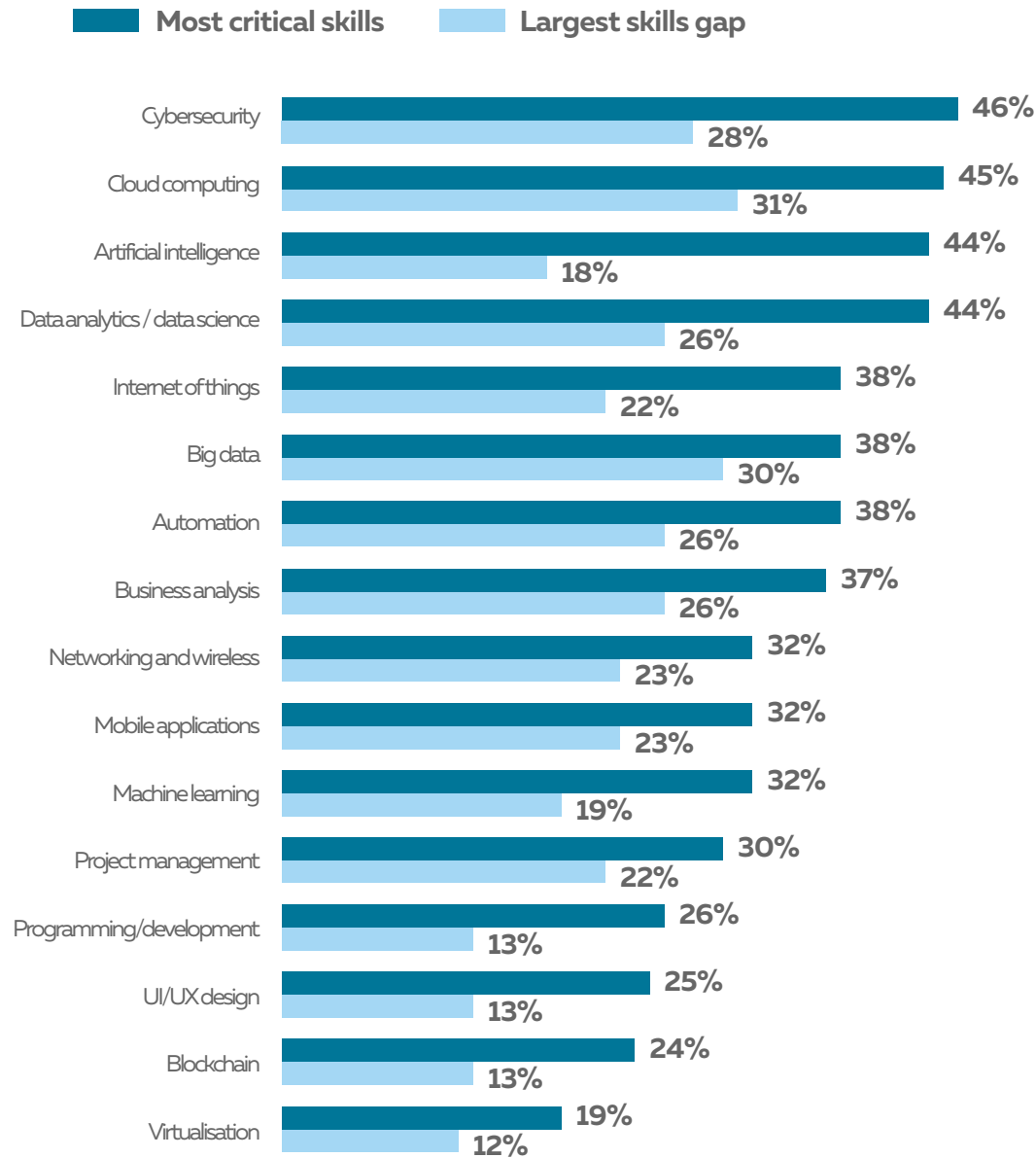
- *We don't need to change the types of talent we currently have in the organisation*
- *We need to completely revise the nature of our talent base in the organisation*
- *We need many new types of talent in volume across the organisation*
- *We need some new types of talent in a few places in the organisation*

CRITICAL SKILLS AND LARGEST SKILLS GAP

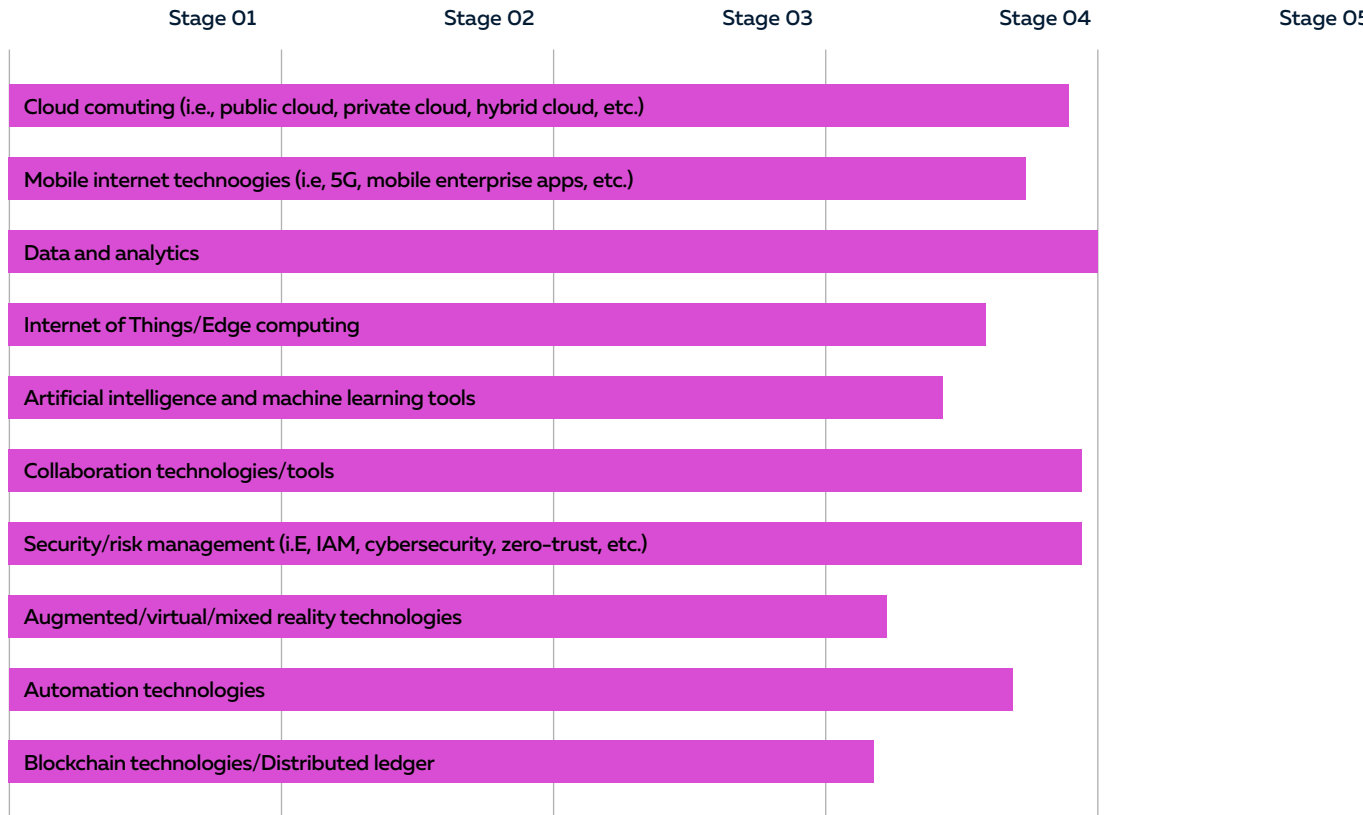
Many companies indicate the skills most critical for their workforce continues to outpace the available talent.

Companies face an urgent need to identify new talent pools, as well as reskill and upskill their existing workforce. The integration of AI, automation and collaboration tools drives significant change in the types of skills employees need to succeed in their jobs.

Overcoming these challenges will require creative talent strategies, so companies can acquire and cultivate the skills they need to build a future-ready workforce.



STAGE IN TECHNOLOGY ADOPTION



Accelerating intelligent transformation

Organisations face more technology decisions than ever before. From smart cloud modernisation, to AI and machine learning, to digital experiences and data analytics, weaving together different technology platforms can seem overwhelming.

There is no one-size-fits-all approach. Businesses focus on the outcomes that will drive growth and create flexibility for the business. They're seizing the opportunity to use digital technology to advance their business strategy.

STAGE 01

Research or planning to pilot

STAGE 02

Piloting

STAGE 03

Adopted in one business unit

STAGE 04

Adopted across multiple business units or enterprise wide

STAGE 05

Upgrading/refining

ACTIVATE INCLUSION AND DIVERSITY STRATEGIES

Drive meaningful change with inclusive workplace practices

In some ways, building an inclusion and diversity strategy is the easy part—it is in the tactical execution of these strategies where organisations struggle.

DIVERSITY, EQUITY, AND INCLUSION PROGRAMMES

Diversity, equity, and inclusion is ingrained in my organisation



My organisation has mature diversity, equity, and inclusion practices in place



My organisation is gradually embracing diversity, equity, and inclusion, and planning for the future



My organisation has a few diversity, equity, and inclusion initiatives and is tentatively planning for the future



My organisation does not have any diversity, equity, and inclusion plans currently, and there are limited initiatives in place



INCLUSION & DIVERSITY'S ROLE IN DIGITAL TRANSFORMATION

Make diversity and inclusion a priority during the hiring process



Effectively foster an inclusive work environment



Effectively develop a diverse and inclusive leadership pipeline



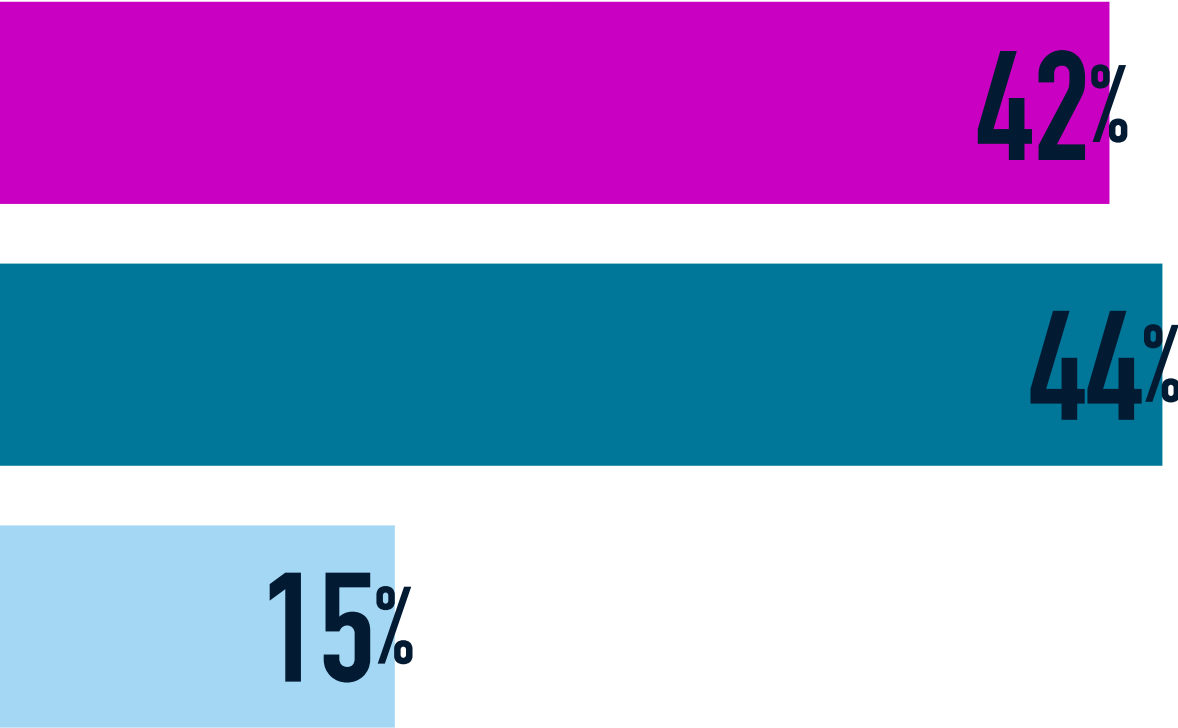
HYBRID BY DESIGN

A hybrid workforce is a powerful model that's here to stay. Organisations must be intentional about remote and in-person collaboration, leveraging technology that creates flexibility, agility and balance.

REMOTE WORKFORCE EXPECTATIONS

PERCENTAGE OF WORKFORCE EXPECTED TO WORK REMOTELY THREE OR MORE DAYS PER WEEK

- 25% or less of workforce
- About 50% or less of workforce
- 75% or more of workforce



TIPS TO DIGITAL TRANSFORMATION SUCCESS

STEP BACK TO MOVE FORWARD



Focus on the customer: Ultimately, digital transformation is about exceptional user experiences. Map out your entire customer journey. It will provide a clear roadmap to help you build engaging customer experiences for your target audience.



Make it a collective effort: Transformation can't succeed in a silo. Business and IT teams must get on the same page, communicate and create a shared vision before moving digital transformation projects forward.



Start with the end in mind: Starting with a plan and building a roadmap will help you construct operational value streams and enablement runways. They will serve as the foundation for achieving true business and delivery agility.

FUEL YOUR EFFORTS WITH PEOPLE AND PARTNERS



Evaluate your partner ecosystem: Your technology partners must be capable of delivering solutions today and flexible enough to grow with you tomorrow. Ask yourself, "Do I have the right providers to truly transform my business?"



Scale your investments: Companies spend big on digital transformation. Spend wisely. Technology is a key component, but you must invest in your people, processes and customers.



Mind unintentional bias: Evaluate your hiring process. Your systems could be perpetuating bias that already exists. Look at who is on your hiring panel and think about how to bring a more diverse perspective to the process.

RESOLVE TO BOLDLY FACE CHANGE, CONTINUALLY



Consider change management: Organisational change management is a vital step toward digital transformation success. It's critical to understand how employees will be impacted and clearly and consistently communicate these effects to help drive user adoption.



Embrace disruption: Whether environmental, geopolitical, technological or a public health crisis, the next disruption is coming. Create flexibility and resiliency within your company, so you do more than weather the storm. You grow, innovate and thrive through it.



Realise it's an evolution, not a revolution: Every digital transformation journey begins, but it never fully concludes. Digital leaders continuously adapt to a fluid market landscape, and changing customer behaviours, transforming their business for the future.

RESEARCH OVERVIEW

TEKsystems conducted an online survey from November to December 2021 with nearly 600 technology and business decision-makers. Respondents included members of the C-suite, company executives, vice presidents, directors and managers who have final decision-making authority and/or influence on their organisation's digital transformation efforts. The sample includes a balance of decision-makers in enterprise IT and line-of-business functions in Australia, Canada, China, India, United Kingdom and the United States, across a broad spectrum of industries.

The **'APAC Edition'** of the DX2022 report focuses on data specific to the Asia Pacific region, and includes responses from nearly 200 decision-makers in Australia, China and India.

Digital transformation refers to the process of using technology to create new business processes, culture, and customer experiences to meet changing business and market requirements.

ABOUT TEKSYSTEMS

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a committed team working with over 6,000 clients across North America, Europe and Asia Pacific. As an industry leader in talent services, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.

