



# Digital Enterprise

## Talking points

### 1/ Digital is an era, a stepping stone in the exponential evolution of technology

The disruption caused by exponential technologies (e.g. artificial intelligence, 3D printing, mobile payments, Internet of Things, connected cars) is impacting our clients in all industries. In the current economic climate of sluggish growth and economic uncertainties, we see organisations blindfolded and challenged with these disruptions.

**The evolution is actually exponential:**

- ✓ Every 10 year cycle brings 10 times the connected devices (70 billion devices expected by 2020)
- ✓ In the last 2 years, we've seen 9 times more data created than in the entire history of humanity
- ✓ 3 billion new minds will join the connected internet in the next 5 years
- ✓ 1 billion digital natives will join the workforce in the next 7 years

**Digital is woven into everything we do:**  
 For the first time in history, technology is inseparable from personal, consumer, business, employee, government, and education activities.

### 2/ Acting as an enabler/disrupter in this era of exponential technologies

Digital encompasses a broad set of offerings and capabilities to help our clients transform to continue strive in this era: Digital Strategy, Digital Experience, Digital Transformation, Digital Accountant, Digital Finance (dfact), or Digital Tax (e-smart)

### 3/ The 8 great traits of a digital business

- 1 Think exponential
- 2 Create agile execution
- 3 Acquire capabilities to catalyst the culture
- 4 Protect the people
- 5 Customer first
- 6 New ideas to solve old industry issues
- 7 Design thinking
- 8 Focus on value

### 4/ What digital transformation conversations are you having?

Client	Conversation starters
CEO	<p><b>Growth:</b> What are digital products and services to build and disrupt the market?</p> <p><b>Capabilities:</b> Who is currently in charge of Digital in your organisation?</p>
CMO	<p><b>Customer:</b> How to leverage digital channels and analytics to better engage and retain your customers?</p> <p><b>Brand:</b> How to build my digital brand?</p>
CFO	<p><b>Tax:</b> Is outsourcing of tax compliance services a first step or the ultimate objective in optimising your tax function?</p> <p><b>Audit:</b> What about enabling remote access to client data for audit testing and organise SSC accordingly?</p>
CHRO	<p><b>Human Capital:</b> What is your vision for Future Ways of Working?</p>
CIO/CDO	<p><b>Omni-channel:</b> how to integrate IT platforms and optimise customer experience across channels?</p>

#### Connect with our Digital board

Vincent Fosty (IMO Digital)  
[vfosty@deloitte.com](mailto:vfosty@deloitte.com)

Aleksej Choukhman (Deloitte Digital)  
[alchoukhman@deloitte.com](mailto:alchoukhman@deloitte.com)

Johan Vlamincx (ACC)  
[jovlamincx@deloitte.com](mailto:jovlamincx@deloitte.com)

Eric Nys (AERS)  
[enys@deloitte.com](mailto:enys@deloitte.com)

André Claes (TAX)  
[aclaes@deloitte.com](mailto:aclaes@deloitte.com)

