



## Operations Transformation

# Redesigning the interior of your business

Today's leaders have two competing, equally important priorities: managing the day-to-day organization to thrive in the near term, while simultaneously reshaping it into a digitally transformed business of the future. It will not be enough to simply keep the lights on and the trains running – organizations need to redesign their processes with urgency, and empower their people to harness the power of digital transformation to drive new value.

An organization may have a strategic long-term vision, but transformation will only succeed if it is built on a foundation of leading-edge knowledge and technology solutions. And that means redesigning and retooling core operations for maximum productivity and business performance, leveraging the latest in cloud, data analytics, artificial intelligence (AI), and smart automation.

### Have you set your ambitions?



**Transform while continually improving.** Is your operations team's time spent on day-to-day operational management, or on re-energizing their processes and customer service? How are you continuing to improve your operational efficiencies while transforming at the same time?



**Enable financial growth and sustainability.** What transformational approaches are on your drawing board to help your organization improve revenue capture, accelerate cash flow and working capital, and enhance the customer experience?



**Modernize legacy technology.** Are you taking advantage of new disruptive technologies that will foster and catalyze future business growth?

# Barriers to digital transformation

Change can be hard, and technology change especially so. In our recent survey, global executives revealed their top challenges to digital transformation:

**49%**  
Organization's operating structure/model

**45%**  
Lack of focus/prioritization

**40%**  
Upgrading legacy systems/processes



**36%**  
Talent/skills deficit

**32%**  
Change-resistant culture

**32%**  
Getting funding

Source: Deloitte Digital Transformation Executive Survey

## Remove the barriers and lead a path to new value

Business operations that are informed by the latest industry-specific insights and driven by advanced technologies will position their organizations to innovate and thrive in an ever-shifting landscape. Imagine what transformation in your core operations could look like:



Revitalized operations that improve customer and distribution partner service, drive efficiencies, enhance capital asset effectiveness, and increase enterprise-wide performance and productivity.



Powerful, data-driven capabilities to explore new disruptive business models, find new value and foster long-term growth.



People freed from repetitive tasks by the use of intelligent automation, allowing them to focus on bringing greater value to the organization.



State-of-the-art capabilities for automating payments and revenue capture, accelerating cash flow and working capital, enhancing customer experience, and driving results and sustained growth.

## Imagine, Deliver, Run

The Deloitte pathway to successful transformation



### Imagine: The right focus

Set your ambition and chart a path to success by developing a roadmap to achieve those ambitions.



### Deliver: The right concept

Make it tangible: Put the ambition in motion by moving forward and launching in the market.



### Run: Getting to scale

Once the ambition is refined, scale it through flexible and integrated delivery teams.

"In the digital age, technology has increasingly become a primary driver of business transformation and growth. Today's successful organizations—and their CIOs—are adopting a technology-led, business-enabled mindset to drive transformation, growth, and revenue."

- Deloitte Global CIO Survey

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What is stopping you from achieving your ambitions? Let's talk.

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