

A large, stylized orange chevron graphic pointing to the right, positioned behind the text "High performance. Delivered.".

High performance. Delivered.

Transcript

Digital Operations for the Digital Business

What are the four foundational pillars of a Digital Business strategy?

Pillar number one is that we need to build all our work in our resilient digital platform. It must be secure. It must be available on demand. It must be easy to set up and use and often, it should be available in the cloud, so it's easy to scale up, as well as scale down

dependent on what the client demands is at any point in time.

Secondly, it must offer analytical insight anytime and anywhere, that we truly improve the client's business performances.

Thirdly, it must be enabled by a digital workforce platform, which enables our workers to be truly connected to the client, to the co-workers and also through the internet, so they can look up and use information that is available.

And really do this using advanced collaboration tools, monitoring tools, search tools and analytical tools.

Fourthly, it must be supported by a digital innovation ecosystem that is actively managed, so that we can check out what is moving in the market space, how can we provide our clients with the best advice on new tools and also by piloting early visible tools, so we can advise our clients well.