

DIGITAL STRATEGY

Chief Information Officers have pinpointed Digital Strategy as the single most defining issue of their generation, according to the Forrester consulting report, commissioned by KPMG. But the potential for the right strategy to deliver increased revenue must be weighted against the challenges of managing a mostly outsourced approach.

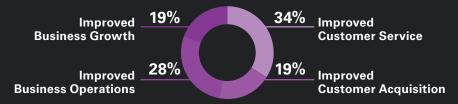
CIOS HAVE A LASER FOCUS ON DIGITAL STRATEGY

Highest priority for 39% of respondents and in the top three for 67% of respondents

Digital strategy is the strongest single emerging issue for CIOs – particularly in large enterprises.

WHY? BECAUSE THE BENEFITS ARE SO BROAD

Delivery of the Digital Strategy is expected to provide broad benefits to the customer and to the business.



IT'S ALL ABOUT IMPROVEMENT

A robust Digital Strategy will deliver improvement across:



Customer experience



Customer supply chain



Brand



Innovation



Competitiveness



Business agility



Service quality

WHAT ARE THE CHALLENGES?

The top five hurdles to overcome when creating a Digital Strategy are:

010101010101010010001001 Business process change

0|0|0|0|0|0|0|0|0|0|0|0|0|2 Technology change

0|0|0|0|0|0|0|0|0|0|0|0|0|0|03 Investment/funding

0|0|0|0|0|0|0|00|0|0|0|0|0|0|0|0|0|4 Skills sourcing/acquisition

DOES IT PAY?

CIOs believe a good Digital Strategy will have the greatest positive impact on increased business revenue.



believe the impact will be moderate or greater.



believe there will also be a reduction in IT costs

HOW IS IT DELIVERED?

Few organisations are delivering their digital strategy internally, so engaging the right partner is critical.



Pure outsource 85%
Internal and External 4%
Internal Only 11%