Many organisations are focusing on organisational strategies and data-driven insights as they focus on recovery beyond 2020. Many are focusing on improving data-driven decision-making and analytics strategies. Many organisations are now looking to organisational strategies and data-driven insights as they focus on recovery beyond 2020. The majority of Australian & New Zealand (ANZ) organisations believe recovery could take up to three years. 54% believe it will take 1 to 3 years to fully recover from 2020 disruptions. 3 in 5 organisations expect to see increased productivity in the long term. 73% have expanded the responsibilities of organisational leaders to accommodate multidisciplinary roles. These organisations plan to maintain the expanded roles which have helped break silos.

Organisations have identified four business priorities to support recovery in the next 12 months. 79% improving cybersecurity 76% lowering costs 70% improving wellbeing programs 59% increasing skills & training programs

3 in 5 organisations are focusing on improving their data and analytics strategy through faster and easier access to trusted data for better decision making. 46% are focusing on improving analytics capability and data literacy skills across the business.

Most organisations anticipate a more productive future with less operational silos. Organisations have identified four business priorities to support recovery in the next 12 months. 79% improving cybersecurity 76% lowering costs 70% improving wellbeing programs 59% increasing skills & training programs

Pulse 4: DXC key recommendations

Don’t wait for the next disruption to improve employees and customer engagement

Many organisations were surprised by their ability to adapt to new ways of working during the disruptions of 2020 with many organisations reflecting “what would have taken us two years took two weeks”. It is important to keep up this momentum and continue to consider innovation and explore more productive ways of working throughout the recovery phase and beyond. Organisations should adapt their business and technology strategy with the same sense of urgency that was used during the crisis.

Compel and difficult to use applications leave employees spending more time figuring out the functionality rather than achieving business outcomes. Therefore, it is prudent to rationalise core applications and standardise the employee experience within a single cloud-based platform. This must be supplemented with digital support experiences that employees are seeking such as chat, mobile and peer collaboration. A standardised platform across the organisation will help facilitate the growth of multidisciplinary roles and break operational silos.

Implement data governance and operations to lay the foundations for a successful analytics strategy

For organisations to access accurate and timely insights to move their business forward, they must have a solid data governance framework in place that views technology, business objectives and external requirements collectively. Data should be handled as an asset in order to effectively manage and transform it. If an organisation does not have this, it risks an organisation to improve operational resilience and drive growth. For an organisation to realise the importance of data governance and management, focusing on building a data-aware culture can create an organisation-wide uplift in data literacy skills and bring people on the journey to transform into a data-driven business.

Provide employees with application experiences that make role diversification simpler

Focus on cybersecurity, wellbeing and digital skills and training to boost truck recovery

It is clear that resilient employees who can take on new challenges during a disruption will be key to maintaining business continuity in times of uncertainty. Therefore, it is important to invest in and foster a culture of continuous improvement supporting multidisciplinary roles and skills.

Early implementation of these initiatives will help achieve the key business priorities of improving productivity whilst lowering costs. For organisations to access accurate and timely insights to move their business forward, they must have a solid data governance framework in place that views technology, business objectives and external requirements collectively. Data should be handled as an asset in order to effectively manage and transform it. If an organisation does not have this, it risks an organisation to improve operational resilience and drive growth. For an organisation to realise the importance of data governance and management, focusing on building a data-aware culture can create an organisation-wide uplift in data literacy skills and bring people on the journey to transform into a data-driven business.

Pulse 4: Recovery and data-driven insights

Many organisations are focusing on organisational strategies and data-driven insights as they focus on recovery beyond 2020.