

## **Digital transformation**

### Abstract

We are in a period of unprecedented change. Socially networked, app-enabled consumers are more technology focused than many of the organisations competing to serve them. Meanwhile, digitally-enabled disruptions are redefining expectations for service, value and agility, creating an uncertain future for incumbents across all industries.

Whether its disruptive new-entrants or resurgent incumbents, cost pressure is intense and every percentage point of margin is precious. Digital technologies can help businesses realise the efficiencies they need, understand the best opportunities to optimise cost and pricing. Transformation can help businesses shape a leaner, more profitable future. Robotic process automation is set to transform our lives. For business services, it promises huge gains, including lower costs, better market insight and an improved customer experience

Irene will share the different types and benefits of automation and how to plan and scale up automation effectively and successfully in organisations.