

Digital Transformation Final Advisory Recommendations

Executive Summary

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Background

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Key Challenges

- Fragmented legacy systems hindering data integration
- Lack of digital skills and culture adoption
- Limited customer engagement through digital channels
- Unclear digital governance and ownership

Recommendations

- Develop a clear digital strategy aligned with business goals.
- Invest in cloud-based scalable infrastructure.
- Implement organization-wide digital upskilling programs.
- Establish data governance and analytics frameworks.
- Enhance customer experience via digital platforms.

Implementation Roadmap

- Q1: Digital strategy definition and leadership alignment
- Q2: Technology assessment and migration planning
- Q3-Q4: Pilot new platforms, workforce training, customer journey optimization
- Annual: Monitor KPIs, continuous improvements

Conclusion

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