

1 Digital Priorities



83% of organisations say they could be making better use of digital.



Digital adoption is in its infancy with 52% of organisations running single projects and 22% of organisations using digital to transform the whole business



Digital remains a front office priority with 60% of organisations transforming the customer experience, focusing on their existing customers.



Financial services organisations are more mature with 44% owning 'live' programmes versus just 19% across other private sector organisations.

2 Technology adoption



Core systems are as involved in Digital Transformation (43%) as new platforms (41%), indicating that Digital is impacting the breadth of systems and processes across the organisation.



Among new technologies, Mobile (36%), Cloud (34%) and New data sources (34%) were most popular. Emerging technologies IOT (7%) and Augmented Reality (9%) indicated experimentation and innovation.



Results show mixed deployment of cloud. 70% of financial services organisations are exploiting cloud verses only 14% in other markets.



Results indicated a surprisingly low adoption of Cybersecurity across all industries, averaging just 18%.

3 Key success factors



Success was dependent on three challenges – integration issues (27%), management culture (23%) and skills gaps (16%).



Governance was considered fundamental but only 52% measured success using quantitative and qualitative methods. 7% were not measuring success at all.



Over half of enterprises engaged an external partner to implement their transformation programme. These organisations had stronger governance and appeared more successful.



83% of organisations surveyed stated their project is being delivered at a pace that meets their expectations, unlike many historic traditional IT programmes.



Now is the time to develop a digital strategy



Get buy-in from all stakeholders at the beginning



Consider an external party to fill any skills gaps