

# Beyond Disruption

2020

## Pulse 4: Recovery and data-driven Insights

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.



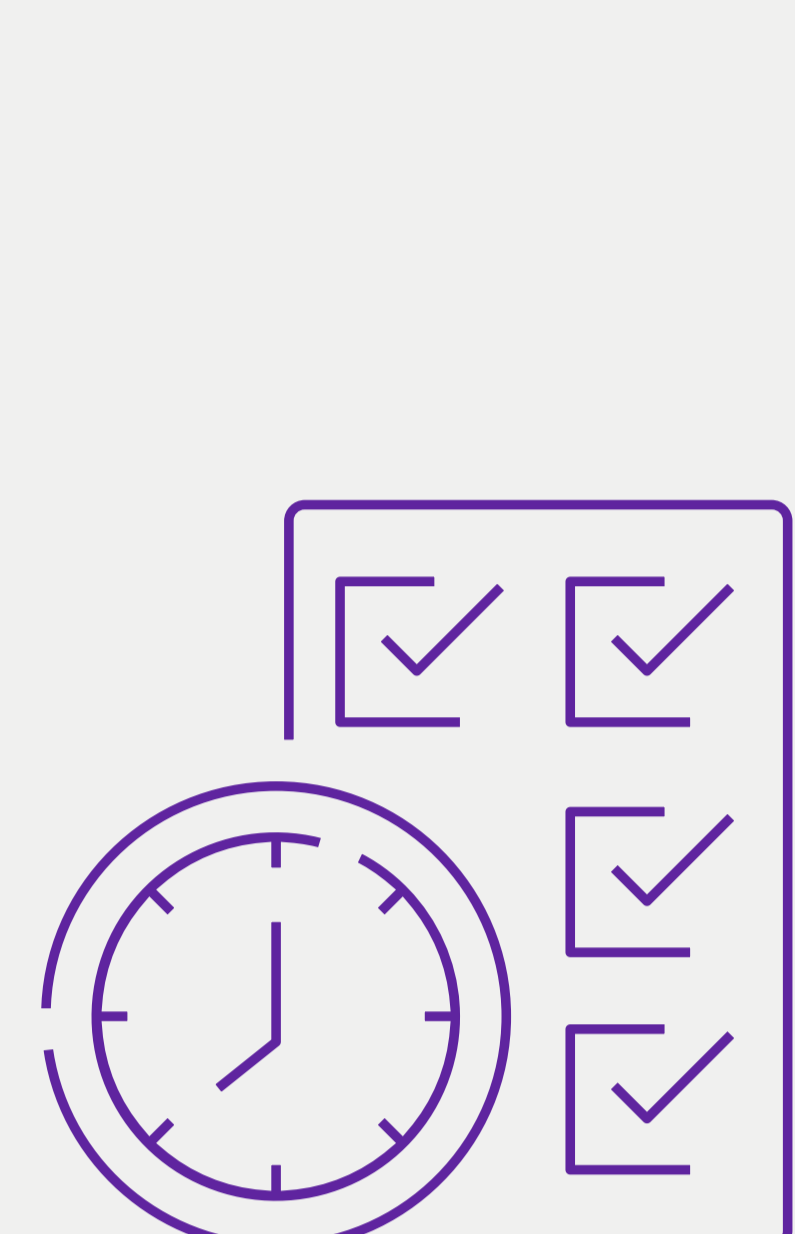
**25%**

are hopeful they can **fully recover** by the end of the year.



To aid recovery, **68%** of organisations **plan to update their business and technology strategies.**

Most organisations anticipate a more productive future with less operational silos.



**3 in 5** organisations expect to see **increased productivity in the long term.**



**73%** have expanded the responsibilities of employees with many **embracing multidisciplinary roles.**



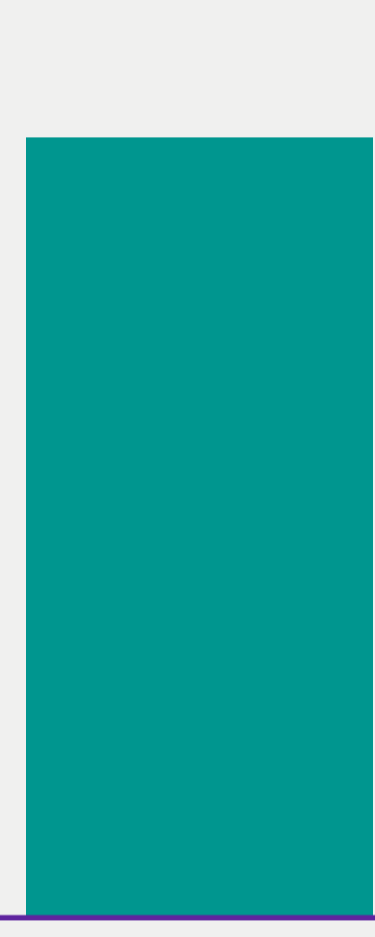
**86%** of these organisations plan to **maintain the expanded roles** which have helped break silos.

Organisations have identified four business priorities to support recovery in the next 12 months.



**79%**

Improving cybersecurity



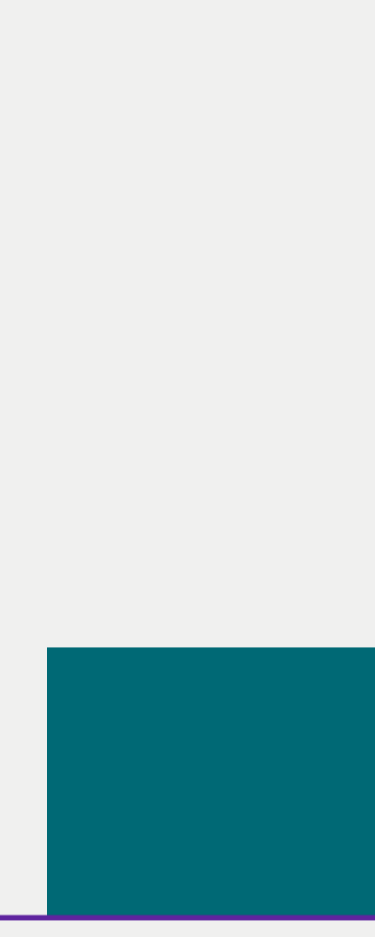
**76%**

Lowering costs



**70%**

Improving wellbeing programs



**59%**

Increasing skills & training programs

Many are focusing on improving data-driven decision-making and analytics strategies.

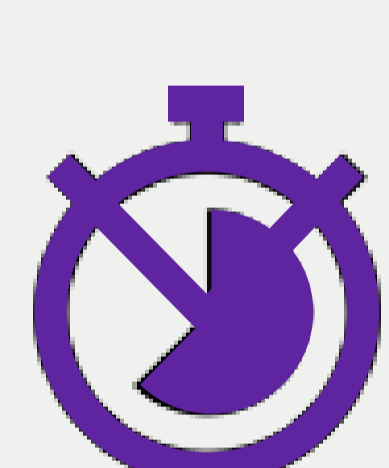


**54%** of ANZ organisations are **focusing on improving their data and analytics strategy** through faster and easier access to trusted data for better decision making.



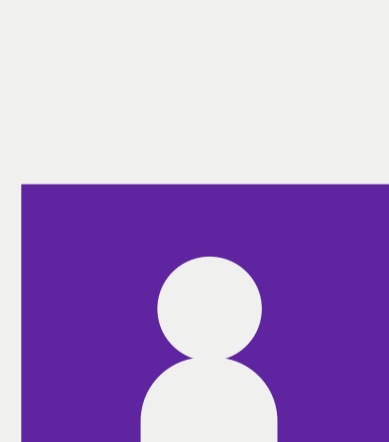
**46%** are **focusing on improving analytics capability and data literacy skills** across the business.

### Pulse 4: DXC key recommendations



**Don't wait for the next disruption to improve employee 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.



**Provide employees with application experiences that make role diversification simpler**

Complex 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 simple 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.



**Focus on cybersecurity, wellbeing and digital skills and training to fast track 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's important to invest in and foster a culture of continuous improvement supported by a broad skills and wellbeing training program with embedded learning pathways that assist employees. Early implementation of these initiatives will help achieve the key business priorities of improving productivity whilst lowering costs.



**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 into meaningful insights which allows 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 DataOps culture can create an organisation-wide uplift in data literacy skills and bring people on the journey to transform into a data-driven business.

Ready to invest in your business?

Get in touch with DXC today