Beyond Disruption 2020

Pulse 1: Technology Adaption

Australian & New Zealand organisation have been driven to adapt and innovate.

82% of organisations see **technology as a key enabler to managing disruption.**

82% are rethinking business strategy in order to **provide a more current technology roadmap.**

90% of organisations have **invested in Cloud services and enhanced cybersecurity** to make them more resilient to disruption.

Many have completely transformed the way they work.

7% of organisations allowed the majority of staff to work from home before 2020, compared to **44%** now, increasing to **65%** for large organisations.

Past	7%
2020	44% · 65%
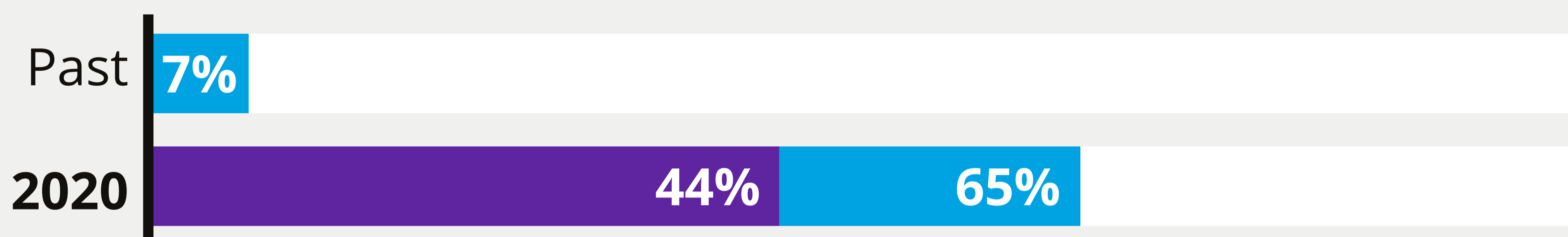
As a result, organisations have invested in:

22% Virtual staff, such as chatbots and digital assistants

34% Mobile applications to engage with customers & staff

22% Remote learning platforms

And are fully embracing this 'next normal' for the future.

The majority of organisations are set to continue these policies beyond the 2020 disruptions.

82% Advocacy of alternatives to in-person business meetings

90% Enhanced cybersecurity & fraud prevention policies

82% Flexible working hours

Pulse 1: DXC key recommendations

Technology is key to business resilience

Through the disruptions of 2020, technology helped businesses continue to operate, and now is the time to reinforce the role technology can play in the future. Whether this is optimising operations, modernising applications or creating new revenue streams, technology is central to these plans.

Cyber-security needs focus

This disruption has given rise to a threat that was always sitting just beneath the surface. The various rapid deployments required to keep businesses operating have equally left doors ajar for cyber criminals. Businesses need to revisit all current security processes and ensure there are tested recovery plans for business continuity.

Flexible ways of working are here to stay

With decisions made quickly, now is the time to review the products, platforms and processes that are in place to ensure the mobile workplace is secure, scalable and sustainable, Careful consideration needs to be given to the cultural impact of these changes on the workforce as this becomes the new norm for office workers.

Governance and leadership are critical

Boards and Executives must raise their technology literacy and ensure strategies and policies are supportive of the increased dependency on technology. The collaboration and communication approaches developed during the disruptions should be leveraged into the future.

Ready to adapt and innovate your business?

Get in touch with DXC today