Hitting the Sweet Spot with Digital Transformation

CODE SEMINAR
September 2021
Upskilling is a movement with global momentum

Bridging the digital divide

( hyperlinked video: https://www.pwc.com/gx/en/issues/upskilling.html )

“No longer an L&D expense but an investment in the future”

“You can’t protect jobs but people.”
Why did we need to change?

Increasing technology-fuelled globalisation, disruption and accelerating pace of change, impacting how we work, what we do and where we work.

Our clients’ needs and expectations, as well as that of our workforce, are changing - with technology influencing services, delivery methods and ways of working.

Automation and ‘thinking machines’ are replacing human tasks and jobs, changing the skills that organisations need in their people.
Our teams must deliver differently

We spend more time wrangling data than we do on solving our clients’ problems

- **40%** Annual increase in data volumes
- **60%** Reliance on spreadsheets for reporting and insight
- **60%** Time spent preparing data to analyze
- **80%** Of enterprise data is unstructured
- **88%** Of a company’s data is unanalyzed due to lack of data and analytical skills
Inspiring Change

- Cultural shift
- Inspire, empower & enable he tangata
- Prioritise & limit WIP
- Tolerance for risk
- An Iterative approach
- Continuous learning & Improvement
- Growth mindset
- Build the momentum

“The definition of Insanity is doing the same thing over and over again and expecting different result”

Albert Einstein
Digital Transformation

Integration
Integration of solutions into our systems

Automation
Process Automation
Robotics
ChatBot

App Development
Digitise traditional services
Product Development

Reimagine Digital
Learn
Work
Share
Citizen Led

Learn
Digital Upskilling

And equipping them with the latest in advanced tools

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Work
Workbench

To enable them to collaborate and share digital assets and ideas

Share
Digital Lab

Upskill our people

Digital Academies

 UiPath
 Alteryx
 Power BI
 Tableau
 Future Tools

Workbench

Data platform

Digital Hub

1. Build assets

2. Share assets

3. Find and use assets

4. Contribute assets

Digital Lab

Digital Accelerator

Digital Fitness

DtN
Business Led

Portfolio

Programme Tribe

Project Squad

Assurance

OneFirm/IFS

Deals

FAS

Consulting

8
Benefits

The power of focusing resources towards a common theme...

1. Align vision & priorities
2. Those who develop support the product
3. COE to leverage & learning culture
4. Leverage Digital Accelerators platform for guidance
5. Focused on the most important priorities
6. Improved collaboration v’s silos
7. KPIs aligned to BUs
8. One Tribe - No more them and us
9. Platform to scale from
10. One Firm visibility & accountability
Our Story: PwC New Zealand Results
We’ve seen positive results across from our digital transformation programme.

- **150+** organisations signed up
- **617+** PwC people have engaged in the Digital Academy curriculum
- **40+** Digital Accelerators are active across the nation
- **18K+** one of our RPA Bots has run over 18k times, saving over $3.8k of time
- **600** nearly 600 employees are registered users on the Digital Fitness Assessment app
- **3.3k** hours saved from Digital Lab innovations - 30 assets submitted & 417 downloads
- **21k+** hours saved in last 24 months via automation
- **300k+** automation processes have run

(As at 16 August 2021)
Setting the foundation
Getting the basics right

- Develop your vision, strategy & roadmap
- Set the foundation
- Pick one thing and get started
- Upskill your workforce
- Build the momentum
- Take a leap of faith
Where are you at in your digital transformation journey?

- Do you have a culture of continuous improvement?
- Are your staff enabled and empowered to automate manual and trivial tasks?
- Is your business built on Excel spreadsheets?
- How do you ensure that your business remains relevant and sustainable?

Digital Fitness app code: “LRNALL” Click here for more information. (https://www.pwc.co.nz/issues/digital-fitness-app.html)

Want to upskill via a trusted learning platform? Ask us about our brand new PwC Academy solution, covering all your CPD Training needs as a finance professional, or click here for more information. (https://www.pwc.co.nz/services/pwc-academy.html)

Want to find out more? PwC helps clients of all scales navigate through the digital landscape. Feel free to contact us.

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Any Questions?