

# Digital transformation



## Threats and challenges?

Is your company ready to cope with these threats?

- Retain existing customers and acquisition of new customers
- Getting accurate insights for better decision making
- Faster time to market
- Changing customer experience

Digitalisation will help your organisation to cope with following challenges:

- Omnichannel adaptation
- Value creation
- Streamlined workflow and operations
- Lagging, legacy business models

## Digital Transformation?

Digital transformation is the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers. It's also a cultural change that requires organizations to continually challenge the status quo, experiment, and get comfortable with failure. This sometimes means walking away from long-standing business processes that companies were built upon in favour of relatively new practices that are still being defined.

We are management consultants.

We do not only provide advice, but we also manage the change.

We are independent.

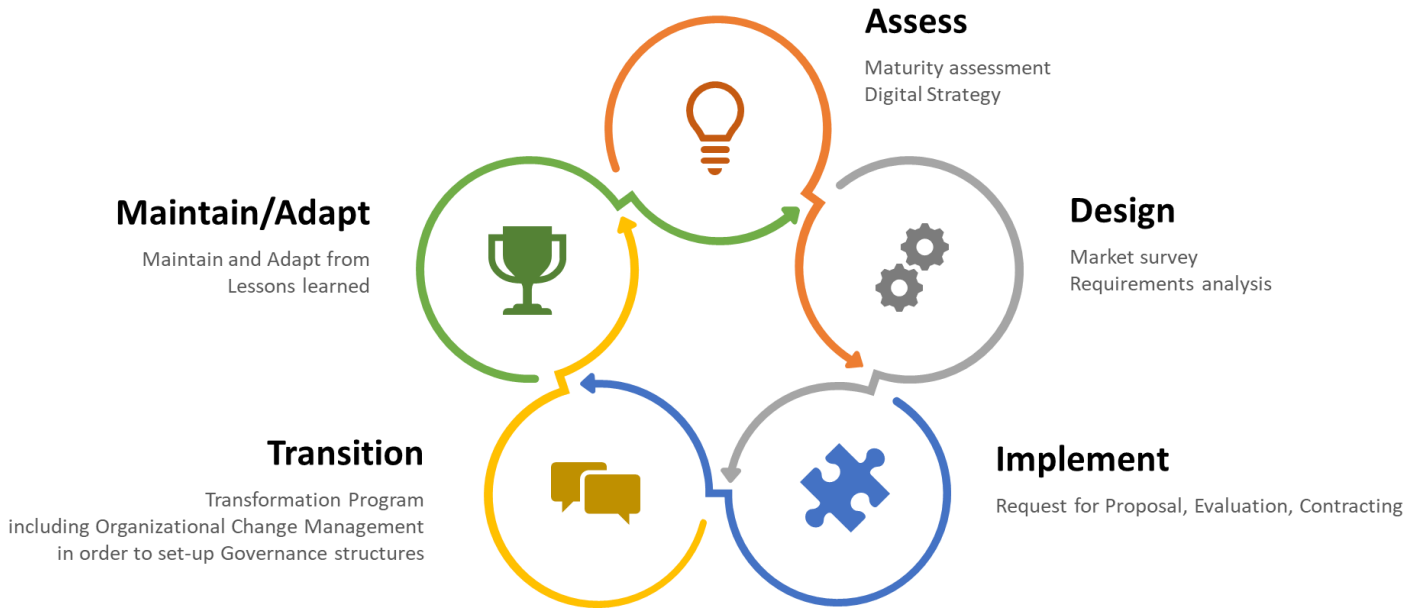
Our consultants are experts with at least 15 years of experience in their domain.

We share our knowledge and consider ourselves as a coach and co-pilot

### Contact us for more info

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# Our Approach



## Xedis as Co-pilot

As a business owner, you have the dual responsibility of deciding where your business is going, your strategy, and how to get there, your roadmap. Much like the pilot of an airplane, you need to know your destination, plot your course and then get from A to B. Xedis as co-pilot will help you stay focused, guide you on how to reach your destination (change the route if necessary), ensure you meet your targets along the way (avoid turbulence), provide advice whenever you need it (pace, accelerate) and even take the control stick.

Xedis can take-on this role. Together we'll evaluate the plotted course, how to change direction and land safely.

## How can Xedis help ?

### Assess

Digital maturity assessment based on Forrester model  
Based on maturity level define the right digital strategy

### Design

Design the digital services. Customer journey mapping can help you to identify the touchpoints.

### Implement

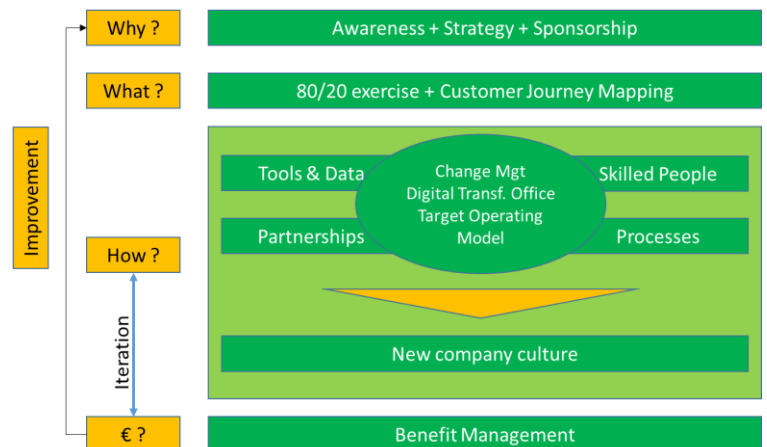
It's a strategic decision to build or buy the Digital Services. Xedis can support you with the development of Request for Proposal (RFP), vendor selection, contract management, definition of Service Level Agreements (SLA's).

### Transition

Transition program (including organizational change management) in order to set-up the required governance structures. Set-up the business service organisation.

### Maintain/adapt

Bring the digital services under operations.  
Continual service improvement.



Harmonizing Technology Delivery with Business Challenges