

Six capability \ measures













Data, analytics and automation **Artificial** intelligence Leading practices

Business-tech collaboration

Talent strategies

functions

Equipped with

specialized talent

Machines augment

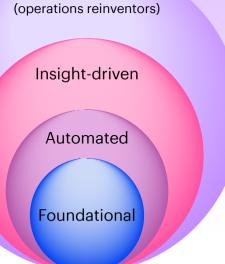
human work in nearly

all processes across

Stakeholder experiences

Enterprise-wide

Intelligent



A well-defined data strategy, overlaved on a centralized. secure and diverse data lake

On-demand analytics, advanced modelling and data science

Cross enterprise deployment of low-code/no-code automation for exponential efficiency

Al deployed in nearly all processes. redefining performance benchmarks

Continual

strategic reinvention

Al roadmap Ecosystem partnerships drive Al-led scenario planning for continuous

reassessment of

Leading practices applied to all business processes All critical business

operations moved to the cloud to enable agility and to optimize cost to serve

Process mining to calibrate internal and external benchmarks to drive best-in-class performance

IT and business functions partner to drive strategic roadmap and execution

IT enables the

integration of

ecosystem

to take IT-OT

next level

(e.g., data scientists, Al practitioners. design thinkers. partners (startups, SaaS. Al platforms) product managers) integration to the

Ecosystem partnerships and external talent platforms to improve talent capabilities and agility

stakeholder experience programs deployed at scale and enabled by advanced data analytics and user-led automation technologies

AI-led continuous improvement of all experience programs across business units and geographies