



Digital transformation helps our client to remain relevant

Transforming into a client-centric, responsive organisation

Middle East & Africa | South Africa | Manufacturing | Digital

Digital transformation helps our client to remain relevant.

Transforming a manufacturing organisation into a digitally relevant, responsive, and client-centric organisation.



Challenge

The organisation needs to become more responsive to client demands



Solution

A multi-disciplinary programme is executed across functional and cross-functional teams



Result

A digitally aware and responsive organisation

Challenge

The journey to becoming a truly customer-centric and responsive organisation

In a fast-paced and uncertain digital world, our client is striving to transform their business into a digital, client-centric organisation. Cognisant of disruptive threats from within and outside the industry, our client's desire was to claim a digital leadership position in South Africa and to set the tone for their global business.

Solution

To support our client's ambition for an accelerated digital transformation strategy, Dimension Data's Digital Practice executed a multi-disciplinary programme across functional and cross-functional teams.

We began by cascading the strategic value of digital transformation and instilling a digital culture across all levels of the business. To enable the new business model, we had to:

- drive the adoption of a new way of working through the implementation of Lean/Agile principles
- create a common language and shared understanding of the digital world
- create an aligned vision of the future state processes, flow of information, data requirements, and measurements to support the new business model

A one-day executive workshop was held to explore the risk of digital disruption, the organisation's digital maturity and transformation needs. Following from that, we developed and executed a digital transformation programme with emphasis on responsive organisational design supported by data and analytics, business process innovation, and the implementation of a client-focused business development centre.

Result

A digitally aware and responsive organisation

There was a top-down strategic alignment on what it means to be a responsive organisation, with a great shift from a legacy to a responsive mind-set. The empowered employees internally drove the adoption of Lean/Agile principles and practices, which resulted in a reduction of business waste. This embedded a new culture and common understanding of digital.