

How Digital Resilient are European Organizations?

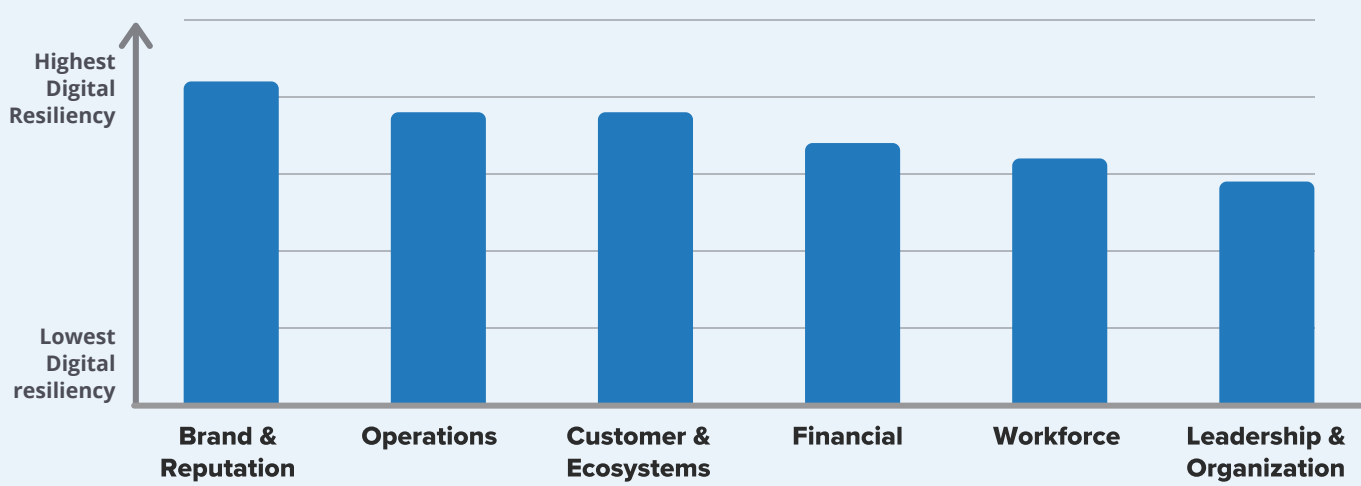


Digital Resiliency Among European Organizations



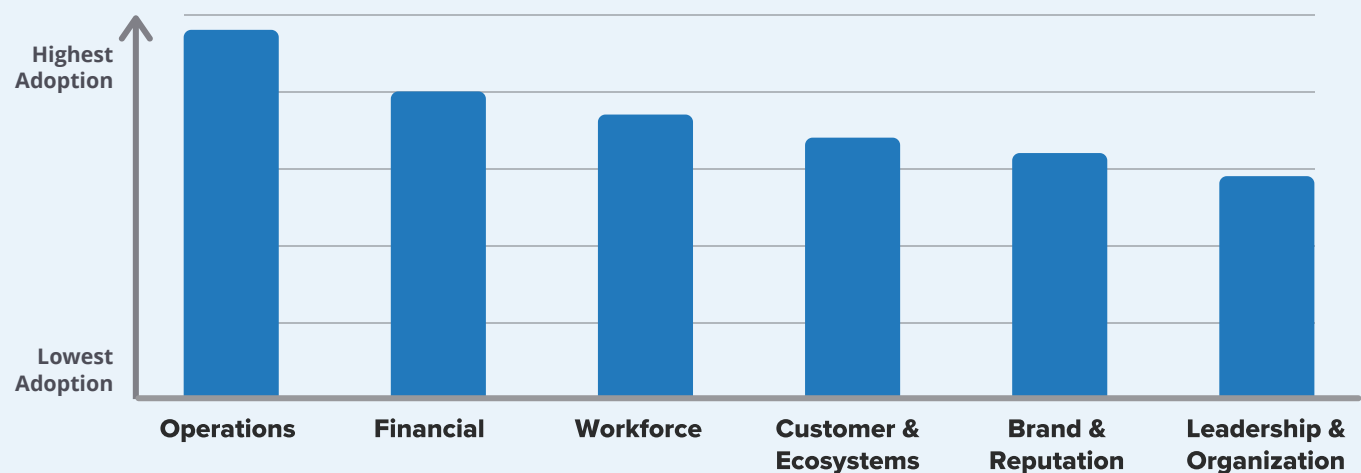
87% of European organizations fall into the medium-high risk category, meaning that they will need significant improvements in digital tools and capabilities to be ready for disruptive events.

Digital Resiliency Risk Scoring by Dimension



VS

Use of Digital Resiliency Metrics



Digital Resiliency Metrics



Brand & Reputation
E.g., customer sentiment, number of security incidents, ...



Financial
E.g., order-to-cash, time to close books, ...



Operations
E.g., time to recovery, order and delivery lead time, ...



Workforce
E.g., employee advocacy rate, number of agile teams, ...



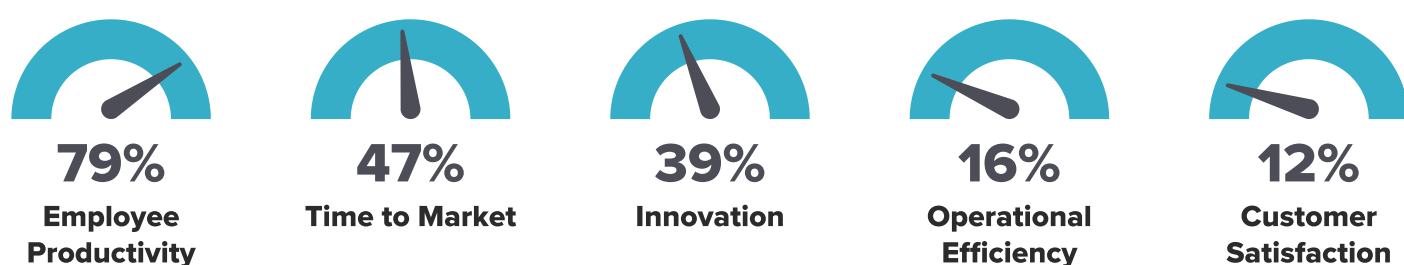
Customer & Ecosystems
E.g., diversity of partnership, customer response time, ...



Leadership & Organization
E.g., innovation rate, crisis response and recovery time, ...

European organizations need to better align the implementation of metrics and actual performance in the 6 digital resiliency dimensions. Being able to strengthen digital resiliency metrics for less resilient dimensions will secure the first step to accelerating the road map toward becoming a digitally resilient organization.

Where do Digitally Resilient organizations perform better?



WHERE TO START?

Assess the Digital Resiliency of your organization

Identify the areas that need the most improvement to be digitally resilient to future shocks

Make this assessment-improvement a virtuous cycle, as what is digitally resilient today might not be tomorrow