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.

Very Low Risk: 2%
Low Risk: 11%
Medium Risk: 48%
High Risk: 39%

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 Among European Organizations

Digital Resiliency Risk Scoring by Dimension

Use of Digital Resiliency Metrics

For more information:
European Digital Resiliency Benchmark (EUR148078221, July 2021)
Erica Spinoni
Giulia Carosella
European Digital Transformation Practice Lead

Analysts:
Assess the Digital Resiliency of your organization

WHERE TO START?

WHERE TO START?

As 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.

Employee Productivity: 78%
Time to Market: 47%
Innovation: 33%
Operational Efficiency: 16%
Customer Retention: 12%

Employee Productivity:

Time to Market:

Innovation:

Operational Efficiency:

Customer Retention:

Digital Resiliency Metrics

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Brand & Reputation
E.g., customer advocacy, number of positive mentions, ...

Operational
E.g., resilience, order and delivery lead times, ...

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

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

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

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

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