



Business transformation

Businesses are seeking to transform themselves by building capabilities for market success. This journey can be a large one-off transformation or a number of smaller transformative efforts over multiple years.

We define transformation as:

‘Fundamentally changing the way an organisation operates to become more customer centric, cost effective and adaptable to change while improving service and liberating the capabilities of its staff.’

Such an effort requires:

- Multi-functional approach involving strategy, structure, people, process and technology
- Senior management and/or board involvement and sponsorship from the client.

This transformation is often triggered by a significant change in the leadership, context or competitive position of the organisation. We support clients in such engagements where PwC’s multi-competency, multi-industry and international team can be deployed in partnership with the client’s management.