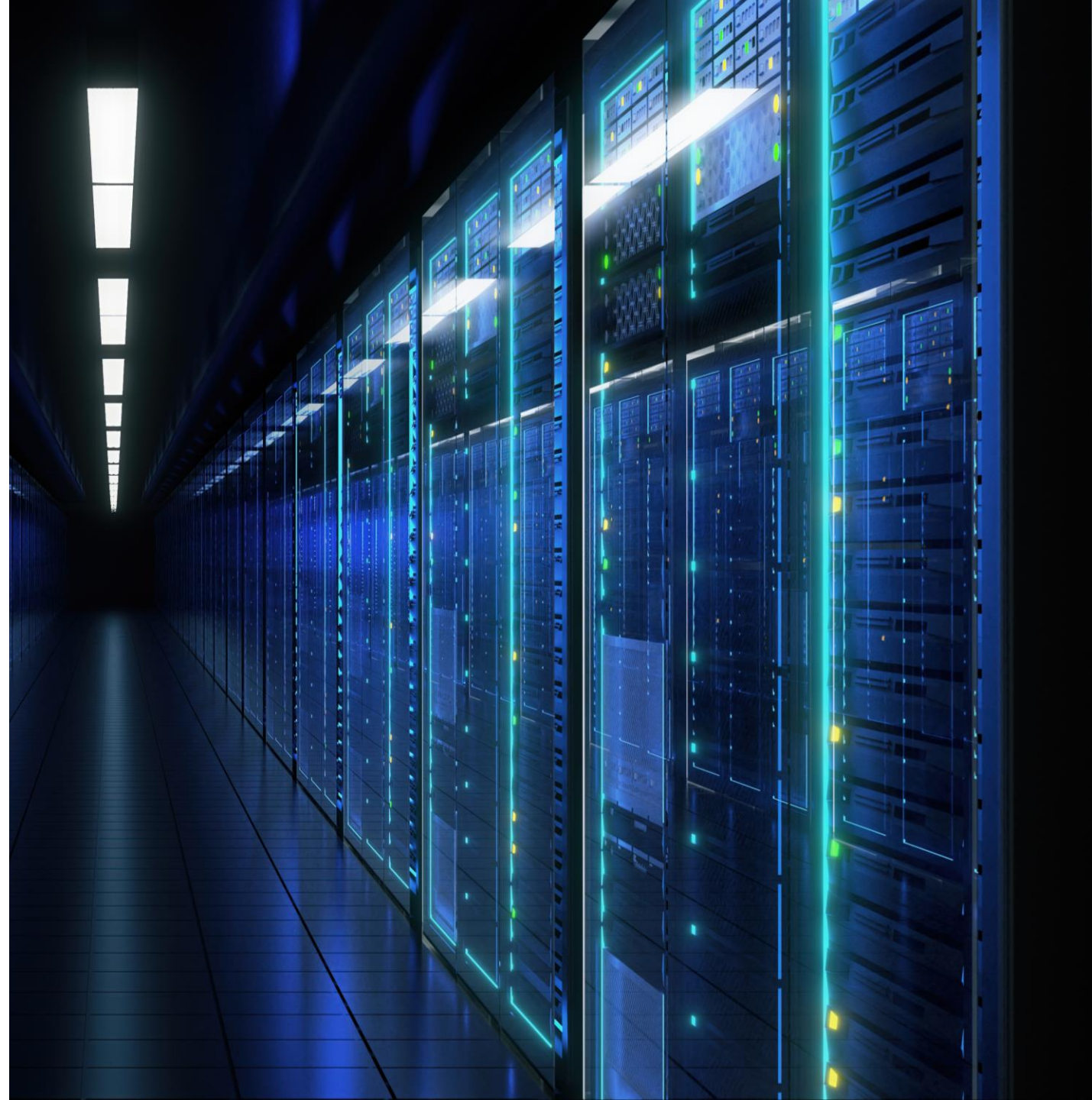


# Digital Strategy

PwC India





‘I am really proud of the digital transformation that we have designed and implemented for leading organizations and how we have repeatedly played the role of a trusted advisor.’

It gives me immense pleasure to share this overview of PwC’s Digital Strategy practice and how we support our clients in delivering some of their most important and complex transformations.

This is an exciting time for digital evolution – an era where technology and society are evolving faster than businesses can naturally adapt. This sets the stage for a new era of leadership, improved business models and accelerated technology adoption.

While increasing business transformations facilitated by technological changes create opportunities, they also expose organisations to certain threats. As the cost of technology is falling, new technology consumption models are now available, and digital businesses are looking for on-the-go technologies to deliver new unlock new value and offer new functionalities within short time periods.

Our practice helps clients to understand how they can align their digital strategies to unlock new value, re-define their business models, integrate digital and physical across their value chains, build a digitally enabled organization, select the right digital technologies and source, organise and manage these technologies to support their business vision.

At PwC, we have a focused vision, and the right people and leadership to help our clients succeed in becoming more digitally evolved.

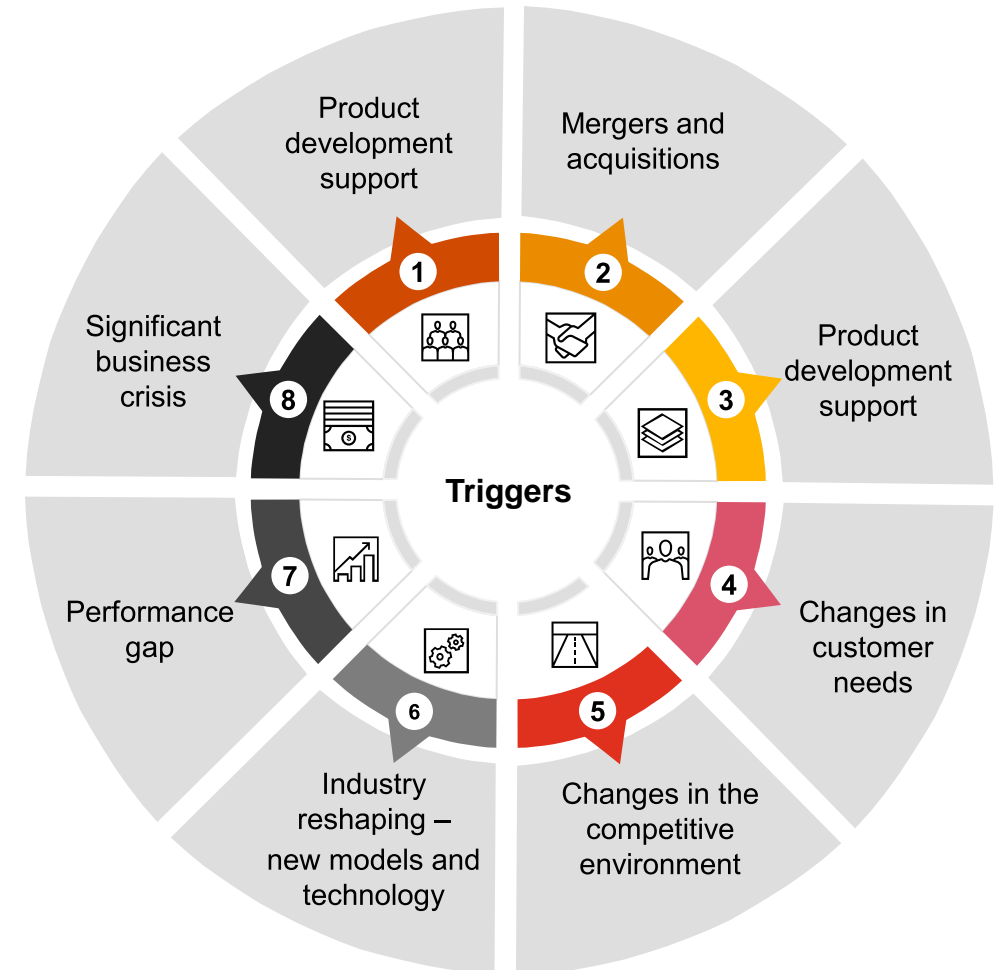
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# Our services



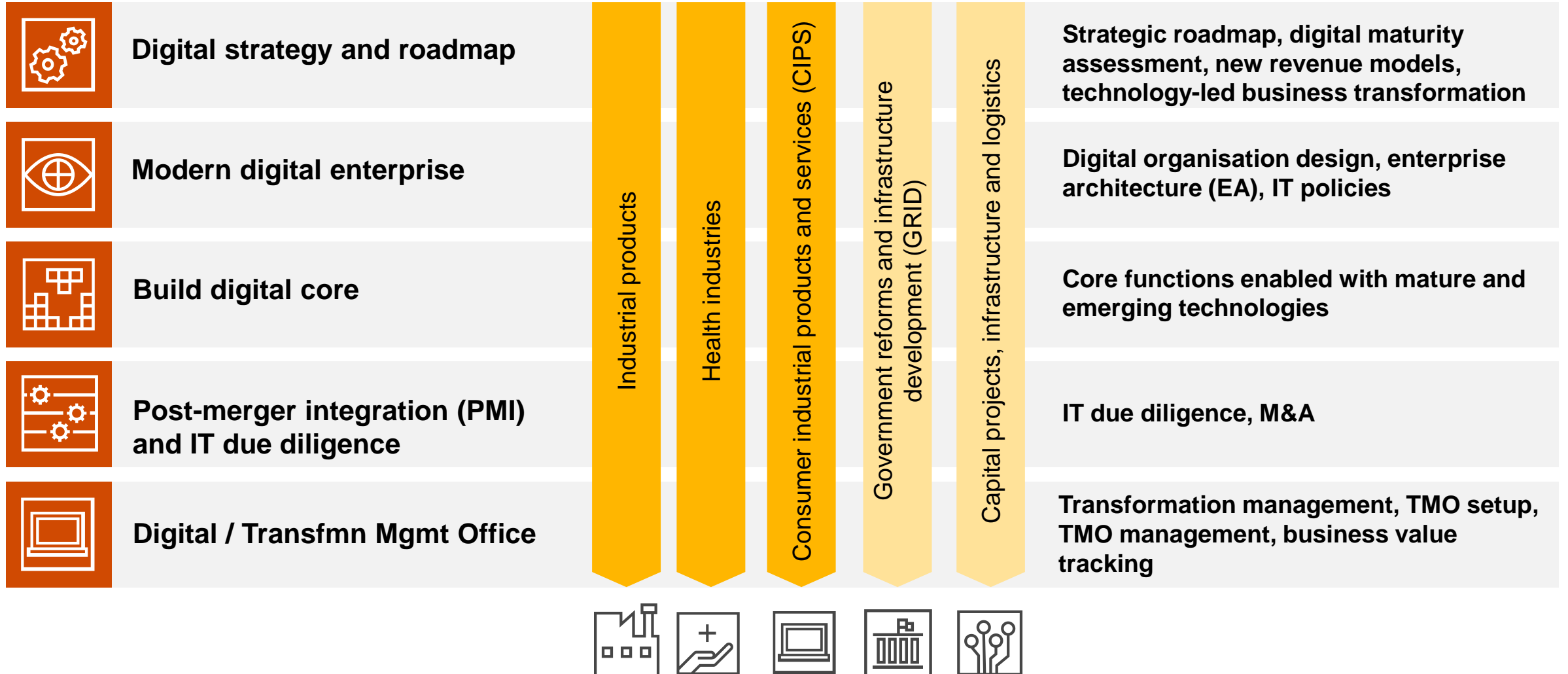
We advise the C-Suite (CEO/CDO/CTO/CIO) to :

- **discover unexpected value**, uncover new opportunities, create new businesses , leveraging our industry experience and global insights of the shifting forces in business and technology
- **adopt** emerging technologies (artificial intelligence, machine learning, internet of things [IoT], blockchain) into the existing technology landscape
- **drive greater enterprise and IT operational value** through digital organization, enterprise architecture, digital operating model and optimised IT service delivery to an organisation's employees, partners and customers
- **rapidly transition** through disorderly, high-risk business events like mergers and acquisitions (M&A), divestitures and implement complex cross-functional digital transformation








# Our competency and industry focus

## Industry-specific solutions



# We help our clients to manage all aspects of digital strategy effectively through our robust go-to-market propositions, tailored as per client needs

<b>1</b>	<b>Digital strategy and roadmap</b>	<b>2</b>	<b>Modern digital enterprise</b>	<b>3</b>	<b>Build digital core</b>	<b>4</b>	<b>PMI and IT due diligence</b>	<b>5</b>	<b>Digital and transformation management office (TMO)</b>
<ul style="list-style-type: none"><li>• Digital maturity assessment</li><li>• Technology landscape comparison</li><li>• Technology-led business process improvement</li><li>• Enterprise architecture design</li><li>• Digital strategic visioning and roadmap</li></ul>	<ul style="list-style-type: none"><li>• Digital operating model</li><li>• Digital organisation design</li><li>• EA</li><li>• IT policies, procedures, and standard operating procedures (SOPs)</li><li>• IT governance</li><li>• IT infrastructure</li><li>• IT cost reduction</li><li>• Business continuity planning (BCP)/disaster recovery (DR) strategy</li><li>• Redesigning BCP to ensure resilience</li></ul>	<ul style="list-style-type: none"><li>• IT sourcing – IT product and vendor selection</li><li>• Emerging technologies like AI, Web 3.0 and others</li><li>• Mature technologies like ERP, CRM, Cloud and others</li><li>• Tech sourcing contract review</li><li>• Cloud transformation diagnostics and roadmaps</li><li>• Cloud migration plans</li><li>• Migrating to cloud and enabling hosting with leading cloud service providers</li></ul>	<ul style="list-style-type: none"><li>• IT due diligence</li><li>• Deals</li><li>• Mergers</li><li>• Acquisitions</li><li>• Divestitures</li></ul>	<ul style="list-style-type: none"><li>• Chief information officer (CIO) office advisory</li><li>• TMO governance and transition</li><li>• Business value tracking</li><li>• Change management</li><li>• Resource management</li><li>• Vendor management</li><li>• Risk management</li><li>• Quality management</li><li>• TMO setup</li></ul>					
									

# Digital strategy and roadmap



## Definition and client opinion

A digital strategy is to discover unexpected value, uncover new opportunities, create new businesses, while adopting digital technologies (artificial intelligence, machine learning, Web 3.0, cloud, digital twins) into the existing technology landscape

### What our clients say:

'Business priorities change pace, but technology can't keep up.'

'Technology is being implemented, but we aren't realising benefits – at least not in the short term.'

'The business wants more support and innovation but we're struggling to provide it.'

'I'd like to be able to benchmark my IT function to get a clear view of where we are and where we need to be.'

'We need to have an IT strategy that enables business change, not one that follows in its wake.'

'We need to have a grip on an upcoming legislative or regulatory change.'



## How we can help

- Digital strategic visioning and roadmap:
  - business-aligned strategic vision
- Digital strategy and business transformation
- IT benchmarking
- Technology-led business process improvement



## Case study

### Digital transformation for a specialty chemical manufacturing company

#### Problem

- Business processes were being executed manually, business value was locked in complex processes.
- System support was minimal and supported digitisation to a certain extent. However, workflows, automation and project management were almost non-existent.
- Some of the legacy core systems and applications did not meet the required functional coverage, and needed upgrades.
- Systems were not integrated, and datasets were disparate

#### Solution

- Finance transformation and SAP upgrades: Recommended on the to-be financial processes like accounts payable and fixed assets. Requirement captured and implementation carried out for Consumption based accounting and R&D processes in SAP
- IT strategy and transformation: Recommended the overall IT roadmap till 2026 and defined the EA. The focus areas includes SAP, data and analytics, EA and functional applications, information security, infrastructure and IT organisation.
- IT platform evaluation: Evaluated potential tools and suggested the best-fit for the client for areas like CRM, analytics, productivity suite, robotic process automation (RPA) and chatbots, low/no code (LCNC) and human resource management system (HRMS).

# Modern digital enterprise



## Definition and client opinion

Digital business models and technologies are changing the way businesses work. The modern CEO/CDO/CTO needs to understand how to effectively harness these technologies and ensure that technology platforms are kept up to date with a strong architecture at the enterprise level.

### What our clients say

'Our IT function can't keep pace with ever-changing business demands.'

'Change is difficult due to complex apps, dependencies and integration issues.'

'We have to be able to quickly consolidate technology platforms following an M&A.'

'The business is struggling to identify key IT requirements and the skills required to implement and run them.'

'We have too many legacy systems supporting outdated business processes, which are not fit for purpose and expensive to support.'



## How we can help

- Digital operating model:
  - designing and operationalising digital operating model, governance framework and responsible, accountable, consulted, informed (RACI) matrix
- Digital organisation design:
  - design and change management for organisation restructuring
- EA
- IT policies, procedures, processes and SOPs
- IT cost reduction
- IT BCP/DR strategy



## Case study

### EA design and tech sourcing for a leading Indian FMCD company

#### Problem

- Inability to assess the as-is state of the IT landscape and define a target state to include ongoing and future digital initiatives seamlessly
- Lack of detailed architecture, guiding principles and a governance framework for assessing new tools and software to be implemented in the future

#### Solution

- PwC leveraged the Open Group Architecture Framework (TOGAF) methodology in the project.
- Performed detailed assessment of the client's application, data and integration architectures using PwC proprietary frameworks to arrive at a comprehensive list of gaps.
- Assessed IT enablement of business capabilities.
- Assessed as-is EA governance processes.

# Build digital core



## Definition and client opinion

Businesses need to drive more value from technology investments in an environment of ever-shrinking budgets. IT sourcing is about helping our clients improve the quality and value of the services they receive.

### What our clients say

'How do I know what the salesman tells me to buy is really what I need?'

'Can I safely move some of my team to a cheaper location without affecting the service?'

'Am I paying the right amount for what I am buying?'

'Will the contracts we put in place today meet the needs of the business as they change?'

'Do I have control over my cloud providers?'

'How do we preserve standards if most of my team is provided by a supplier?'



## How we can help

- IT sourcing – IT product and vendor selection
  - emerging technologies like IoT, cloud and others
  - mature technologies like ERP, CRM, health information system (HIS) and others
- IT contract review



## Case study

### Reviewed, managed service partner selection for leading hospitality client

#### Problem

- Review of managed services work
- Identification of improvement opportunities and choosing a partner who could deliver the same

#### Solution

- PwC brought in a team with experience in managed services, technology infra, contract review

and hospitality domains. The team reviewed the data and conducted workshops to understand the contractual, performance improvement opportunities. The firm also consulted external experts to ensure that the improvements aligned with the industry trends.

- Further request for proposal (RFP) process was conducted to identify the best-fit managed services partner. PwC facilitated the identification, presentation, proposal submission, evaluation and technical negotiation for the benefit of client. Further, we helped client build transition service model and governance structure for the same.



# PMI and IT due diligence



## Definition and client opinion

Getting IT effectively integrated post an M&A deal is a key enabler for unlocking the anticipated business synergies.

### What our clients say

'How do we measure the effort to integrate the target company more confidently?'

'A haphazard approach to technology due diligence often drains the value from an M&A plan.'

'Lack of documentation and detailed business and system process flows can impact integration.'

'Legal bottlenecks covering technology usage, transitional service arrangements (TSAs), etc., add to complexities, increasing costs and risks.'



## How we can help

- IT due diligence in the context of deals, mergers, acquisitions and divestitures:
  - rapid assessment of IT organisations, applications and infrastructure, assets, processes and capabilities
- PMO for PMI:
  - PMI planning
  - PMI programme management



## Case study

### IT separation for Day 1 readiness of a leading sports retail brand carve out

#### Problem

- Client wanted to drive the separation of the IT landscape across geographies in a time-bound manner.
- Visibility across all IT applications/platforms migration, and the extent of separation, was missing.
- Client wanted support to facilitate coordination among operating partners and conduct due diligence.

- Client required a project management set up, including separation plans focusing on cutover.

#### Solution

- Performed as-is analysis and scoping, assessed existing IT landscape, operating model and processes of the brands – regionally and globally.
- Provided set up workaround solutions as per separation plans and built interfaces.
- Facilitated the migration of sanitised data to buyer organisation.

# Digital and Transformation Management Office (TMO)



## Definition and client opinion

The benefits of standardising and streamlining IT services delivery are easy to understand but difficult to achieve. Developing a pragmatic approach that allows benefits to accumulate consistently is the key to delivering sustainable change.

### What our clients say

'Why is dealing with IT always so complicated?'

'Many of our biggest issues are caused when we are making changes.'

'I have so much management information about IT that I can't make sense of it.'

'No one really knows how many servers/PCs/ licences we have.'

'We should be able to predict when we are going to run out of storage space.'

'It feels like I'm firefighting production problems all the time.'



## How we can help

- CIO office advisory:
  - temporary staffing of the CIO office
- PMO governance and transition
  - execute and manage high-value digital engagements.
- Change management
  - ensure stakeholder goals are aligned to those of the organisation; ensure effective change management.



## Case study

### RFID-based consignment and merchandise tracking for a leading fashion retailer in India

#### Problem

- No real-time visibility of inventory across two distribution centres and 300+ stores, resulting in incorrect replenishment.
- Cumbersome processes at distribution centres resulting in overall inefficient operations.
- Significant manual operations at the store affect the order fulfilment adversely.

#### Solution

- Identified the business requirements and considerations to implement RFID technology and the key success criteria for completion.
- Defined the end-to-end solution architecture, functional scope and technical requirement.
- Evaluated potential vendors' response using an evaluation framework including their customer reference and demonstrations.

# Select digital strategy and transformation engagements



## Digital strategy and roadmap

<b>Client</b>	Leading specialty chemicals manufacturer	A global tyre manufacturer	A major Indian multinational conglomerate	A leading real estate builder in India	A leading pharmaceutical company
<b>Industry</b>	Industrial products – manufacturing	Industrial products – automobiles	Engineering, procurement and construction (EPC)	Real estate	Health industries – pharmaceutical
<b>Engagement brief</b>	Digital strategic roadmap	Digital strategic roadmap	Digital strategy	Digital strategy	Digital strategic roadmap



## Modern Digital Enterprise

<b>Client</b>	Leading Indian fast moving consumer durables (FMCD) company	A leading water utility company in the Middle East	A leading general insurance company	A leading engineering and technology solutions company	A large aluminium and copper manufacturing company
<b>Industry</b>	Retail and consumer – FMCD	Energy and utilities	Financial services – general insurance	Industrial products – manufacturing	Industrial products – manufacturing
<b>Engagement brief</b>	EA	EA blueprinting	IT governance	EA	Network review

# Select digital strategy and transformation engagements



## Modern Digital Enterprise

<b>Client</b>	A leading oil company in the Middle East	A multispecialty healthcare provider	A global power transmission and infrastructure company	A large infrastructure financing entity	An oil and gas major in Kuwait
<b>Industry</b>	Energy and utilities – oil and gas	Health industries – healthcare	Energy and utilities – DisCom	Financial services	Energy and utilities – oil and gas
<b>Engagement brief</b>	Digital Strategy	DR strategy	Organisation structure, policy and procedure	IT policies and PMO	IT operating model and organisation restructuring



## Build digital core

<b>Client</b>	A leading financial services company	A multinational food, snacks and beverages company	A multinational software company	A leading chemicals manufacturing company	A leading airport operations and infrastructure conglomerate
<b>Industry</b>	Financial services	Retail & Consumer	Technology	Industrial products – manufacturing	Infrastructure and capital goods
<b>Engagement brief</b>	PMO	Shared service centre (SSC) set up PMO	PMO	SAP-PMO	PMO

# Select digital strategy and transformation engagements



## PMI and IT due diligence

<b>Client</b>	A leading data analytics company	A leading financial services group in the Caribbean	A large venture capital fund	A multinational electrical equipment manufacturer	A large Indian conglomerate holding company
<b>Industry</b>	Financial services	Financial services	Financial services	Industrial products – manufacturing	Multiple
<b>Engagement brief</b>	IT and product due diligence	IT due diligence	IT due diligence	IT integration PMO	IT and product due diligence



## Digital and transformation PMO

<b>Client</b>	A leading realty private equity fund management company	A leading global securities dealer in the Caribbean	A leading fashion retailer	A leading healthcare provider in Southeast Asia	A leading Indian non-ferrous metal product manufacturer
<b>Industry</b>	Financial services	Retail and consumer	Retail and consumer	Healthcare	Industrial products – manufacturing
<b>Engagement brief</b>	PropTech selection	Vendor selection	Assisted transformation	Hospital information systems (HIS) assessment	ERP selection

# Contact us

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