Creating digital customer experiences

Digitizing the value chain

Developing "sense-and-respond" systems

Shaping innovative business models and partnerships

Creating digital customer experiences

Digitizing the value chain

Digital is Business

Digital is a Continuous Reset
Delivering contextual, connected, cognitive experiences

Ecosystem led value chain

Service models to drive competitive differentiation and retention

Insights fuelled enterprise

Digital is Business

Digital is a Continuous Reset
New Business Model by Operationalizing AI

3X Growth
Digital Maturity is Paying off in Outperforming Peers

5% Opex

>10% Workforce

Embed Digital in Business Functions
Digital Champions
Achieving Breakthrough Performance

- 15-20% Growth
- 25% OPEX improvement
- 2-4X Faster speed to Market
- 70% Cut in service cost

Digital Maturity is Paying off – BCG 2018 Study
Experience at the Core of Business

15% Market share
CX Operations with Platform to Scale

20% Opex Improvement

50% reduction in time to launch
Build Intelligent Future Ready Enterprise

- Experience
- Continuous disruption
- Frictionless business
- Service and loyalty-led
Cognitive Experience with Intelligent Edge

40% Opex Improvement
Blueprint to Build Digital Next Intelligent Enterprise

Cognitive Experience Delivery
- Digital Experience Platforms
- Intelligent Edge
- Ubiquitous Information

Intelligence Powered Humane Ecosystem
- Journey Science based Experience
- Insights-as-a-Service
- Democratized AI

Digitalizing the Core
- Legacy Modernization
- Operationalize with Platforms
- Autonomous Multi-Speed

Journey Science
- based Experience
- as a Service
- Democratized AI

Digital Experience
- Platforms
- Ubiquitous Information

Intelligent Edge
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Strategic Partners Core to Execute

Adobe  salesforce  sitecore  databricks  SAP  Microsoft  aws  ptc
Modernizing the Core to Improve Yield with Dynamic and Precision Pricing

$1Bn Margin Uplift

$20M Technical Debt Elimination
Business Performance Cockpit for Democratizing AI

Empowering sales, marketing and finance in 7 markets
Advocacy and Recognition

- ISG 2018 Top Case Study Award for Digital Transformation
- Global Leader in Digital Services
- zinnov
- 2018 Excellence in Omnichannel Experience Management
- Adobe Experience Business Awards
- Partner Innovation for Manufacturing in 2017
- Salesforce
Creating Memorability for Scale and Business Outcomes

- Leadership
- Mindset
- Culture
Welcome to possible