

Daggerwing interviewed leaders in Marketing, Communications, Product Management and Digital across 3 continents and 7 business categories—including hospitality, retail, technology, financial services, pharma, manufacturing, and utilities—to find out how they are surviving in the face of relentless, accelerating changes in technology, customer expectaions, and more agile digital competitors. This report features analysis, expert tips, and lessons learned to provide a recipe for how digital will drive competitive advantage and business results in 2020 and beyond.

#### **5 KEY CHALLENGES FACED BY LEADERS**

Our expert analysis and candid discussions with leaders uncovered real measures of where organizations are today and where they need to be tomorrow, boiling it down to five main challenge areas:

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Coping with the speed of change	Marketing and Communications are reactive	Marketing and Communications are agile and equipped for constant change
Finding the balance between globalization and localization when there is no 'right way'	Building highly centralized or decentralized models based on short-term goals	Balancing centralization and decentralization based on what's right for your long-term business
Communication is now storytelling, but where are the storytellers?	Traditional content and asset developers	Omni-channel content creators and storytellers
Being digital (even if you weren't born digital)	Digital is a standalone function, focused on technology advancements over business and customer impact	Digital is an enabler for all activities in Marketing, Communications and beyond
Injecting data into every decision	Historic results-driven decision making	Data-driven, real-time, dynamic decision making

# How Can We Help YOU Prepare for What's Next in Digital?

### Create your company's digital transformation roadmap with a one-day interactive workshop

Our proven half-day workshop approach can help fast track your digital transformation and build a plan for the next step in your digital future, taking into account that it is more than just technology that has to change. Daggerwing's battle-tested, interactive workshop methods will help you come away with a customized action plan for building your digital future, identifying the top opportunities to drive the most impact for your customers, employees, and business.

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Digital transformation should not be the plan—transformation should be about aligning your whole team and skillsets around the customer.

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Dive into insights from the study and provide a measure of what the best organizations are doing to manage the future of digital, your customers, and the market TOMORROW

Assess where your organization is today along your digital journey, and where you want to be in the future



Identify what's really stopping your organization from getting where you want to be



Think through the ways your organization can overcome the identified barriers



Focus in on the most important things and craft a roadmap/action plan to drive traction FAST

What you come away with



An action plan outlining what you need to do next—including milestones, timelines and measures to track going forward—as well as the top longer-term opportunities to further explore in the future.

## Daggerwing Group addresses the human factors to ensure your digital transformation leads to competitive advantage

We act fast to bust through siloes and build momentum. We act fast to get the C-Suite aligned on the right problems to solve. And we act fast to close the customer and employee experience gaps that undermine growth

#### WE HELP OUR CLIENTS...



Better deliver on the brand promise to customers



Activate culture to improve business results



Realign the organization to be agile in the face of change



Empower and equip employees to deliver customer value

### Learn more at daggerwinggroup.com or contact:

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