

The Digital Transformation Playbook Rethink Your Business For The Digital Age Columbia Business School Publishing

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Digital Business Transformation - Nigel Vaz
2021-01-05

Fuel your business' transition into the digital age with this insightful and comprehensive resource Digital Business Transformation: How Established Companies Sustain Competitive Advantage offers readers a framework for digital business transformation. Written by Nigel Vaz, the acclaimed CEO of Publicis Sapient, a global digital business transformation company, Digital Business Transformation delivers practical advice and approachable strategies to help businesses realize their digital potential. Digital Business Transformation provides readers with examples of the challenges faced by global organizations and the strategies they used to overcome them. The book also includes discussions of: How to decide whether to defend, differentiate, or disrupt your organization to meet digital challenges How to deconstruct decision-making throughout all levels of your organization How to combine strategy, product, experience, engineering, and data to produce digital results Perfect for anyone in a leadership position in a modern organization, particularly those who find themselves responsible for

transformation-related decisions, Digital Business Transformation delivers a message that begs to be heard by everyone who hopes to help their organization meet the challenges of a changing world.

Digital Transformation Using Emerging Technologies - Jason M Anderson 2021-07-14
Digital Transformation has become the mantra for many businesses big and small in the last few years with the Covid19 pandemic accelerating such transformations for many organizations. Competitive pressures, higher customer expectations, and prospects of revenue growth are the key drivers for many of these digital initiatives. Various emerging technologies such as Cloud Computing, Machine Learning, Artificial Intelligence, Internet of Things (IoT) and Blockchain are key contributors to these digital transformations. If you are in a CxO role (CIO, CTO, CDO, et. al) for an organization and are responsible for the Digital Transformation of your organization, then this book is for you. This book can be used as a reference guide by the CxO to understand the basic concepts of Digital Transformation along with the fundamentals of various key emerging technologies. The book

provides examples of services and tools from Microsoft Azure Cloud to help you harness these technologies to enable your digital transformation scenarios. Throughout the book we have also included industry statistics, expert opinions, business use cases, and customer stories. The book is organized into the following chapters to help you learn in a systematic way:

Chapter 1: Digital Transformation This chapter provides an introduction and overview of Digital Transformation including the What, Why, Who and the How of transformation via digital technologies. We also outline of the best practices for successful execution of your transformation initiatives, review key challenges, and reasons for digital transformation failures.

Chapter 2: Cloud Computing This chapter outlines Cloud Computing history, core concepts and benefits. Cloud deployment and service models are introduced and discussed in detail. Considerations for transforming legacy IT to Cloud are discussed along with challenges and outlook of Cloud computing.

Chapter 3: Azure Cloud Services This chapter dives specifically into Microsoft Azure Cloud and outlines the key services and tools it offers. Basic Azure IaaS, PaaS and DBaaS services are introduced and discussed. Key and emerging Cloud services including serverless, containers and hybrid Cloud are described along with their benefits and business use cases.

Chapter 4: Machine Learning Machine learning is introduced along with its core concepts around data, algorithms, models, training, and deployment. Azure Machine Learning tools and services are discussed to help you understand how you can use them to realize your Machine learning scenarios. This chapter concludes with an overview at the challenges and the future of Machine learning.

Chapter 5: Artificial Intelligence This chapter explores Artificial Intelligence, it benefits and business use cases. Azure AI platform services available are explored such as Azure Cognitive services, Bot services, Cognitive Search services and Databricks services. AI challenges section looks at primary business and AI domain specific hurdles and issues. Chapter concludes with an outlook of AI with discussion around AI governance, Responsible AI, and Technical

Advancements in AI.

Chapter 6: Internet of Things (IoT) This chapter reviews the basics of Internet of Things (IoT), its business value, and use cases. Various Azure IoT offerings and services are explored to get you started with it. Azure IoT SaaS solution, IoT Central, is reviewed to see how it can be utilized to build a no-code IoT solution along with building customized solutions. Chapter concludes with IoT challenges and the future of this technology.

Chapter 7: Blockchain Overview of Blockchain and its business uses for various industries. Enterprise Blockchain is discussed in detail and Azure Blockchain services are introduced and how they can be used for enterprise scenarios. Chapter also explores various challenges this technology faces along with where this technology is heading in the future.

Changing the Game - Michael Vullings
2021-07-06

The Complete and Comprehensive Guide to Business Transformation As digital technologies and consumer expectations continue to disrupt almost every industry sector, companies are placing greater emphasis on developing and implementing transformation programs. *Changing the Game* offers the practical knowledge required to create a dramatic step-change in company performance. Designed for executives and managers responsible for a transformation in any type of company and situation, this comprehensive real-world playbook covers the change process from start to finish — from assessing the situation and determining strategic priorities, to developing a roadmap, establishing the governance structure, managing initiative delivery, and evaluating the impact of the transformation. Adopting a robust and pragmatic approach to every stage of business transformation, this authoritative volume explains where to start, identifies key areas of focus, and describes the strategies, decisions, and actions necessary for achieving results. Throughout the text, case studies of leading organizations highlight essential tools and approaches, examine key challenges, and evaluate their impact. A wealth of practical tools help readers build a foundation for change in their organization, define a clear path forward, mobilize teams, assign responsibilities, execute initiatives, track progress, sustain momentum,

and more. Provides detailed guidance on envisioning, designing, managing, and delivering a successful company, function or team transformation Enables readers to create a dramatic change in company performance with a results-focused approach based on leading management practices Contains more than 20 in-depth sections representing the entire transformation journey Includes numerous ready-to-use tools and templates, including 50 exhibits, that can be adopted in any organization to accelerate results Features tips and advice from top-level executives at leading companies and government organizations Changing the Game: The Playbook for Leading Business Transformation is an invaluable step-by-step blueprint for executives, managers, teams, and consultants involved in devising and executing transformation programs.

The Transformation Myth - Gerald C. Kane
2021-09-28

In this business bestseller, how companies can adapt in an era of continuous disruption: a guide to responding to such acute crises as COVID-19. Gold Medalist in Business Disruption/Reinvention. When COVID-19 hit, businesses had to respond almost instantaneously--shifting employees to remote work, repairing broken supply chains, keeping pace with dramatically fluctuating customer demand. They were forced to adapt to a confluence of multiple disruptions inextricably linked to a longer-term, ongoing digital disruption. This book shows that companies that use disruption as an opportunity for innovation emerge from it stronger. Companies that merely attempt to "weather the storm" until things go back to normal (or the next normal), on the other hand, miss an opportunity to thrive. The authors, all experts on business and technology strategy, show that transformation is not a one-and-done event, but a continuous process of adapting to a volatile and uncertain environment. Drawing on five years of research into digital disruption--including a series of interviews with business leaders conducted during the COVID-19 crisis--they offer a framework for understanding disruption and tools for navigating it. They outline the leadership traits, business principles, technological infrastructure, and organizational

building blocks essential for adapting to disruption, with examples from real-world organizations. Technology, they remind readers, is not an end in itself, but enables the capabilities essential for surviving an uncertain future: nimbleness, scalability, stability, and optionality.

Value in a Digital World - Francisco J. López Lubián 2017-11-06

An in-depth examination of the concept of value in a digital world, an analysis of a range of digital business models and a framework for assessing the value of digital businesses. Assessing the value of traditional business was easy. There are hard, well tested metrics and tangible, measurable assets you can literally kick the tyres of. But how do you measure the value of something that consists of little more than bits of information, brand awareness and a compelling idea? In the winner takes all digital world how do you know if this idea is one that will attract billions of dedicated users or a few thousand fleeting trialists? And, most importantly, how do you assess whether any given business model is robust enough to make billions or flawed in a way that will lose millions? Lopez Lubian and Esteves look at what economic value means in a digital world, and argue for a shift from traditional value metrics to digital value metrics. Through high profile case studies they examine the process of valuation in the digital world - examining the challenges of making objective judgments from subjective information and how to assess the value of data. Next they analyse in depth a number of different digital business models from the perspective of delivering value to investors, stakeholders and society at large. Finally they present a framework model for assessing value in digital business.

EDGE - Jim Highsmith 2019-08-02

EDGE: The Agile Operating Model That Will Help You Successfully Execute Your Digital Transformation "[The authors'] passion for technology allows them to recognize that for most enterprises in the 21st century, technology is THE business. This is what really separates the EDGE approach. It is a comprehensive operating model with technology at its core." —From the Foreword by Heidi Musser, Executive Vice President and Principal

Consultant, Leading Agile; retired, Vice President and CIO, USAA Maximum innovation happens at the edge of chaos: the messy, risky, and uncertain threshold between randomness and structure. Operating there is uncomfortable but it's where organizations "invent the future." EDGE is a set of fast, iterative, adaptive, lightweight, and value-driven tools to achieve digital transformation, and EDGE: Value-Driven Digital Transformation is your guide to using this operating model for innovation. Jim Highsmith is one of the world's leading agile pioneers and a coauthor of the Agile Manifesto. He, Linda Luu, and David Robinson know from their vast in-the-trenches experience that sustainable digital transformation requires far more than adopting isolated agile practices or conventional portfolio management. This hard, indispensable work involves changing culture and mindset, and going beyond transforming the IT department. EDGE embraces an adaptive mindset in the face of market uncertainty, a visible, value-centered portfolio approach that encourages continual value linkages from vision to detailed initiatives, incremental funding that shifts as strategies evolve, collaborative decision-making, and better risk mitigation. This guide shows leaders how to use the breakthrough EDGE approach to go beyond incremental improvement in a world of exponential opportunities. Build an organization that adapts fast enough to thrive Clear away unnecessary governance processes, obsolete "command and control" leadership approaches, and slow budgeting/planning cycles Improve collaboration when major, fast-paced responses are necessary Continually optimize investment allocation and monitoring based on your vision and goals Register your product for convenient access to downloads, updates, and/or corrections as they become available. See inside book for details.

The AI Marketing Canvas - Raj Venkatesan
2021-05-18

This book offers a direct, actionable plan CMOs can use to map out initiatives that are properly sequenced and designed for success—regardless of where their marketing organization is in the process. The authors pose the following critical questions to marketers: (1) How should modern marketers be thinking about artificial

intelligence and machine learning? and (2) How should marketers be developing a strategy and plan to implement AI into their marketing toolkit? The opening chapters provide marketing leaders with an overview of what exactly AI is and how is it different than traditional computer science approaches. Venkatesan and Lecinski, then, propose a best-practice, five-stage framework for implementing what they term the "AI Marketing Canvas." Their approach is based on research and interviews they conducted with leading marketers, and offers many tangible examples of what brands are doing at each stage of the AI Marketing Canvas. By way of guidance, Venkatesan and Lecinski provide examples of brands—including Google, Lyft, Ancestry.com, and Coca-Cola—that have successfully woven AI into their marketing strategies. The book concludes with a discussion of important implications for marketing leaders—for your team and culture.

Driving Digital - Isaac Sacolick 2017-08-24
Every organization makes plans for updating products, technologies, and business processes. But that's not enough anymore for the twenty-first-century company. The race is now on for everyone to become a digital enterprise. For those individuals who have been charged with leading their company's technology-driven change, the pressure is intense while the correct path forward unclear. Help has arrived! In *Driving Digital*, author Isaac Sacolick shares the lessons he's learned over the years as he has successfully spearheaded multiple transformations and helped shape digital-business best practices. Readers no longer have to blindly trek through the mine field of their company's digital transformation. In this thoroughly researched one-stop manual, learn how to:

- Formulate a digital strategy
- Transform business and IT practices
- Align development and operations
- Drive culture change
- Bolster digital talent
- Capture and track ROI
- Develop innovative digital practices
- Pilot emerging technologies
- And more!

Your company cannot avoid the digital disruption heading its way. The choice is yours: Will this mean the beginning of the end for your business, or will your digital practices be what catapults you into next-level success?

Connected Strategy - Nicolaj Siggelkow

2019-04-30

Business Models for Transforming Customer Relationships What if there were a way to turn occasional, sporadic transactions with customers into long-term, continuous relationships--while simultaneously driving dramatic improvements in operational efficiency? What if you could break your existing trade-offs between superior customer experience and low cost? This is the promise of a connected strategy. New forms of connectivity--involving frequent, low-friction, customized interactions--mean that companies can now anticipate customer needs as they arise, or even before. Simultaneously, enabled by these technologies, companies can create new business models that deliver more value to customers. Connected strategies are win-win: Customers get a dramatically improved experience, while companies boost operational efficiency. In this book, strategy and operations experts Nicolaj Siggelkow and Christian Terwiesch reveal the emergence of connected strategies as a new source of competitive advantage. With in-depth examples from companies operating in industries such as healthcare, financial services, mobility, retail, entertainment, nonprofit, and education, Connected Strategy identifies the four pathways--respond-to-desire, curated offering, coach behavior, and automatic execution--for turning episodic interactions into continuous relationships. The authors show how each pathway creates a competitive advantage, then guide you through the critical decisions for creating and implementing your own connected strategies. Whether you're trying to revitalize strategy in an established company or disrupt an industry as a startup, this book will help you: Reshape your connections with your customers Find new ways to connect with existing suppliers while also activating new sources of capacity Create the right revenue model Make the best technology choices to support your strategy Integrating rich examples, how-to advice, and practical tools in the form of "workshop chapters" throughout, this book is the ultimate resource for creating competitive advantage through connected relationships with your customers and redefined connections in your industry.

The Economics of Data, Analytics, and

Digital Transformation - Bill Schmarzo

2020-11-30

Build a continuously learning and adapting organization that can extract increasing levels of business, customer and operational value from the amalgamation of data and advanced analytics such as AI and Machine Learning Key Features Master the Big Data Business Model Maturity Index methodology to transition to a value-driven organizational mindset Acquire implementable knowledge on digital transformation through 8 practical laws Explore the economics behind digital assets (data and analytics) that appreciate in value when constructed and deployed correctly Book Description In today's digital era, every organization has data, but just possessing enormous amounts of data is not a sufficient market discriminator. The Economics of Data, Analytics, and Digital Transformation aims to provide actionable insights into the real market discriminators, including an organization's data-fueled analytics products that inspire innovation, deliver insights, help make practical decisions, generate value, and produce mission success for the enterprise. The book begins by first building your mindset to be value-driven and introducing the Big Data Business Model Maturity Index, its maturity index phases, and how to navigate the index. You will explore value engineering, where you will learn how to identify key business initiatives, stakeholders, advanced analytics, data sources, and instrumentation strategies that are essential to data science success. The book will help you accelerate and optimize your company's operations through AI and machine learning. By the end of the book, you will have the tools and techniques to drive your organization's digital transformation. Here are a few words from Dr. Kirk Borne, Data Scientist and Executive Advisor at Booz Allen Hamilton, about the book: Data analytics should first and foremost be about action and value. Consequently, the great value of this book is that it seeks to be actionable. It offers a dynamic progression of purpose-driven ignition points that you can act upon. What you will learn Train your organization to transition from being data-driven to being value-driven Navigate and master the big data business model maturity index Learn a methodology for determining the economic

value of your data and analytics Understand how AI and machine learning can create analytics assets that appreciate in value the more that they are used Become aware of digital transformation misconceptions and pitfalls Create empowered and dynamic teams that fuel your organization's digital transformation Who this book is for This book is designed to benefit everyone from students who aspire to study the economic fundamentals behind data and digital transformation to established business leaders and professionals who want to learn how to leverage data and analytics to accelerate their business careers.

The Digital Matrix - Venkat Venkatraman
2017-02-09

Is your business ready to win in the digital future—or destined to be disrupted? Ambitious digital-driven startups are now creating and cornering new markets in every sector. And yet, most legacy businesses continue to operate by old playbooks. Most are not keeping pace with the changes in their industry, let alone leading the way—what is yours doing? The Digital Matrix will help you understand the three types of players that are shaping the new business landscape; the three phases of transformation that every firm will encounter on its journey to business reinvention; and the three winning moves that will ensure your company's success along the way. With The Digital Matrix, you will: Learn to navigate the world of digital ecosystems. Discover ways of competing and collaborating with other companies to create and capture value. Realize how powerful machines can amplify your company's human talent. Learn to assemble the team to experiment with new ideas, re-examine your core beliefs, and reinvent your business rulebook for the digital future. The future of every industry is digital, and that future is closer than you think. Do you understand where your business fits into the bigger picture? Are you ready to maximize your opportunities? Packed with current case studies and practical experience-based advice, The Digital Matrix shows you how to rethink your business model from the outside in, assemble the right team for the journey ahead, and make bold strategic choices along the three phases of digital transformation. Your company's future depends

on its ability to harness digital technology. Don't wait!

The Technology Fallacy - Gerald C. Kane
2019-04-16

Why an organization's response to digital disruption should focus on people and processes and not necessarily on technology. Digital technologies are disrupting organizations of every size and shape, leaving managers scrambling to find a technology fix that will help their organizations compete. This book offers managers and business leaders a guide for surviving digital disruptions—but it is not a book about technology. It is about the organizational changes required to harness the power of technology. The authors argue that digital disruption is primarily about people and that effective digital transformation involves changes to organizational dynamics and how work gets done. A focus only on selecting and implementing the right digital technologies is not likely to lead to success. The best way to respond to digital disruption is by changing the company culture to be more agile, risk tolerant, and experimental. The authors draw on four years of research, conducted in partnership with MIT Sloan Management Review and Deloitte, surveying more than 16,000 people and conducting interviews with managers at such companies as Walmart, Google, and Salesforce. They introduce the concept of digital maturity—the ability to take advantage of opportunities offered by the new technology—and address the specifics of digital transformation, including cultivating a digital environment, enabling intentional collaboration, and fostering an experimental mindset. Every organization needs to understand its “digital DNA” in order to stop “doing digital” and start “being digital.” Digital disruption won't end anytime soon; the average worker will probably experience numerous waves of disruption during the course of a career. The insights offered by The Technology Fallacy will hold true through them all. A book in the Management on the Cutting Edge series, published in cooperation with MIT Sloan Management Review.

The Digital Transformation Playbook - David L. Rogers 2016

A practical action plan for businesses seeking to adapt and grow in today's digital market.

What's Your Digital Business Model? - Peter Weill 2018-04-17

Digital transformation is not about technology--it's about change. In the rapidly changing digital economy, you can't succeed by merely tweaking management practices that led to past success. And yet, while many leaders and managers recognize the threat from digital--and the potential opportunity--they lack a common language and compelling framework to help them assess it and guide them in responding. They don't know how to think about their digital business model. In this concise, practical book, MIT digital research leaders Peter Weill and Stephanie Woerner provide a powerful yet straightforward framework that has been field-tested globally with dozens of senior management teams. Based on years of study at the MIT Center for Information Systems Research (CISR), the authors find that digitization is moving companies' business models on two dimensions: from value chains to digital ecosystems, and from a fuzzy understanding of the needs of end customers to a sharper one. Looking at these dimensions in combination results in four distinct business models, each with different capabilities. The book then sets out six driving questions, in separate chapters, that help managers and executives clarify where they are currently in an increasingly digital business landscape and highlight what's needed to move toward a higher-value digital business model. Filled with straightforward self-assessments, motivating examples, and sharp financial analyses of where profits are made, this smart book will help you tackle the threats, leverage the opportunities, and create winning digital strategies.

Digital Transformation Game Plan - Gary O'Brien 2019-10-30

The Digital Age is having a broad and profound impact on companies and entire industries. Rather than simply automate or embed digital technology into existing offerings, your business needs to rethink everything. In this practical book, three ThoughtWorks professionals provide a game plan to help your business through this transformation, along with technical concepts that you need to know to be an effective leader in a modern digital business. Chock-full of practical advice and case studies that show how

businesses have transitioned, this book reveals lessons learned in guiding companies through digital transformation. While there's no silver bullet available, you'll discover effective ways to create lasting change at your organization. With this book, you'll discover how to: Realign the business and operating architecture to focus on customer value Build a more responsive and agile organization to deal with speed and ambiguity Build next generation technology capability as a core differentiator

Digital Transformation - Lindsay Herbert 2017-10-19

One book for the entire journey: How to digitally transform your organization Innovation in the face of major external change is critical for any organization's success, but attempting to do so often leads to more questions than actions: Where do you start? How do you get the right resources? How should work be implemented? What data should you measure? For the first time, these questions are answered in a single book that covers the end-to-end execution of digital transformation - from leadership-level strategy, to on-the-ground team implementation. With the biggest revelation of all, Herbert argues, being that true digital transformation only needs to happen once because, at its core, it means becoming more adaptive to change itself. Featuring the 'how to' of digital transformation devised from successes across every sector, Herbert distills it into five actionable stages. These stages act as a repeatable framework for continual innovation, allowing you to produce results immediately and grow change incrementally across your organization. In Digital Transformation, Herbert draws on her own experiences in leading change and innovation programmes globally, as well as featuring insights from experts and leaders from organizations as diverse as the World Wildlife Fund, Morgan Stanley, Royal Caribbean Cruises, the United Nations High Commission for Refugees, the Rijksmuseum, the American Cancer Society, The Guardian, Harvard University, and many others.

The Digital Transformation Playbook - David L. Rogers 2016-04-05

Rethink your business for the digital age. Every business begun before the Internet now faces the same challenge: How to transform to

compete in a digital economy? Globally recognized digital expert David L. Rogers argues that digital transformation is not about updating your technology but about upgrading your strategic thinking. Based on Rogers's decade of research and teaching at Columbia Business School, and his consulting for businesses around the world, *The Digital Transformation Playbook* shows how pre-digital-era companies can reinvigorate their game plans and capture the new opportunities of the digital world. Rogers shows why traditional businesses need to rethink their underlying assumptions in five domains of strategy—customers, competition, data, innovation, and value. He reveals how to harness customer networks, platforms, big data, rapid experimentation, and disruptive business models—and how to integrate these into your existing business and organization. Rogers illustrates every strategy in this playbook with real-world case studies, from Google to GE, from Airbnb to the New York Times. With practical frameworks and nine step-by-step planning tools, he distills the lessons of today's greatest digital innovators and makes them usable for businesses at any stage. Many books offer advice for digital start-ups, but *The Digital Transformation Playbook* is the first complete treatment of how legacy businesses can transform to thrive in the digital age. It is an indispensable guide for executives looking to take their firms to the next stage of profitable growth.

How to Go Digital - MIT Sloan Management Review 2018-02-16

Advice on how companies can succeed in the new digital business environment. The most important skills a leader needs to succeed in a digital environment are not technical in nature but managerial—strategic vision, forward-looking perspective, change-oriented mindset. A company's digital transformation does not involve abandoning widget-making for app developing or pursuing “disruption” at the cost of stability. Rather, it is about adopting business processes and practices that position organizations to compete effectively in the digital environment. More important than technology implementation are strategy, talent management, organizational structure, and leadership aligned for the digital world. How to

Go Digital offers advice from management experts on how to steer your company into the digital future. The book will put you on the right strategic path, with articles from MIT Sloan Management Review on developing a digital strategy, reframing growth for a digital world, monetizing data, and generating sustainable value from social media. Talent acquisition and retention are addressed, with articles on HR analytics, data translators, and enabling employees to become brand ambassadors outside of the office. Operational makeovers are discussed in terms of sales, services, new technologies, and innovation. Contributors Allan Alter, Stephen J. Andriole, Bart Baesens, Gloria Barczak, Cynthia M. Beath, Alpheus Bingham, Didier Bonnet, Chris Brady, Joseph Byrum, Marina Candi, Manuel Cebrian, Marie-Cécile Cervellon, Simon Chadwick, Sophie De Winne, Mike Forde, Gerald C. Kane, Rahul Kapoor, David Kiron, Thomas Klueter, Mary C. Lacity, Rikard Lindgren, Pamela Lirio, Tucker J. Marion, Lars Mathiassen, Pete Maulik, Paul Michelman, Narendra Mulani, Pierre Nanterme, Doug Palmer, Alex “Sandy” Pentland, Anh Nguyen Phillips, Frank T. Piller, Iyad Rahwan, Deborah L. Roberts, Jeanne W. Ross, Ina M. Sebastian, Luc Sels, James E. Short, Fredrik Svahn, Steve Todd, Leslie P. Willcocks, H. James Wilson, Barbara H. Wixom

[Leading Digital](#) - George Westerman 2014-09-23
Become a Digital Master—No Matter What Business You're In If you think the phrase “going digital” is only relevant for industries like tech, media, and entertainment—think again. In fact, mobile, analytics, social media, sensors, and cloud computing have already fundamentally changed the entire business landscape as we know it—including your industry. The problem is that most accounts of digital in business focus on Silicon Valley stars and tech start-ups. But what about the other 90-plus percent of the economy? In *Leading Digital*, authors George Westerman, Didier Bonnet, and Andrew McAfee highlight how large companies in traditional industries—from finance to manufacturing to pharmaceuticals—are using digital to gain strategic advantage. They illuminate the principles and practices that lead to successful digital transformation. Based on a study of more than four hundred global firms, including Asian

Paints, Burberry, Caesars Entertainment, Codelco, Lloyds Banking Group, Nike, and Pernod Ricard, the book shows what it takes to become a Digital Master. It explains successful transformation in a clear, two-part framework: where to invest in digital capabilities, and how to lead the transformation. Within these parts, you'll learn:

- How to engage better with your customers
- How to digitally enhance operations
- How to create a digital vision
- How to govern your digital activities

The book also includes an extensive step-by-step transformation playbook for leaders to follow. *Leading Digital* is the must-have guide to help your organization survive and thrive in the new, digitally powered, global economy.

The 90% Solution - David L. Rogers 2006-10-06
The 90% Solution is about understanding the most important factors impacting today's stock market, how they influence performance—and how they can be used to produce higher returns. In it, author David Rogers challenges traditional investment strategies, then points the way to new and alternative investment methods that can help you rise above the “expectations for mediocrity” that seem to dominate conventional investment thinking.

Hacking Digital: Best Practices to Implement and Accelerate Your Business Transformation - Michael Wade 2021-09-28

Improve your business performance through digital transformation. Digital transformation has become commonplace across public and private sector organizations, and yet most struggle to achieve tangible results from it. Many make avoidable mistakes or fall into simple traps along the way. Written by a team of global digital transformation thought leaders, *Hacking Digital* provides practical advice and information that you need to successfully transform your organization. *Hacking Digital* is organized into six easy-to-follow sections:

- Initiating Your Digital Transformation
- Setting Up the Right Organizational Dynamics
- Working with the Outside World
- Creating Value in New Ways
- Leading People and Organizations
- Anchoring and Sustaining Performance

How do you create a sense of urgency? How do you set up digital governance? How do you create successful digital offerings? How do you manage the relationship between digital transformation and

IT? How do you scale digital initiatives? *Hacking Digital* answers these and many other questions you need to transform your organization and seize a competitive edge for years to come.

www.hackingdigital.org

Why Digital Transformations Fail - Tony Saldanha 2019-07-23

Former Procter & Gamble Vice President for IT and Shared Services, Tony Saldanha gives you the keys to a successful digital transformation: a proven five-stage model and a disciplined process for executing it. Digital transformation is more important than ever now that we're in the Fourth Industrial Revolution, where the lines between the physical, digital, and biological worlds are becoming ever more blurred. But fully 70 percent of digital transformations fail. Why? Tony Saldanha, a globally awarded industry thought-leader who led operations around the world and major digital changes at Procter & Gamble, discovered it's not due to innovation or technological problems. Rather, the devil is in the details: a lack of clear goals and a disciplined process for achieving them. In this book, Saldanha lays out a five-stage process for moving from digitally automating processes here and there to making digital technology the very backbone of your company. For each of these five stages, Saldanha describes two associated disciplines vital to the success of that stage and a checklist of questions to keep you on track. You want to disrupt before you are disrupted—be the next Netflix, not the next Blockbuster. Using dozens of case studies and his own considerable experience, Saldanha shows how digital transformation can be made routinely successful, and instead of representing an existential threat, it will become the opportunity of a lifetime.

Digital Transformation Now! - Daniel R. A. Schallmo 2018-01-12

Is digitalization a value-added approach? Global leaders believe so, and this book reveals how to digitally transform your business model and compete in today's economy. It presents a roadmap consisting of five phases; Digital Reality, Digital Ambition, Digital Potential, Digital Fit, and Digital Implementation, each with step-by-step instructions as well as innovative activities and tools. This is a timely book offering professionals a concise, tried-and-

trusted guide to the digital transformation of business models.

Digital to the Core - Mark Raskino 2016-09-12

There is no simple strategic method for dealing with the multidimensional nature of digital change. Even the sharpest leaders can become disoriented as change builds on change, leaving almost nothing certain. Yet to stand still is to fail. Enterprises and leaders must re-master themselves to succeed. Leaders must identify the key macro forces, then lead their organizations at three distinct levels: industry, enterprise, and self. By doing this they cannot only survive but clean up. *Digital to the Core* makes the case that all business leaders must understand the impact the digital revolution will continue to play in their industries, companies, and leadership style and practices. Drawing on interviews with over 30 top C-level executives in some of the world's most powerful companies and government organizations, including GE, Ford, Tory Burch, Babolat, McDonalds, Publicis and UK Government Digital Service, this book delivers practical insights from those on the front lines of major digital upheaval. The authors incorporate Gartner's annual CIO and CEO global survey research and also apply the deep knowledge and qualitative insights they have acquired as practitioners, management researchers, and advisors over decades in the business. Above all else, Raskino and Waller want companies and their top leaders to understand the full impact of digital change and integrate it at the core of their businesses.

Discourse and Digital Practices - Rodney H Jones 2015-02-11

Discourse and Digital Practices shows how tools from discourse analysis can be used to help us understand new communication practices associated with digital media, from video gaming and social networking to apps and photo sharing. This cutting-edge book: draws together fourteen eminent scholars in the field including James Paul Gee, David Barton, Ilana Snyder, Phil Benson, Victoria Carrington, Guy Merchant, Camilla Vasquez, Neil Selwyn and Rodney Jones answers the central question: "How does discourse analysis enable us to understand digital practices?" addresses a different type of digital media in each chapter demonstrates how digital practices and the associated new

technologies challenge discourse analysts to adapt traditional analytic tools and formulate new theories and methodologies examines digital practices from a wide variety of approaches including textual analysis, conversation analysis, interactional sociolinguistics, multimodal discourse analysis, object ethnography, geosemiotics, and critical discourse analysis. *Discourse and Digital Practices* will be of interest to advanced students studying courses on digital literacies or language and digital practices.

Agile Strategy Management in the Digital Age - David Wiraeus 2018-08-11

In a world of rapid and unpredictable change, the problem with strategic planning is that if you follow your plan through to the end, you will get exactly what you used to want. What you need is a framework for planning and implementing a strategy that is agile enough to adapt to a dynamic environment but focused enough to deliver. That framework is the Dynamic Balanced Scorecard. The original Balanced Scorecard system has proven the most popular, successful and enduring framework for strategy execution over the last 25 years. Comprising a Strategy Map and a scorecard of KPIs, targets and initiatives, the framework helped organizations distil a strategy into actionable components and measure progress towards a strategic vision, while also implementing and monitoring the actions that drove change. However, for all its success, the Balanced Scorecard system now needs to evolve for the digital age. Until now, building the system, rolling it out enterprise-wide and adapting it to external changes has been a lengthy process. While the fundamental principles of the system are still sound and relevant, it needs to become nimbler and more responsive. The book provides a step-by-step guide to agile strategy management: from formulation to implementation to learning and adapting. For each of the steps, the book explains how Dynamic Balanced Scorecards, fit for the digital age, are built and deployed.

Insurance 4.0 - Bernardo Nicoletti 2020-10-31

Industry 4.0 has spread globally since its inception in 2011, now encompassing many sectors, including its diffusion in the field of financial services. By combining information

technology and automation, it is now canvassing the insurance sector, which is in dire need of digital transformation. This book presents a business model of Insurance 4.0 by detailing its implementation in processes, platforms, persons, and partnerships of the insurance companies alongside looking at future developments. Filled with business cases in insurance companies and financial services, this book will be of interest to those academics and researchers of insurance, financial technology, and digital transformation, alongside executives and managers of insurance companies.

Shaping the Digital Enterprise - Gerhard Oswald 2016-09-26

This book sheds light on cross-industry and industry-specific trends in today's digital economy. Prepared by a group of international researchers, experts and practitioners under the auspices of SAP's Digital Thought Leadership & Enablement team within SAP's Business Transformation Services (BTS) unit, the book furthermore presents relevant use cases in digital transformation and innovation. The book argues that breakthrough technologies have matured and hit scale together, enabling five defining trends: hyper-connectivity, supercomputing, cloud computing, a smarter world, and cyber security. It presents in detail how companies are now reimagining their products and services, business models and processes, showcasing how every business today is a digital business. Digitalization, defined as the process of moving to a digital business, is no longer a choice but an imperative for all businesses across all industries and regions. Taking a step toward becoming a digital enterprise is demanding and challenging. The dimensions of customer centricity, leadership and strategy, business models, including offerings (products and services), processes, structure and governance, people and skills, culture, and technology foundation can serve as orientation for digitalization. The articles in this book touch on all dimensions of this digital innovation and transformation framework and offer possible answers to some of the pressing questions that arise when practitioners seek to digitalize their business.

Fightback - Felix Staeritz 2020-01-23

The era of digitalization threatens the very core

of business as usual for established corporations. We are at a critical time for most incumbent companies, as existing business models are failing, and corporations struggle to adapt to technological change. Current approaches often appear unstructured and are simply not radical enough. This book offers cutting-edge insights into how you can set up an operating model that leverages valuable assets of corporations and entrepreneurs who are masters of technological speed and agility. *Fightback* will help leaders of large organizations to incorporate a platform and ecosystem strategy in their corporate strategy, create a portfolio of digital ventures and be relentless in execution, ultimately helping them to survive and thrive in the future. *Fightback* is part of a movement of some of the world's leading entrepreneurs, corporate executives, academics and policy-makers who are driving the next wave of innovation.

Designed for Digital - Jeanne W. Ross 2019-09-24

Practical advice for redesigning "big, old" companies for digital success, with examples from Amazon, BNY Mellon, LEGO, Philips, USAA, and many other global organizations. Most established companies have deployed such digital technologies as the cloud, mobile apps, the internet of things, and artificial intelligence. But few established companies are designed for digital. This book offers an essential guide for retooling organizations for digital success. In the digital economy, rapid pace of change in technology capabilities and customer desires means that business strategy must be fluid. As a result, the authors explain, business design has become a critical management responsibility. Effective business design enables a company to quickly pivot in response to new competitive threats and opportunities. Most leaders today, however, rely on organizational structure to implement strategy, unaware that structure inhibits, rather than enables, agility. In companies that are designed for digital, people, processes, data, and technology are synchronized to identify and deliver innovative customer solutions—and redefine strategy. Digital design, not strategy, is what separates winners from losers in the digital economy. *Designed for Digital* offers practical advice on digital transformation, with examples that

include Amazon, BNY Mellon, DBS Bank, LEGO, Philips, Schneider Electric, USAA, and many other global organizations. Drawing on five years of research and in-depth case studies, the book is an essential guide for companies that want to disrupt rather than be disrupted in the new digital landscape. Five Building Blocks of Digital Business Success Shared Customer Insights Operational Backbone Digital Platform Accountability Framework External Developer Platform

Goliath's Revenge - Todd Hewlin 2019-02-12
Harness your company's incumbent advantages to win the digital disruption game Goliath's Revenge is the practical guide for how executives and aspiring leaders of established companies can run the Silicon Valley playbook for themselves and capitalize on digital disruption. Technologies like artificial intelligence, robotics, internet of things, blockchain, and immersive experiences are changing the basis of competition in every industry. New competitors are emerging while traditional ones are falling behind. Periods of intense change provide remarkable opportunities. Goliath's Revenge delivers an insider's view of how industry leaders like General Motors, NASA, The Weather Channel, Hitachi, Mastercard, Proctor & Gamble, Penn Medicine, Discovery, and Cisco are accelerating innovation, building new skills, and disrupting themselves to come out stronger in this post-digital age. Learn how to leverage your company's scale, reach, data, and expertise to launch breakthrough offerings that fend off attackers and secure your position as a future industry leader. Using real success cases and recommendations, this invaluable resource shows how to realign your business model, reset your talent development priorities, and retake market share lost to digital-ready competitors. Drawing from extensive experience in digital transformation, leadership development, and strategic planning, the authors show how established companies can switch from defense to offense to thrive in this new digital environment. Learn the six new rules that separate winners from losers in the age of digital disruption Prioritize your innovation investments to rebuild your competitive moat Employ smart cannibalization to defend your core business

Deliver step-change customer outcomes to grow into adjacent markets Reframe your purpose and make talent the centerpiece of your digital innovation strategy Goliath's Revenge is a must-read for business leaders and innovators in small, mid-sized, and large organizations trying to win the digital disruption game. This book helps you reset both your company strategy and professional development priorities for long-term success.

A Modern Playbook of Digital Transformation - Amitabh P. Mishra 2019-09-01

In order for successful business transformation to occur, there's an inner transformation that must happen. The innumerable professional forces that tug pell-mell from every imaginable quarter, need to be organized and personal demons exorcized or at least managed. This book takes you through the transformative journey of Dillon, the presumptive head of Digital in one of the world's largest footwear manufacturers, his private and professional struggle and victory. This modern parable answers the quintessential question: What makes a leader great? Read the step-by-step digital transformation execution plan, complete with tools, artefacts, lessons, pitfalls to avoid and best practices from the industry. If you've ever wished for a book that didn't shy away from delving into the 'how' of the execution journey, and while doing so took you on an enjoyable roller coaster ride, look no further. Grab this!

The Network Is Your Customer - David L. Rogers 2014-05-14

"An incredibly useful and valuable guidebook to the new consumer economy. Buy it. Learn from it. Succeed with it."--Jeff Jarvis, author of "What Would Google Do " "This is the stuff that every business and nonprofit needs to embrace if they're going to succeed in a changing world."--Vivian Schiller, CEO of NPR With clear analysis and practical frameworks, this book provides a strategic guide that any business or nonprofit can use to succeed in the digital age. Marketing expert David Rogers examines how digital technologies--from smartphones to social networks--connect us in frameworks that transform our relationships to business and each other. To thrive today, organizations need new strategies--strategies designed for customer

networks. Rogers offers five strategies that any business can use to create new value: ACCESS--be faster, be easier, be everywhere, be always on ENGAGE--become a source of valued content CUSTOMIZE--make your offering adaptable to your customer's needs CONNECT--become a part of your customers' conversations COLLABORATE--involve your customers at every stage of your enterprise Rogers explains these five strategies with over 100 cases from every type and size of business--from shoes to news, and software to healthcare. In "The Network Is Your Customer," he shows: How Apple harnessed a host of collaborators to write apps for its iPhone How IBM designed a videogame to help sell its enterprise software How Ford Motors inspired an online community to build brand awareness for its new Fiesta...and countless other cases from consumer, b2b, and nonprofit categories. The book outlines a process for planning and implementing a customer network strategy to match "your" customers, "your" business, and "your" objectives--whether you need to drive sales, to enhance innovation, to reduce costs, to gain customer insight, or to build breakthrough products and services. Because today, whatever your goals and whatever your business, the network is your customer.

[Building the Agile Business through Digital Transformation](#) - Neil Perkin 2021-06-03

How can businesses transform to achieve competitive advantage in a digital-enabled world? How can managers and leaders create a culture that supports lasting change through these transformations? Building the Agile Business through Digital Transformation is an in-depth guide for all those needing to better understand, implement and lead digital transformation in the workplace. It sets aside traditional thinking and outdated strategies to explain what steps need to be taken for an organization to become truly agile, embed innovation and develop talent to succeed. This majorly revised second edition of Building the Agile Business through Digital Transformation contains new material on the culture and mindset challenges of shifting at scale from linear to agile working, and using data effectively in organizational decision-making. Full of practical advice, examples and real-life

insights from organizations at the leading edge of digital transformation including AirBnb, Amazon and Google, this book is an essential guide to driving success by becoming an agile and digital native business.

Reinvent Your Business Model - Mark W. Johnson 2018-06-19

Named a Top 10 Business Strategy Book of 2018 by Inc. magazine In his pioneering book Seizing the White Space, Mark W. Johnson argued that business model innovation is the most proven path to transformational growth. Since then, Uber, Airbnb, and other startups have disrupted whole industries; incumbents such as Blockbuster, Sears, Toys "R" Us, and BlackBerry have fallen by the wayside; and digital transformation has become one of the business world's hottest (and least understood) slogans. Nearly a decade later, the art and science of business model innovation is more relevant than ever. In this revised, updated, and newly titled edition, Johnson provides an eminently practical framework for understanding how a business model actually works. Identifying its four fundamental building blocks, he lays out a structured and repeatable process for reinventing an existing business model or creating a new one and then incubating and scaling it into a profitable and thriving enterprise. In a new chapter on digital transformation, he shows how serial transformers like Amazon leverage business model innovation so successfully. With rich new case studies of companies that have achieved new success and postmortems of those that haven't, Reinvent Your Business Model will show you how to: Determine if and when your organization needs a new business model Identify powerful new opportunities to serve your existing customers in existing markets Reach entirely new customers and create new markets through disruptive business models and products Seize opportunities for growth opened up by tectonic shifts in market demand, government policy, and technologies Make business model innovation a more predictable discipline inside your organization Business model innovation has the power to reshape whole industries--including retail, aviation, media, and technology--redistributing billions of dollars of value. This book gives you the tools to

reshape your own company for enduring success. Reinvent Your Business Model is the strategic innovation playbook you need now and in the future.

Driving Digital Strategy - Sunil Gupta
2018-07-24

Digital transformation is no longer news--it's a necessity. Despite the widespread threat of disruption, many large companies in traditional industries have succeeded at digitizing their businesses in truly transformative ways. The New York Times, formerly a bastion of traditional media, has created a thriving digital product behind a carefully designed paywall. Best Buy has transformed its business in the face of Amazon's threat. John Deere has formed a data-analysis arm to complement its farm-equipment business. And Goldman Sachs and many others are using digital technologies to reimagine their businesses. In *Driving Digital Strategy*, Harvard Business School professor Sunil Gupta provides an actionable framework for following their lead. For over a decade, Gupta has studied digital transformation at Fortune 500 companies. He knows what works and what doesn't. Merely dabbling in digital or launching a small independent unit, which many companies do, will not bring success. Instead you need to fundamentally change the core of your business and ensure that your digital strategy touches all aspects of your organization: your business model, value chain, customer relationships, and company culture. Gupta covers each aspect in vivid detail while providing navigation tips and best practices along the way. Filled with rich and illuminating case studies of companies at the forefront of digital transformation, *Driving Digital Strategy* is the comprehensive guide you need to take full advantage of the limitless opportunities the digital age provides.

There's No Business That's Not Show Business - David L. Rogers 2003-06-24

Say goodbye to "business as usual"--to succeed today you need show business! How do you market in today's "experience culture"--as conventional advertising grows increasingly ineffective, and customers grow increasingly independent? Companies and brands from Altoids to Volkswagen have discovered the answer: bring show business into your business!

There's No Business That's Not Show Business demonstrates how to use "show biz" techniques to cut through the clutter, engage your customers personally, differentiate your product or brand--and create real, long--term value. These techniques can be adapted for any product, service, or market--consumer or B2B. You'll learn how to clearly identify strategic objectives and expected outcomes; target your high--value customers; ensure that "show biz" marketing promotes your core brand message; extend your impact via PR and CRM; and, above all, achieve quantifiable results.

Beyond Digital - Paul Leinwand 2021-12-21
Two world-renowned strategists detail the seven leadership imperatives for transforming companies in the new digital era. Digital transformation is critical. But winning in today's world requires more than digitization. It requires understanding that the nature of competitive advantage has shifted—and that being digital is not enough. In *Beyond Digital*, Paul Leinwand and Matt Mani from Strategy&, PwC's global strategy consulting business, take readers inside twelve companies and how they have navigated through this monumental shift: from Philips's reinvention from a broad conglomerate to a focused health technology player, to Cleveland Clinic's engagement with its broader ecosystem to improve and expand its leading patient care to more locations around the world, to Microsoft's overhaul of its global commercial business to drive customer outcomes. Other case studies include Adobe, Citigroup, Eli Lilly, Hitachi, Honeywell, Inditex, Komatsu, STC Pay, and Titan. Building on a major new body of research, the authors identify the seven imperatives that leaders must follow as the digital age continues to evolve: Reimagine your company's place in the world Embrace and create value via ecosystems Build a system of privileged insights with your customers Make your organization outcome-oriented Invert the focus of your leadership team Reinvent the social contract with your people Disrupt your own leadership approach Together, these seven imperatives comprise a playbook for how leaders can define a bolder purpose and transform their organizations.

Business Process Management Cases - Jan vom Brocke 2017-08-10

This book is the first to present a rich selection of over 30 real-world cases of how leading organizations conduct Business Process Management (BPM). The cases stem from a diverse set of industry sectors and countries on different continents, reporting on best practices and lessons learned. The book showcases how BPM can contribute to both exploitation and exploration in a digital world. All cases are presented using a uniform structure in order to provide valuable insights and essential guidance for students and practitioners.

HBR's 10 Must Reads on Leading Digital Transformation (with bonus article "How Apple Is Organized for Innovation" by Joel M. Podolny and Morten T. Hansen) - Harvard Business Review 2021-09-07

Become a digital-first organization—and avoid disruption. If you read nothing else on the principles and practices that lead to successful digital transformation, read these 10 articles. We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you reinvent your digital strategy, overcome barriers to change, and win in the continuously connected world. This book will inspire you to: Devise an industry-transforming business model Minimize risk using discovery-driven transformation Leverage torrents of data more strategically Prepare your employees for the future of work Prioritize the right initiatives Compete in the age of AI This collection of articles includes "Discovery-Driven Digital Transformation," by Rita McGrath and Ryan McManus; "The Transformative Business Model," by Stelios Kavadias, Kostas Ladas, and

Christoph Loch; "Digital Doesn't Have to Be Disruptive," by Nathan Furr and Andrew Shipilov; "What's Your Data Strategy?," by Leandro DalleMule and Thomas H. Davenport; "Competing in the Age of AI," by Marco Iansiti and Karim R. Lakhani; "Building the AI-Powered Organization," by Tim Fountaine, Brian McCarthy, and Tamim Saleh; "How Smart, Connected Products Are Transforming Companies," by Michael E. Porter and James E. Heppelmann; "The Age of Continuous Connection," by Nicolaj Siggelkow and Christian Terwiesch; "The Problem with Legacy Ecosystems," by Maxwell Wessel, Aaron Levie, and Robert Siegel; "Your Workforce Is More Adaptable Than You Think," by Joseph B. Fuller, Judith K. Wallenstein, Manjari Raman, and Alice de Chalendar; "How Apple Is Organized for Innovation," by Joel M. Podolny and Morten T. Hansen; and "Digital Transformation Comes Down to Talent in Four Key Areas," by Thomas H. Davenport and Thomas C. Redman. HBR's 10 Must Reads paperback series is the definitive collection of books for new and experienced leaders alike. Leaders looking for the inspiration that big ideas provide, both to accelerate their own growth and that of their companies, should look no further. HBR's 10 Must Reads series focuses on the core topics that every ambitious manager needs to know: leadership, strategy, change, managing people, and managing yourself. Harvard Business Review has sorted through hundreds of articles and selected only the most essential reading on each topic. Each title includes timeless advice that will be relevant regardless of an ever-changing business environment.