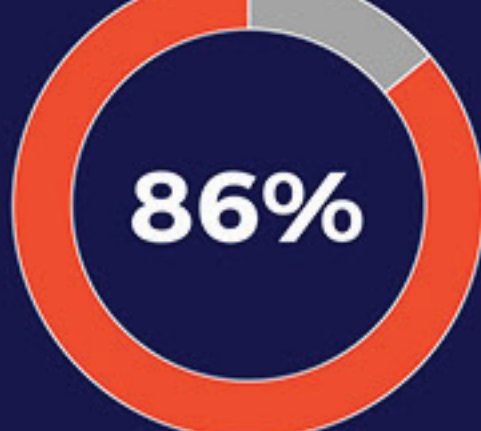


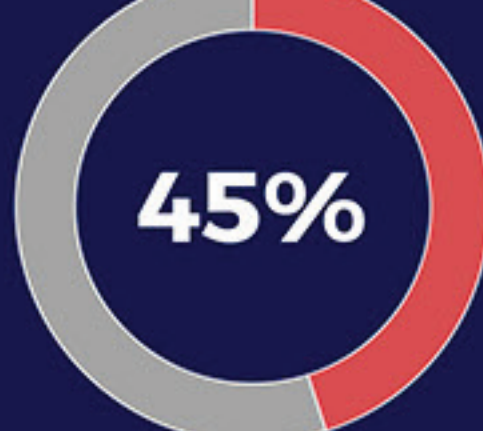
PROCUREMENT'S DIGITAL TRANSFORMATION

A TOP FOCUS FOR CPOs IN 2021

Trends indicate an urgency to achieve rapid Digitalization to improve efficiency and effectiveness. Digital tools enable you to streamline internal and external collaboration. Yet, gaps remain in implementation, adoption, and overall value generation.



86% of CPOs rank **DIGITAL TRANSFORMATION** as a **HIGH PRIORITY**



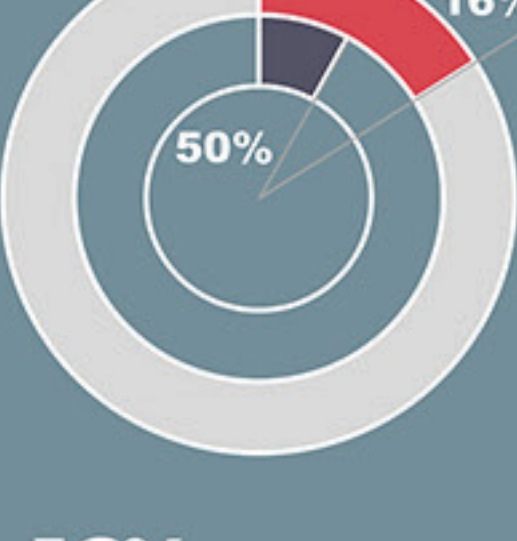
45% of respondents are **NOT SATISFIED** with the **PROGRESS OF DIGITALIZATION**

Enable Better Adoption By Focusing on User Experience and Simplicity

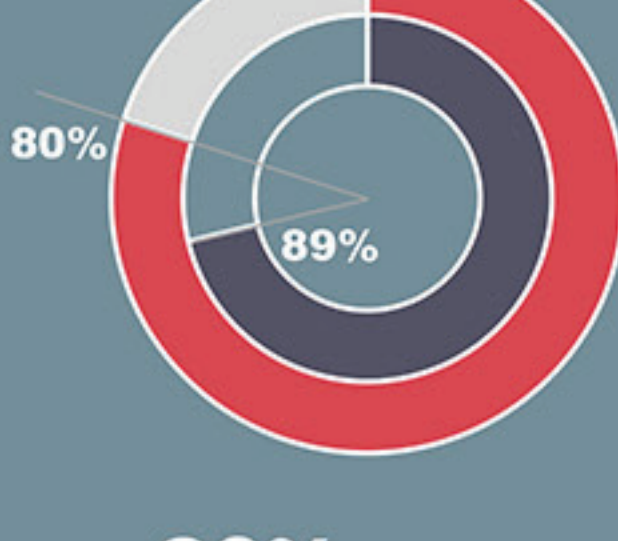
One goal of transformation should be to enable uniformity of experience, technologies, operations This requires unification of organizations and systems that, in many cases, developed and grew in technology and functional silos...and unification of responsibility, strategy and expectations, in addition to unification of technologies and services.

***ISG Provider Lens™**

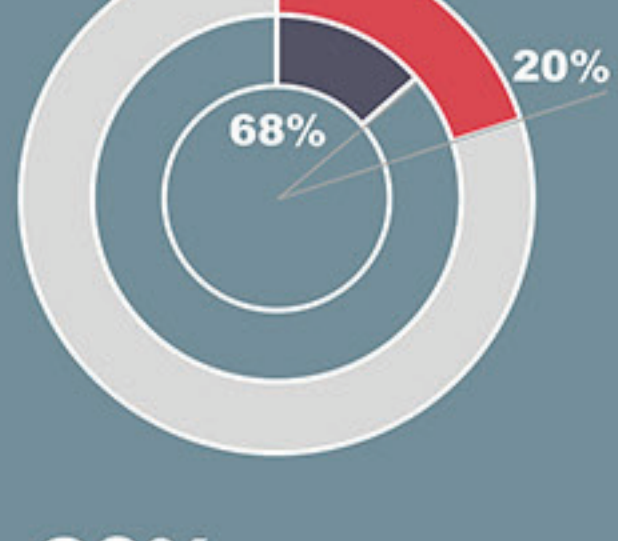
Process and operating model redesign are critical to implementing new technologies effectively. Without an ecosystem approach, even core systems face low adoption and performance gaps.



16% implemented advanced analytics program, **50%** of them are **NOT** fully satisfied



80% digitalized their P2P process, **89%** of them are **NOT** fully satisfied



20% implemented automation, **68%** of them are **NOT** fully satisfied

WHERE WILL CPOs INVEST THE MOST IN 2021?

Global CPOs ranked their key priorities and investments in this year's Procurement Pulse Check Survey. CPOs are allocating new investments across:

- Implementing new technologies
- Optimizing and improving existing digital investments
- Improving overall digital transformation progress



NEW DIGITAL INVESTMENTS RANKED AS PRIORITY IN 2021

Overall Digital Transformation (support, planning, services)

30% of CPOs are making **new** investments in Digital Transformation

Analytics

18% of CPOs are making **new** investments in Advanced Analytics

Automation

20% of CPOs are making **new** investments in Automation and RPA

Knowledge Management

20% of CPOs are making **new** investments in Knowledge Management

P2P

30% of CPOs are making **new** investments in their P2P infrastructure

DIGITAL IS NOT A STRATEGY

Your digital tools are enablers, not a standalone strategy. The trends support this philosophy. Build a successful digital strategy by including:

- A clear mission, vision, and measurable objectives
- An impactful talent and development plan
- A digital roadmap that includes a 3 to 5 year plan
- Stakeholder alignment and change management initiatives



Ready to take your digital transformation strategy to the next level and build your own digital roadmap?

Download the Handbook: How to Build a Roadmap for Your Digital Transformation

