

Digital Scale The Playbook You Need To Transform Your Company

Only a small number of large-scale mergers & acquisitions are successful. "Exit Ahead" sets out a complete playbook on how to scale up and achieve a successful exit. Deliver unprecedented customer value and seize your competitive edge with a transformative digital supply network Digital tech has disrupted life and business as we know it, and supply chain management is no exception. But how exactly does digital transformation affect your business? What are the breakthrough technologies and their capabilities you need to know about? How will digital transformation impact skills requirements and work in general? Do you need to completely revamp your understanding of supply chain management? And most importantly: How do you get started? Digital Supply Networks provides clear answers to these and many other questions. Written by an experienced team comprised of Deloitte consultants and leading problem-driven scholars from a premier research university, this expert guide leads you through the process of improving operations building supply networks, increasing revenue, reimagining business models, and providing added value to customers, stakeholders, and society. You'll learn everything you need to know about: Stages of development, roles, capabilities, and the benefits of DSN Big data analytics including its attributes, security, and authority Machine learning, Artificial Intelligence, Blockchain, robotics, and the Internet of Things Synchronized planning, intelligent supply, and digital product development Vision, attributes, technology, and benefits of smart manufacturing, dynamic logistics, and fulfillment A playbook to guide the digital transformation journey Drawing from real world-experience and problem-driven academic research, the authors provide an in-depth account of the transformation to digitally connected supply networks. They discuss the limitations of traditional supply chains and the underlying capabilities and potential of digitally-enabled supply flows. The chapters burst with expert insights and real-life use cases grounded in tomorrow's industry needs. Success in today's hyper-competitive, fast-paced business landscape, characterized by the risk of black swan events, such as the 2020 COVID-19 global pandemic, requires the reimagination and the digitalization of complex demand-supply systems, more collaborative and connected processes, and smarter, more dynamic data-driven decision making?which can only be achieved through a fully integrated Digital Supply Network.

Learn how to succeed in the digital economy The paradigms of big business have changed. Business models that were once lucrative now seem to barely move the needle. Incumbents of the old guard find themselves superseded by new, digitally-charged, data-fuelled organisations that leverage platform-based business models. How can pre-digital businesses survive? They're loaded with resources, brand power and deeply embedded networks, they just need a new playbook. Chasing Digital is that playbook. Outlining a clear and detailed framework, this book is designed to help leaders re-design their organisation from the bottom up by leveraging their strengths to create a new competitive advantage in the digital economy. From laying the foundations of transformation: developing a considered strategy, growing a conducive culture and building a receptive organisational design; to building core digital

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capabilities: taking advantage of data, harnessing artificial intelligence and embracing appropriate platforms; to adapting the accelerators of change: navigating board expectations, mitigating potential roadblocks and making the right investments, this playbook will give you the tools and mindsets needed to not only survive but to thrive and leave a legacy for future leaders. Integrate technology into your business strategy and culture Prioritise and manage your company's digital transition Create opportunities for fast and intentional digital growth Learn how to minimise friction with stakeholders Cut through the jargon and hype, and focus on what is critical to undertaking a truly successful, company-wide, digital transformation. In a world where digital is changing everything, Chasing Digital will help your organisation to transition beyond old business models to adopt the new digital paradigm and a new era of business. Embrace the chase.

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.

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

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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.

The legendary Silicon Valley entrepreneur examines how both business and government organizations can harness the power of disruptive technologies. Tom Siebel, the billionaire technologist and founder of Siebel Systems, discusses how four technologies—elastic cloud computing, big data, artificial intelligence, and the internet of things—are fundamentally changing how business and government will operate in the 21st century. While this profound and fast-moving transformation can appear daunting to some, Siebel shows how organizations can not only survive, but thrive in the new digital landscape. In this authoritative yet accessible book, Siebel guides readers through the technologies driving digital transformation, and demonstrates how they can strategically exploit their powerful capabilities. He shows how leading enterprises such as Enel, 3M, Royal Dutch Shell, the U.S. Department of Defense, and others are applying AI and IoT with stunning results.

In 2018, '77 Building Blocks of Digital Transformation: The Digital Capability Model' was published to help 'digital practitioners' working in the digital space. Since then, quite a few readers have suggested writing a book about digital transformation for 'the general public' interested in learning more than basics of digital transformation. That is how the book '77 Building Blocks of Digital Transformation: Simply Explained' has been created. This book is intended to deliver the key messages of 'the 77 Building Blocks' to the general public. It aims to help the general public understand 'actual practices' in the digital space. This is not a theory book that discusses the academical ideas and concepts of digital transformation, but a 'practical' field book that describes the proven digital capabilities as the building blocks of digital transformation. This book does however not fully cover the technical detail of the Maturity Model described in '77 Building Blocks of Digital transformation: The Digital Capability Model' that aims to help digital practitioners with measuring digital maturity. Instead, this book provides examples of higher maturity indicators as an introduction to the Maturity Model. If you are looking for a deep dive into the Maturity Model, refer to '77 Building Blocks of Digital transformation: The Digital Capability Model'. This book covers:

1. Digital Customer Experience Management -Digital Customer Journey Management -User Research -Usability Analysis -User Experience Designing -User Experience Testing
2. Social Interaction -Social Listening -Social Media Marketing -Social Media Servicing -Online Community Management -Rating & Review Management -Content Moderation -Social Crisis Management
3. Digital Marketing -Digital Brand Marketing -Search Engine Optimization -Paid Search -Content Targeting -Affiliate Marketing -Online Advertising -Digital Campaign Management -Lead Management -Marketing Offer Management -Email Marketing -Mobile Marketing -Marketing Automation -Conversion Rate Optimization
4. Digital Commerce -Online Merchandising -Shopping Cart & Checkout -Payments & Reconciliation -Order Management & Fulfillment -Account Management & Self-Service
5. Digital Channel Management -Channel Mix & Optimization -Cross-Business Integration -Cross-Channel Integration -Multi-Device Presentation
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Knowledge & Content Management -Knowledge Collaboration -Knowledge Base Management -Content Lifecycle Management -Digital Asset Management -Content Aggregation & Syndication -Web Content Management7. Customization & Personalization -Customer Preference Management -Customer Communication Management -Social Behaviour Management -Interaction Tracking & Management -Customer Loyalty Management -Digital Customer Services8. Digital Intelligence -Product Similarity Analytics -Customer Insights -Customer Segmentation -Conversion Analytics -Digital Marketing Effectiveness -Big Data Analytics -Web Analytics -Reporting & Dashboard9. Digital Data Management -Non-relational Data Management -Distributed Data Store Management -Enterprise Search -Master Data Management -Data Quality Management -Digital Data Policy Management10. Digital Infrastructure Management -On-Demand Provisioning -User Interaction Services -Process Integration Services -Parallel Processing Services -Federated Access Management -Digital Continuity Management11. Digital Alignment -Digital Innovation -Digital Planning -Digital Governance -Cross-Boundary Collaboration -Digital Journey Readiness12. Digital Development & Operations -Digital Program & Project Management -Digital Design Authority -Digital Capability Development -Digital Capability Introduction -Digital Service Operations -Digital Quality Management

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.

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,

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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.

Foreword by Bill Gates LinkedIn cofounder, legendary investor, and host of the award-winning Masters of Scale podcast reveals the secret to starting and scaling massively valuable companies. What entrepreneur or founder doesn't aspire to build the next Amazon, Facebook, or Airbnb? Yet those who actually manage to do so are exceedingly rare. So what separates the startups that get disrupted and disappear from the ones who grow to become global giants? The secret is blitzscaling: a set of techniques for scaling up at a dizzying pace that blows competitors out of the water. The objective of Blitzscaling is not to go from zero to one, but from one to one billion –as quickly as possible. When growing at a breakneck pace, getting to next level requires very different strategies from those that got you to where you are today. In a book inspired by their popular class at Stanford Business School, Hoffman and Yeh reveal how to navigate the necessary shifts and weather the unique challenges that arise at each stage of a company's life cycle, such as: how to design business models for igniting and sustaining relentless growth; strategies for hiring and managing; how the role of the founder and company culture must evolve as the business matures, and more. Whether your business has ten employees or ten thousand, Blitzscaling is the essential playbook for winning in a world where speed is the only competitive advantage that matters.

Bring your company into the digital era without compromising your core business In The Digital Transformer's Dilemma: How to Energize Your Core Business While Building Disruptive Products and Services, the authors show companies how to go digital while also advancing their core business. The book emphasizes how to strike a difficult balance between establishing a new (digital) business and re-vitalizing – and digitizing – the legacy business. The core of the book is focused on the actual implementation of the digital transformation across both businesses, providing concrete tips, tricks, tools and action plans across six key dimensions: Crafting a flexible organization Using technology as a driver Designing the necessary processes Building transformational

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leaders “Right-skilling” the workforce of the future Galvanizing cultural change The Digital Transformer’s Dilemma is a very visual book, filled with dozens of engaging illustrations that bring the contained concepts to life on the page. Based on 100+ interviews with senior executives at leading companies (such as Nestlé, Novartis, Volkswagen, BNP Paribas, BASF and Michelin) and smaller hidden champions, numerous illuminating case studies, and the authors’ own experience from working in international management consulting and years of academic experience, the book highlights the fundamental principles required for executives and businesspeople to transform legacy organizations into digitally empowered companies.

Delve into industrial digital transformation and learn how to implement modern business strategies powered by digital technologies as well as organization and cultural optimization

Key Features

- Identify potential industry disruptors from various business domains and emerging technologies
- Leverage existing resources to identify new avenues for generating digital revenue
- Boost digital transformation with cloud computing, big data, artificial intelligence (AI), and the Internet of Things (IoT)

Book Description

Digital transformation requires the ability to identify opportunities across industries and apply the right technologies and tools to achieve results. This book is divided into two parts with the first covering what digital transformation is and why it is important. The second part focuses on how digital transformation works. After an introduction to digital transformation, you will explore the transformation journey in logical steps and understand how to build business cases and create productivity benefit statements. Next, you'll delve into advanced topics relating to overcoming various challenges. Later, the book will take you through case studies in both private and public sector organizations. You'll explore private sector organizations such as industrial and hi-tech manufacturing in detail and get to grips with public sector organizations by learning how transformation can be achieved on a global scale and how the resident experience can be improved. In addition to this, you will understand the role of artificial intelligence, machine learning and deep learning in digital transformation. Finally, you'll discover how to create a playbook that can ensure success in digital transformation. By the end of this book, you'll be well-versed with industrial digital transformation and be able to apply your skills in the real world. What you will learn

- Get up to speed with digital transformation and its important aspects
- Explore the skills that are needed to execute the transformation
- Focus on the concepts of Digital Thread and Digital Twin
- Understand how to leverage the ecosystem for successful transformation
- Get to grips with various case studies spanning industries in both private and public sectors
- Discover how to execute transformation at a global scale
- Find out how AI delivers value in the transformation journey

Who this book is for

This book is for IT leaders, digital strategy leaders, line-of-business leaders, solution architects, and IT business partners looking for digital transformation opportunities within their organizations. Professionals from service and management consulting firms will also find this book useful. Basic knowledge of enterprise IT and some intermediate knowledge of identifying digital revenue streams or internal transformation opportunities are required to get started with this book.

How companies can adapt in an era of continuous disruption: a guide to responding to such acute crises as COVID-19. When COVID-19 hit, businesses had to respond almost instantaneously--shifting employees to remote work, repairing broken supply

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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.

ICT has had a huge impact on businesses and organizations in general, with new business models, new marketing channels, and new markets being reached using these technologies. ICT can promote new strategies and enhancers to optimize various aspects of business, but this technology also provides important tools that can empower social entrepreneurship initiatives to develop, fund, and implement new and innovative solutions to social, cultural, and environmental problems. With the upheaval caused by the COVID-19 pandemic and its subsequent impact on the economy, the methods and tools used within this field will be forever impacted. ICTs and the digital economy are huge trends that will affect organizations in several dimensions, such as how to communicate and improve performance. Thus, new perspectives and research are needed to identify the trends emerging in these fields. The Handbook of Research on Entrepreneurship, Innovation, Sustainability, and ICTs in the Post-COVID-19 Era broadens the exploitation of entrepreneurship, innovation, and ICTs in a global approach to draw attention to multidisciplinary perspectives of these contexts and their influence in modern organizations. In addition, the book explores and discusses, through innovative studies, case studies, systematic literature reviews, and reports, the key developments in digital entrepreneurship, circular economy and digitalization, digital business models, digital market and internationalization, digital economy, trends and challenges for organizations, digital entrepreneurial ecosystems, IS/ICT in organizations, social aspects of information systems, and more. This book is ideally intended for business managers, industry professionals, entrepreneurs, practitioners, stakeholders, researchers, academicians, and students looking for how business and organizations are going to shift and advance in the post-COVID-19 era.

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

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Revenge delivers an insider's view of how industry leaders like General Motors, NASA, The Weather Channel, Hitachi, Mastercard, Procter & 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.

"This book is for people worrying about their sinking ship. Based on experience, it is a guide for navigating the blockers, buzzwords and bloody-mindedness that doom any analogue organisation trapped into thinking that while the internet has changed the world, it won't change their world. Companies that grew up on the web have changed our expectations of the services we rely on. We demand simplicity, speed and low cost. Organizations founded before the Internet aren't keeping up - despite spending millions on IT, marketing and 'innovation'. This book is a guide to building a digital institution. It explains how a growing band of reformers in businesses and governments around the world have helped their organizations pivot to this new way of working, and what lessons others can learn from their experience. It is based on the authors' experience designing and helping to deliver the UK's Government Digital Service (GDS). The GDS was a new institution made responsible for the digital transformation of government, designing public services for the Internet era. It snipped £4 billion off the government's technology bill, opened up public sector contracts to thousands of new suppliers, and delivered online services so good that citizens chose to use them over the offline alternatives, without a big marketing campaign. Other countries and companies noticed, with the GDS model now being copied around the world."

A comprehensive guide for seasoned business leaders who struggle with where and how to exploit the economics of data and analytics to gain true value from data, accelerate company operations through AI, and guide their digital transformation. 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

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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.

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.

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 distils 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.

Most transformations and large-scale change programs fail, but in a rapidly changing

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world change is becoming more and more critical for survival. The HERO Transformation Playbook is your step-by-step playbook of EXACTLY how to deliver successful transformations and large-scale change programs with the best chance of success using the HERO Transformation Framework: a clear method to help you design transformation for maximum enterprise value creation and then deliver the outcome in a repeatable fashion. We built our framework through trial and error, learning from our mistakes and successes and solving common issues we came across and pitfalls that we have seen time and again. We then spent many years honing the framework, removing the fluff, distilling the concepts until it contained everything you need to succeed in the challenging world of change. In this book we teach you everything we've learned – including all of the roles, processes, meetings, governance, and templates for you to follow and apply to your transformation today - so that you can crack the code of change and lead successful transformations on your own. The more successful transformations that are delivered, the better the world will be for everyone! 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!

Digital @ Scale The Playbook You Need to Transform Your Company John Wiley & Sons

A complete and practical road map to achieving unprecedented business success through digital innovation excellence In this breakthrough book, world-renowned innovation strategist Nicholas J. Webb uncovers the secrets of the world's best innovators. And what he found is that there is a new phenomenon that he calls "Digital Innovation" which is sweeping the world. In this powerful book, Webb clearly defines innovation as "the process of delivering exceptional value through active listening." His case studies show how great organizations like Kodak, IndyCar, U.S. Army, and Southwest Airlines have used Digital Innovation to drive colossal success. Webb also discusses how Dell Computers has set up their own Digital Command Center to monitor over 70,000 keywords in over 11 languages to listen, to learn, and to

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ultimately invent world-class technologies. He predicts that Digital Innovation will replace the term Open Innovation and that ultimately every successful organization in the world will hire a Chief Listening Officer (CLO). Demystifies the hyper-complex world of Digital Innovation Presents comprehensive case examples of how organizations both large and small have deployed Digital Innovation methodologies to grow both sales and profit Shows how organizations are using digital media, Web 2.0, and social media to connect to their customer communities and internal stakeholders alike With free online training that will help you put theory into practice, The Digital Innovation Playbook prepares you to implement a Digital Innovation culture into your corporate life.

A blueprint for reinventing the core of your business Value in the next phase of the digital era will go to those companies that don't just try digital but also scale it. Digital@Scale examines what it takes for companies to break through the gravitational pull of their legacy organizations and capture the full value of digital. Digging into more than fifty detailed case studies and years of McKinsey experience and data, the authors, along with a group of expert contributors, show how companies can move beyond incremental change to transform the business where the greatest value is generated—at its core. The authors provide practical insights into the three pillars of digital transformations that successfully scale: reinventing the business model, building out a business architecture from the customer back into the organization, and establishing an 'amoeba' IT and organizational foundation that learns and evolves. This is the ideal guide for all leaders who recognize the power and promise of a digital transformation.

Build a Modern L&D Team Organizations are facing an era of rapid acceleration. As new technology and digital strategies are integrated, workers at all levels will be required to build capability much faster than before, navigating more complex systems and processes. Yet, learning and development (L&D) has lagged in this area, as too many L&D functions still focus on transactional interactions across a broad and complex portfolio while starved for resources. In L&D's Playbook for the Digital Age, Brandon Carson makes the case that it's time to reorient L&D, take a more proactive role in enabling the workforce, and create a new framework for developing skills and capabilities. L&D leaders must realize theirs is one of the most critical business functions and must be appropriately funded and resourced to realize the performance gains that are crucial to the business. L&D cannot be caught standing still and, in fact, needs a new playbook to navigate the radical and complex transformation the digital age is demanding. Stemming from the sports world, a playbook ensures the players know their roles, connect as a team, and understand the winning strategy and how to execute the game plan. For L&D, a playbook can help build alignment across the team and with stakeholders by being flexible as business needs change. Carson walks you through the steps to formulate how a new playbook could help the alignment of your L&D function—whether it's restructuring, new skilling, or rescoping. He asks readers to speak the language of business instead of the language of learning. For example, does your workforce repair aircraft or do they

Where To Download Digital Scale The Playbook You Need To Transform Your Company

enable safe flight? In other words, can you be the visionary your organization requires?

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

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?

"Everything I wish I knew when I started out as a digital campaigner."A deep dive on digital advocacy for campaigners, communicators, and strategists. In five parts:1) Digital Communications Strategy2) Email Strategy3) Action Page Strategy4) List Building & Segmentation5) Pro TipsNow more than ever, the world needs more people whose expertise is to change the world. And if those skills aren't already specialised enough, to fuel a cause in 2020 you also need to magically be an expert in online giving, digital advocacy and engagement.While there's no shortage of digital strategy advice, how much of it should non-profits pay attention to? Which ideas that sound intuitive could actually be hurting your long-term engagement? What is leading millions of potential donors and online activists to tune out over time? At Animals Australia, we put a lot of theories to

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the test and busted plenty of myths. This book outlines what worked for us in practice. And here's the truth. A decade of trial and error, research, and pushing boundaries has revealed one universal insight. The real key to building digital power has less to do with tech than it does people. It's about relationships -- forged and nurtured at scale. Tap into the power that exists when communication, design, and tech meet empathy, respect, and a supporter-centric mindset.

A strategy and implementation guide for building, deploying, and managing APIs
Key Features Comprehensive, end-to-end guide to business-driven enterprise APIs Distills years of experience with API and microservice strategies Provides detailed guidance on implementing API-led architectures in any business Book Description APIs are the cornerstone of modern, agile enterprise systems. They enable access to enterprise services from a wide variety of devices, act as a platform for innovation, and open completely new revenue streams. Enterprise API Management shows how to define the right architecture, implement the right patterns, and define the right organization model for business-driven APIs. Drawing on his experience of developing API and microservice strategies for some of the world's largest companies, Luis Weir explains how APIs deliver value across an enterprise. The book explores the architectural decisions, implementation patterns, and management practices for successful enterprise APIs, as well as providing clear, actionable advice on choosing and executing the right API strategy in your enterprise. With a relentless focus on creating business value, Luis Weir reveals an effective method for planning, building, and running business products and services with APIs. What you will learn Create API strategies to deliver business value Monetize APIs, promoting them through public marketplaces and directories Develop API-led architectures, applying best practice architecture patterns Choose between REST, GraphQL, and gRPC-style API architectures Manage APIs and microservices through the complete life cycle Deploy APIs and business products, as well as Target Operating Models Lead product-based organizations to embrace DevOps and focus on delivering business capabilities Who this book is for Architects, developers, and technology executives who want to deliver successful API strategies that bring business value.

Which kinds of companies will thrive and which will get crushed by the powerful forces in the global business landscape now at work? This groundbreaking new guide will help you adapt and change your business to thrive among digital giants, including Google, Facebook, and Amazon. Drawing on considerable original research and case studies from Wang's acclaimed firm, Constellation Research, this groundbreaking guide reveals which kinds of companies will thrive and which will get crushed by the powerful forces now at work. Ultimately, you will understand how the business world is changing in the face of extreme competition and, most importantly, you will learn how to adapt now to stay relevant and in demand. Everybody Wants to Rule the World will help you:

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Understand the power of Data-Driven Digital Networks and how they have driven the most successful companies of our time. Learn how extreme consolidation is changing the global business landscape and what this means for businesses of all types and sizes in terms of understanding where you fit in the value chain. Gain insights into what innovative companies are doing right now to position themselves in this new reality. Take your business from status quo to market leader.

Traditional banks are facing unprecedented disruption from challenger banks today. So why aren't more of them launching challenger banks of their own? Well, two high-profile examples – JP Morgan's Finn and RBS's Bo – were launched with much fanfare, but both shuttered after less than a year. In light of this, the success of TMRW digital bank by UOB, launched in Thailand in 2019 and Indonesia in 2020, is astonishing. Dr Dennis Khoo, who created TMRW, shares with us the thinking behind the design of this revolutionary undertaking. At every step of the way, he and his team went against established paradigms and bucked conventional wisdom to build ASEAN's first digital bank. Filled with visionary analysis and on-the-ground guidance, *Driving Digital Transformation* demonstrates how this success can be replicated across all industries. For any leader or organisation starting on a major digital initiative, this book is a must-read. "What makes this playbook particularly valuable is that it is written by Dennis Khoo, one of the sharpest minds in the industry." – Mary Huen, CEO, Standard Chartered Hong Kong

Available for the First Time: *The Complete Social Entrepreneur's Playbook* Covers all three phases of the start-up to scale-up process, developed with reader feedback from "one of the more unusual ebook...experiments of the year" (ThinReads) Wharton professor Ian C. MacMillan and Dr. James Thompson, director of the Wharton Social Entrepreneurship Program, provide a tough-love approach that significantly increases the likelihood of a successful social enterprise launch in the face of the high-uncertainty conditions typically encountered by social entrepreneurs. MacMillan and Thompson used their own systematic framework to publish *The Social Entrepreneur's Playbook*. To test the market, they offered the first phase in their start-up method (step 1) as a free ebook. Readers were invited to join The Social Entrepreneur's Advisory Group, and nearly 300 aspiring and active social entrepreneurs shared feedback that helped shape the complete edition of the book, which covers all three steps in the start-up to scale-up process. Based on this crowd-sourced feedback from readers of the free ebook and drawing on the authors' more than 26 years' combined experience developing and studying social enterprises in the field across Africa and in the United States, this new edition provides guidance for each phase: Phase One: Pressure Test Your Start-Up Idea. Based on the free ebook, this expanded section now includes advice on setting revenue and social impact goals, how to navigate the sociopolitical landscape, and how to develop a strong concept statement. In addition, MacMillan and Thompson provide advice on how to identify and test a proposed revenue-generating solution and define and segment your target population. Phase Two: Plan Your Social Enterprise. All new to this edition, this critical phase shows you how to frame and scope the venture,

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determine what it will take to actually deliver a sustainable enterprise, identify the key assumptions that have been made, and design checkpoints to test those assumptions before making major investments. Phase Three: Launch and Scale Your Social Enterprise. Available for the first time in this edition, you will learn how to effectively launch your enterprise, manage upside potential and downside risk, and strategically scale up. Filled with accessible frameworks and tools, as well as inspiring stories of social entrepreneurs, *The Social Entrepreneur's Playbook* is a must-read for any aspiring or active social entrepreneur, as well as philanthropists, foundations, and nonprofits interested in doing more good with fewer resources. Includes access to downloadable planning documents, including user-friendly spreadsheets

We are no longer an economy of products and services. The digital transformation demands that we focus our attention on experiences and outcomes. Business leaders and their organizations must shift to keeping promises—no matter how their customers interact with them. But organizations no longer control the conversation. In this era of social and mobile technology, customers, employees, suppliers, and partners are in direct communication with one another. Those personal networks and the brands they're passionate about influence their decision making and their spending. The workforce has changed too. Employees expect to be able to determine when and how they will work, the technology they'll use, and the values their company will espouse. Organizations can take part in this conversation only if they recognize how and where it's happening. Resisting these changes will leave executives, managers, and their companies powerless. Organizations must pivot with and ahead of these social, organizational, and technological shifts or risk being left behind. Technology guru Ray Wang shows how organizations can surf the waves of change—how they can keep their promises. Current trends, when taken seriously, require a new way of thinking about business that includes five key areas: 1. Consumerization of technology and the new C-suite 2. Data's influence in driving decisions 3. Digital marketing transformation 4. The future of work 5. Matrix commerce Digital disruption has changed how we do our work. But by mastering these trends you'll delight your customers with every interaction. *The End of Assembly Line Management* We're in the midst of a revolution. Quantum leaps in technology are enabling organizations to observe and measure people's behavior in real time, communicate internally at extraordinary speed, and innovate continuously. These new, software-driven technologies are transforming the way companies interact with their customers, employees, and other stakeholders. This is no mere tech issue. The transformation requires a complete rethinking of the way we organize and manage work. And, as software becomes ever more integrated into every product and service, making this big shift is quickly becoming the key operational challenge for businesses of all kinds. We need a management model that doesn't merely account for, but actually embraces, continuous change. Yet the truth is, most organizations continue to rely on outmoded, industrial-era operational models. They structure their teams, manage their people, and evolve their organizational cultures the way they always have. Now, organizations are emerging, and thriving, based on their capacity to sense and respond instantly to customer and employee behaviors. In *Sense and Respond*, Jeff Gothelf and Josh Seiden, leading tech experts and founders of the global Lean UX movement, vividly show how these companies operate, highlighting the new mindset and skills needed to lead and manage them—and to continuously innovate

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within them. In illuminating and instructive business examples, you'll see organizations with distinctively new operating principles: shifting from managing outputs to what the authors call "outcome-focused management"; forming self-guided teams that can read and react to a fast-changing environment; creating a learning-all-the-time culture that can understand and respond to new customer behaviors and the data they generate; and finally, developing in everyone at the company the new universal skills of customer listening, assessment, and response. This engaging and practical book provides the crucial new operational and management model to help you and your organization win in a world of continuous change.

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.

2020 Book Excellence Award Winner How any leader can deliver business-changing innovation now. Any leader in any size company, no matter the size or sector, feels the pressure to innovate, find new ideas and business models, and create enduring customer value. There is no one formula or set process to find and execute the ideas that achieve these goals; customers set moving targets, shareholders are unforgiving and demanding, and society expects companies to care about much more than the bottom line. The fast and furious forces of change stimulated by technology, demographics, lifestyles, and economic, environmental, political and regulatory impacts -- or any number of these in combination -- are easy to see. They are easy to talk about. They are easy to intellectualize. The problem? The answers are hard to execute and require nuanced combinations of leadership, skills, strategy and tactics. On top of that, innovation has moved from an abstraction that will matter at some distant date to a front-and-center deliverable that must show evidence of impact in the space of the calendar quarter. In the stories, tools, techniques and advice inside The Change Maker's Playbook, leaders will find tangible steps to find and safeguard the plans that will deliver the sustainable business-changing impacts -- new customers, new relationships, new sources of value and growth-- their businesses need. Separated from the pack of academic and consultant innovation theories, Radin's approach stems from her own experience sitting in the innovation hot seat at some of the world's most demanding companies and is bolstered by interviews with 50 corporate executives, founders and startup investors representing media, e-commerce, payments, healthcare, government, professional services, and not-for-profit sectors. The book walks readers through Radin's adaptive, 9-part framework, engaging them in ready-to-apply techniques. Her work shows leaders how to find the big ideas that will meaningfully address customer needs, take the insight from idea through implementation in a way that delivers in the

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short and long-term for the organization, and lead effectively through the obstacles that tend to derail or diminish innovation. Three phases – Seeking, Seeding and Scaling – organize the framework within an intuitive, logical and useable format, with concrete actions outlined every step of the way. The answer to the dilemma every business faces today is that innovation is exhilarating, rewarding and even fun when it is approached as a unique challenge, but it can also be polarizing, unpredictable, and scary. Success requires that leaders rethink how they lead innovation. Leaders know they must set aside preconceived notions of what works, and look to those who have already walked in their shoes. This is why The Change Maker's Playbook was written, and why it will become an ongoing resource for any innovation leader. Table of Contents: Foreword The Change Maker's Framework (image) Introduction Part I: Seeking Chapter 1: Discovering Real Problems That Matter Chapter 2: Purpose, Passion, Promise and Positioning Chapter 3: The Art Of Being Resourceful Part II: Seeding Chapter 4: Prototype, Test, Learn, Iterate Chapter 5: Business Model Linchpins Chapter 6: The Green Light Moment Part III: Scaling Chapter 7: Launch Chapter 8: Testing and Experimenting Chapter 9: Anticipating and Adapting Epilogue Acknowledgements Bibliography

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.

The CEO's Digital Marketing Playbook is the definitive playbook and crash course for both the baseline and advanced digital and direct marketing that every company on Earth needs to deploy in the 21st Century. Unlike the hundreds of books about social media or online advertising concepts, this step by step guide lays out every strategy and tactic that is essential to achieving the single greatest achievement in marketing: driving new customers and doing so profitably. Every CEO, from startup to Fortune 100, needs to understand every concept in this book or risk bleeding money and opportunity, which 99% are doing whether they know it or not. Every marketing professional and small business owner needs to embrace the tactics laid out or risk being bad at their job of profitable customer generation and best practice marketing. In just over 200 pages, every business professional can become a smart, customer generation focused digital marketer by following this playbook.

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