

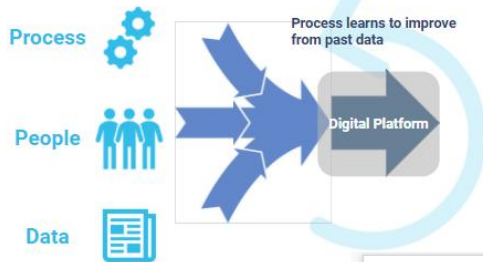
# Inixia Resource Materials: Transformation Mgt

## Foundational Principles

Copyright © 2020, Inixia LLC. All rights reserved.  
Do not reprint or reuse with permission from Inixia.

### What is Digital Transformation?

Digital Transformation is achieved when process, people, and data are integrated into a single digital platform:

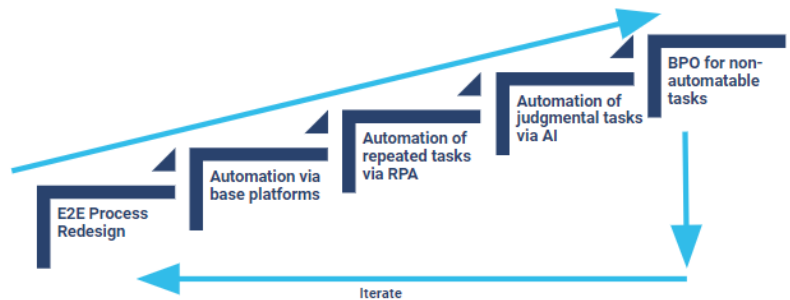


The Professional GBS™ Model

Copyright © 2020, Inixia LLC. All rights reserved.

### Digital Transformation – Foundational Principles

While there is a natural tendency to launch Digital Transformation efforts by jumping straight to technical solutions, start with thorough process analysis and redesign, THEN apply automation technologies.



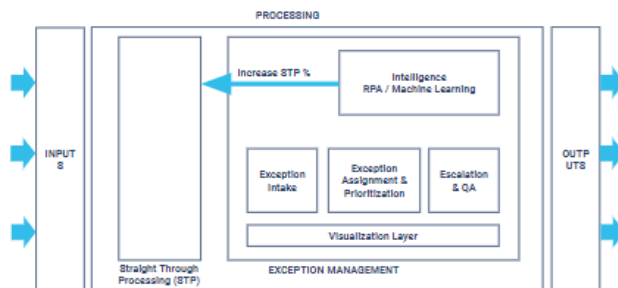
The Professional GBS™ Model

Copyright © 2020, Inixia LLC. All rights reserved.



### Digital Transformation – Foundational Principles

Since a disproportionate amount of effort and operational cost is related to managing **exceptions and defects**, automation efforts must not only consider means to accelerate straight-through processing but also reduce the number of exceptions / defects.



The Professional GBS™ Model

Copyright © 2020, Inixia LLC. All rights reserved.

