
Biggest roadblock to digital transformation is NOT technology. It’s IT culture. Today’s enterprise is all about the customer, IT needs to get on board.

There are two main overarching business goals for digital transformation:
- Improving customer experience (CX)
- Operational excellence

Culture and lack of collaboration comprise more than 50% of transformation barriers.

Managing change is the biggest impact on IT culture. The top components are:
- Adapting to and using new technologies
- Evolving to meet the needs of the business
- IT & LOB collaboration matters because:
  - Critical collaboration components include better employee training (83%)
  - Redefining business processes for the Digital Age (77%)
  - Investing in the future while continuing to support existing needs (77%)

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IT & LOB collaboration matters because:
- More than 9 out of 10 organizations say that C-level IT leads their business transformation efforts
- Three out of four organizations have either deployed or plan to deploy intelligent automation technology in the next year

Intelligent automation will have a major impact on the enterprise in the year ahead.
- Machine learning is the most commonly deployed form of intelligent automation
- Three out of four organizations have either deployed or plan to deploy intelligent automation technology in the next year
- 41% are planning to implement the technology in the next year to read the full report, go to www.appian.com/future-of-work

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