TATA CONSULTANCY SERVICES

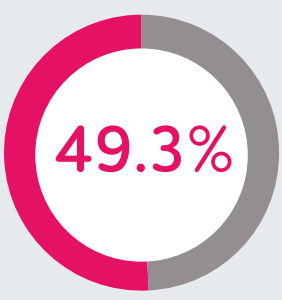
Building on belief

TCS survey:
The future of operations
5 key takeaways

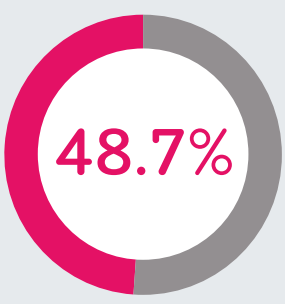
What are the key enablers to creating a more intelligent approach to business operations?

To find out, TCS surveyed 300 C-suite executives in multiple industries in Australia, France, Germany, the UK, and the US about their top strategic focus areas and investments in creating a futuristic operations model.

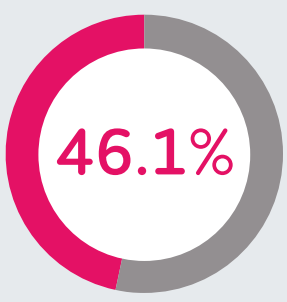
Takeaway 1 CXOs rank these strategic focus areas highest:



New business models

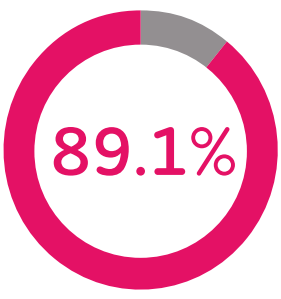


- Profitability and cashflow
- Employee experience & well-being

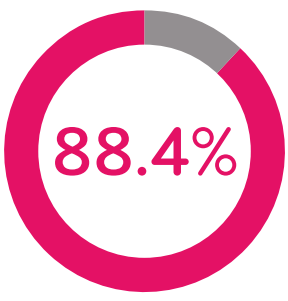


Customer experience

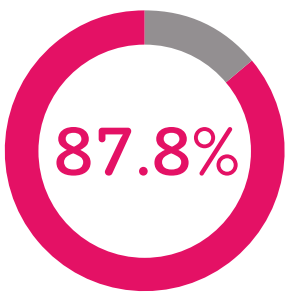
Takeaway 2 Essential enablers for CXOs to achieve strategic goals:



Digital and data-driven operations

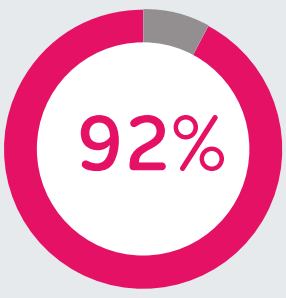


Simplifying and modernizing the technology landscape



Leveraging ecosystem partners

Takeaway 3 The most important factor to break down silos and create integrated operations?



of CXOs surveyed ranked **Creating autonomous teams that move in unison #1**

Takeaway 4 When asked about the role of AI/Cognitive/Automation in their business, CXOs said these technologies are essential for:

ESG (environmental, social, governance) & sustainability efforts today—and in the future

Takeaway 5 The top dependency for successful AI/Automation technology deployments is:

The right technology selection for the right processes

Are your business operations ready for the future?

Find out more about the top enablers for improved business performance in the full 'The future of operations' key findings report.

Click Here

See the slideshare Click Here