

Digital Mastery

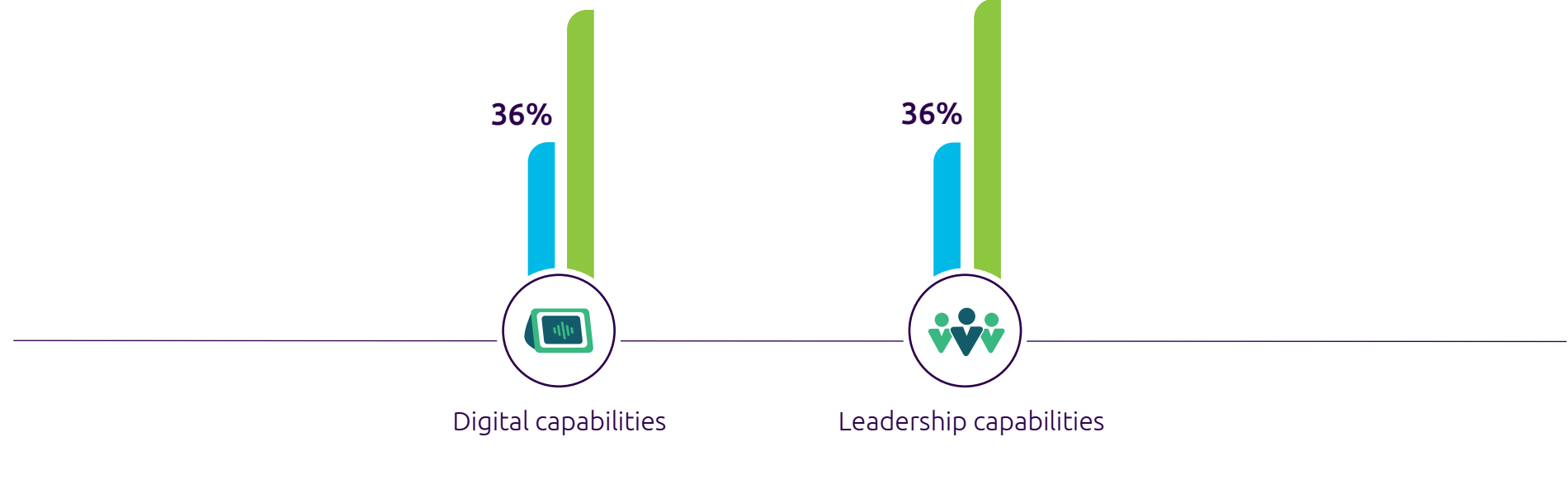
How organizations have progressed in their digital transformations over the past two years

Organizations have made significant progress with their digital transformation journeys

More organizations today have the digital and leadership capabilities required

Organizations that believe they have the digital and leadership capabilities needed: 2018 versus 2020

Percentage of organizations believing they have the required capabilities



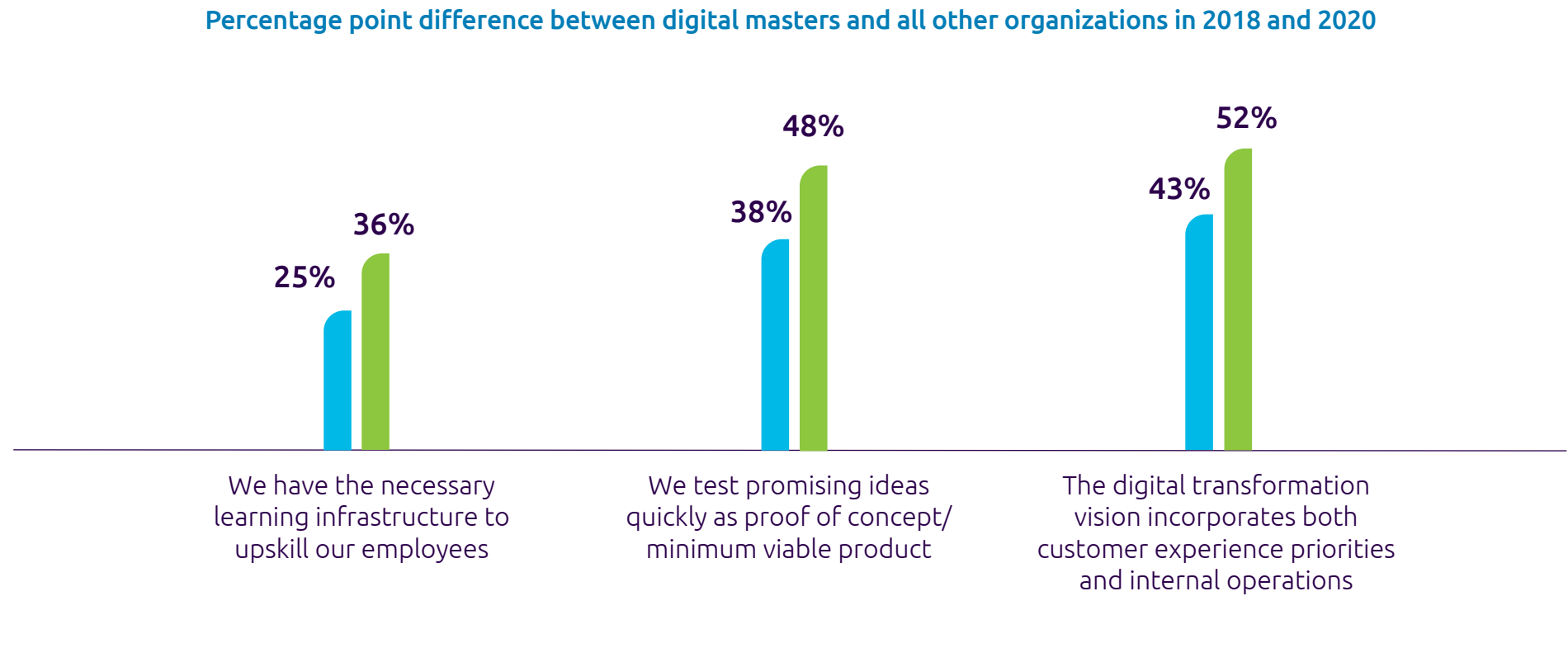
Sources: Capgemini Research Institute, Digital Mastery Survey, April–May 2018, N=1,338 respondents, 757 organizations; Digital Maturity Survey, May–June 2020, N=1,000 respondents.

Digital masters are widening their gap between themselves and their competitors

We analyzed and compared digital masters – organizations that excel on both digital and leadership capabilities – with the rest of organizations to contrast their performance on key parameters

Digital masters are widening their gap in advancing their capabilities

Percentage point difference between digital masters and all other organizations in 2018 and 2020



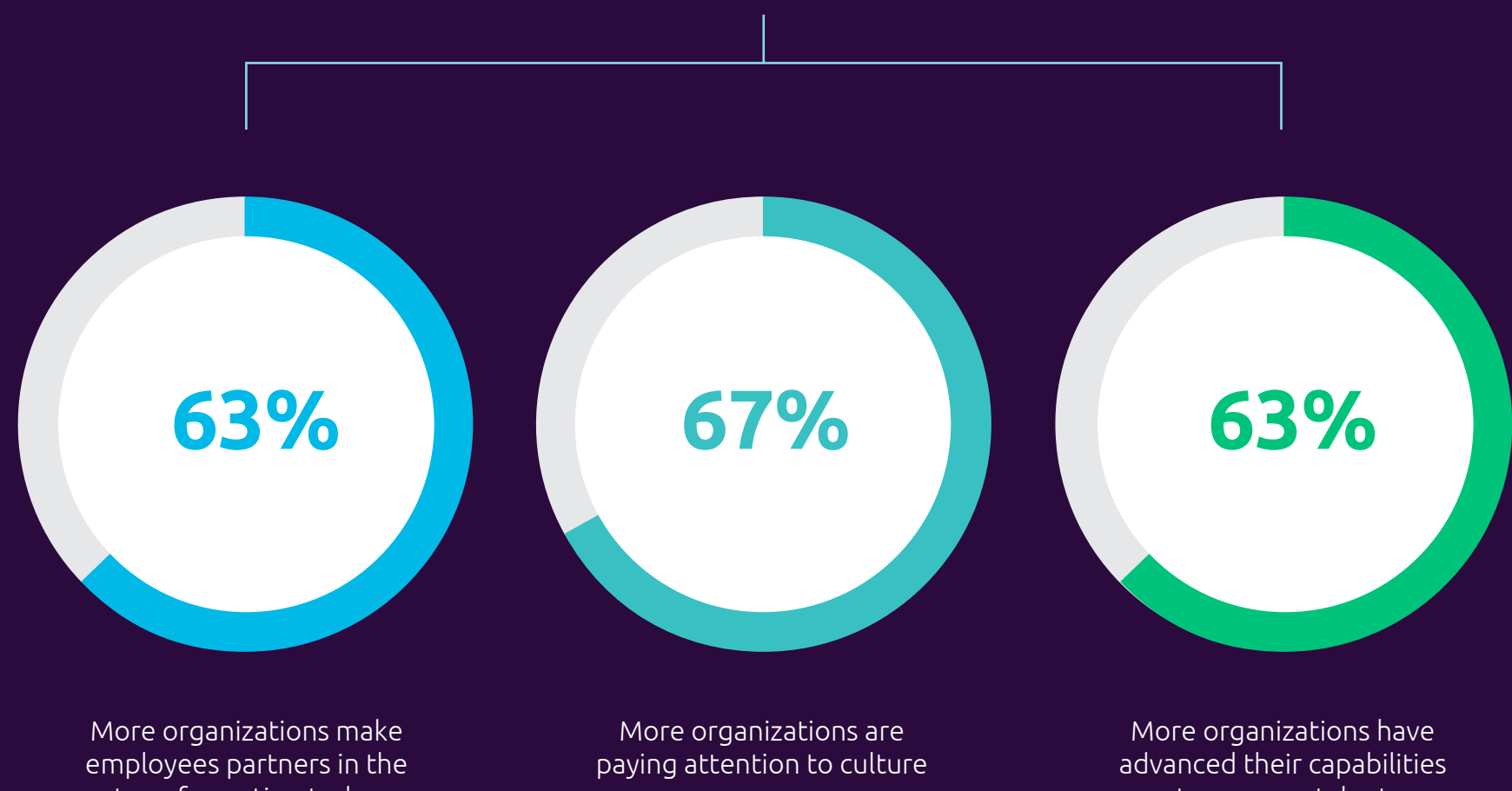
Sources: Capgemini Research Institute, Digital Mastery Survey, April–May 2018, N=1,338 respondents, 757 organizations, 244 digital masters, 513 all other organizations; Digital Maturity Survey, May–June 2020, N=1,000 respondent overall, 437 digital masters, 563 all other organizations.

Moreover, over **one third (34%)** of digital masters plan to increase their transformation spending in the next 12 months because of COVID-19, compared to 28% of all other organizations

Talent and culture initiatives take precedence

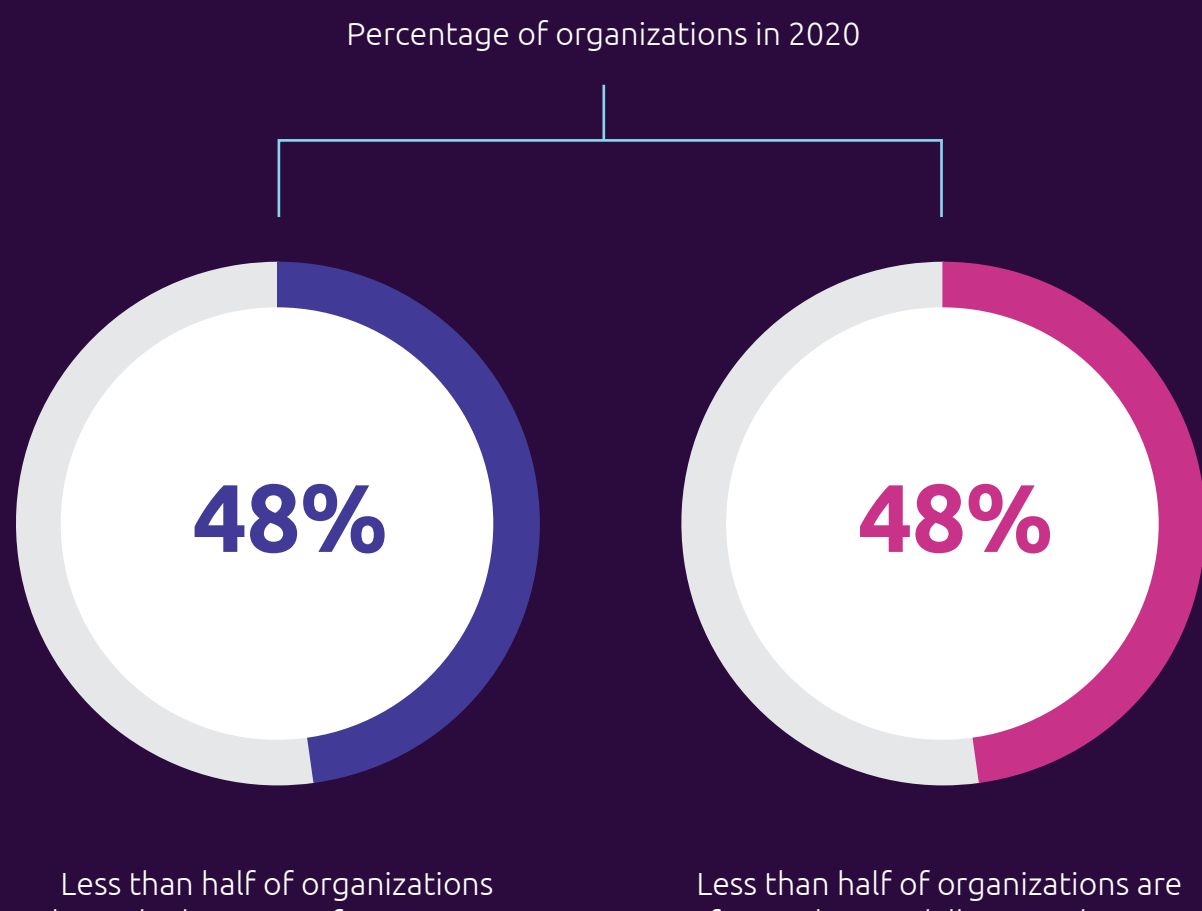
Organizations have made strong progress on people and talent

Percentage of organizations in 2020



There is room for improvement in upskilling

Percentage of organizations in 2020



Source: Capgemini Research Institute, Digital Maturity Survey, May–June 2020, N=1,000 respondents.

Organizations are not paying enough attention to sustainability transformation initiatives

Accelerating sustainability investments is not a priority

45% Share of organizations that are accelerating sustainability investments, projects, and commitment

Investing in emerging technologies to combat climate change needs more attention

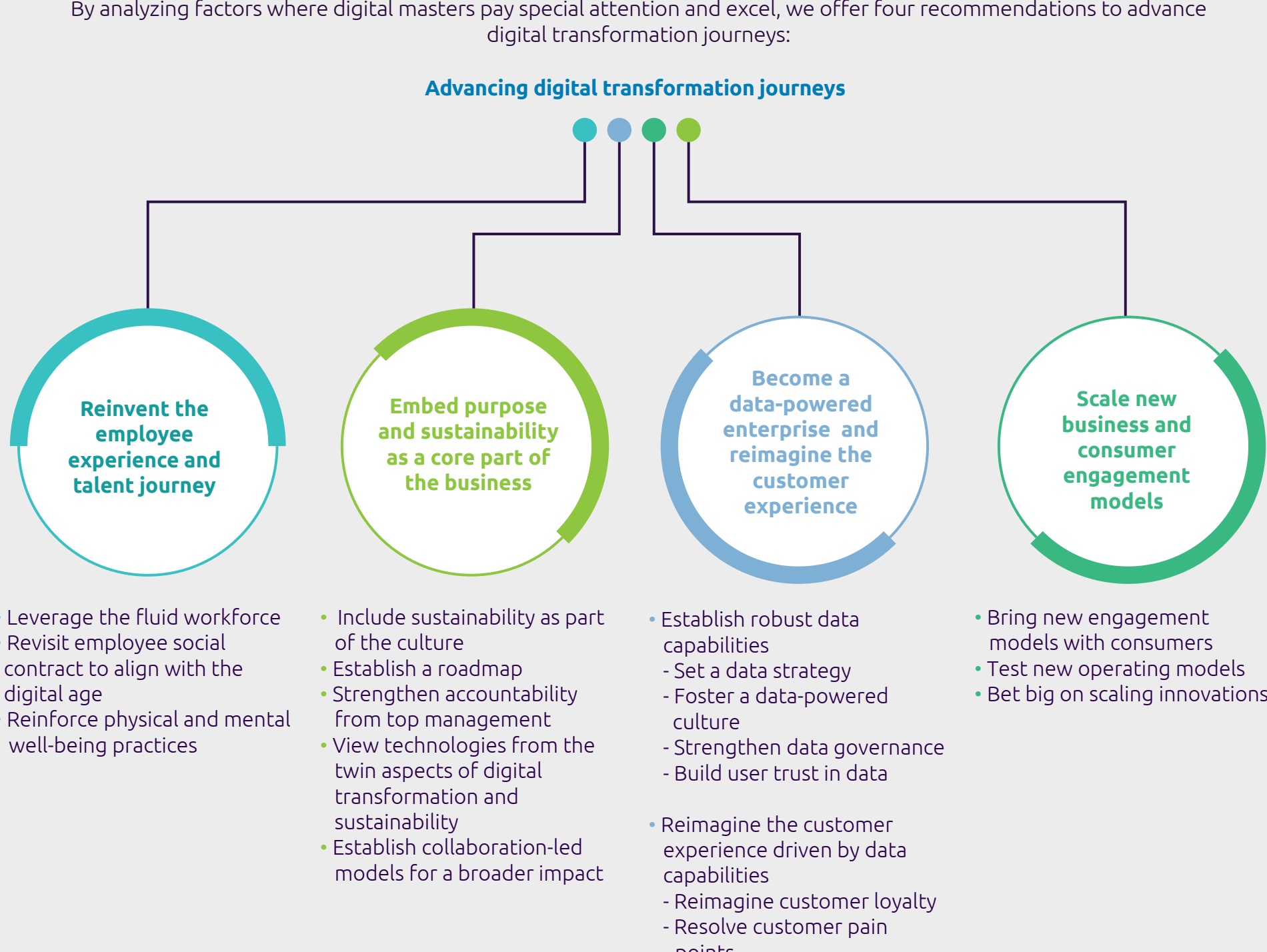
49% Share of organizations that are investing in emerging technologies to tackle sustainability and climate change challenges

Source: Capgemini Research Institute, Digital Maturity Survey, May–June 2020, N=1,000 respondents.

What can we learn from digital masters to advance digital transformation?

By analyzing factors where digital masters pay special attention and excel, we offer four recommendations to advance digital transformation journeys:

Advancing digital transformation journeys



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