

Accelerating the digital transformation agenda for finance

Success in **2020** relied on **digital transformation**, being built for **change**

The gap between digital leaders and laggards **widened**

Digital investments will **directly** impact highly **competitive position**

Transformation must be **continuous** and **scalable**

Speed to transformation and a **fail fast** culture is the new reality



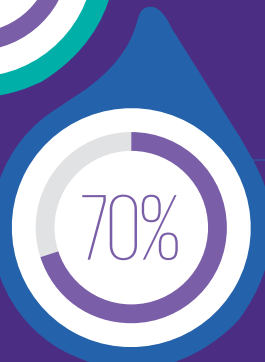
2020 has been a **catalyst** for digital transformation, **accelerating progress** in the following areas by months/years:

The creation of a seamless **digital customer experience**



- Progress has accelerated by a matter of months of years
- Progress stayed the same or lapsed

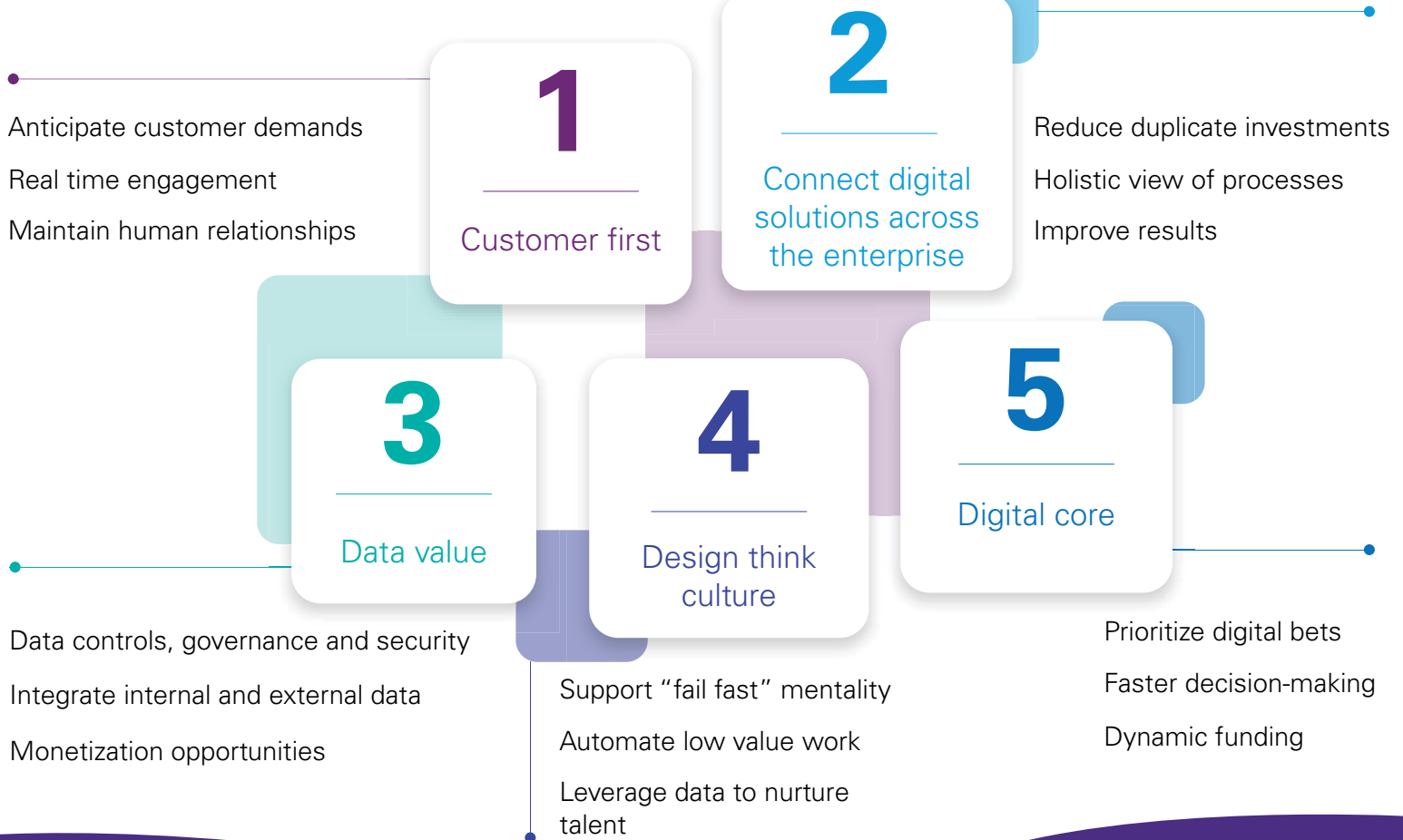
A **new workforce model**, with human workers augmented by automation and artificial intelligence (AI)



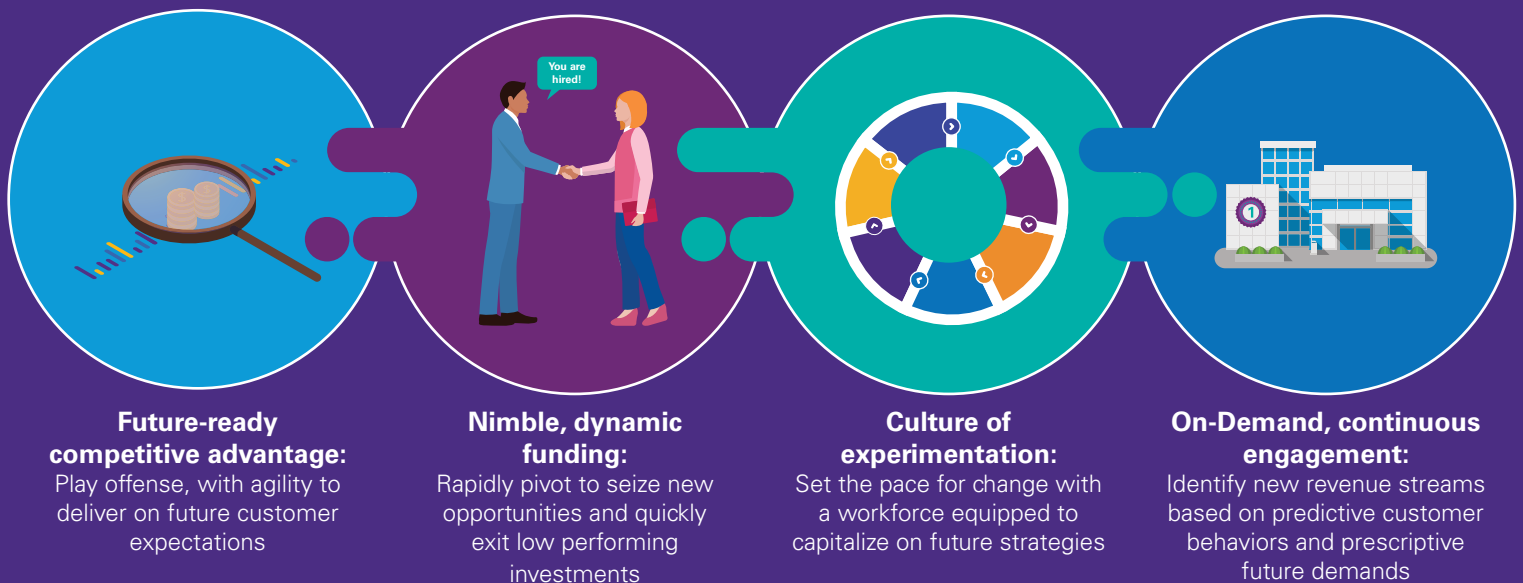
The creation of **new digital business** models and revenue streams

Source: KPMG U.S. CEO Outlook Survey, 2020

Components of the digital acceleration agenda



Why Transform?



Fast and steady will **win** the digital race 🏁

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