

THE FUTURE OF WORK

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:



39%

said improving customer experience (CX)



35%

said operational excellence

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



24%

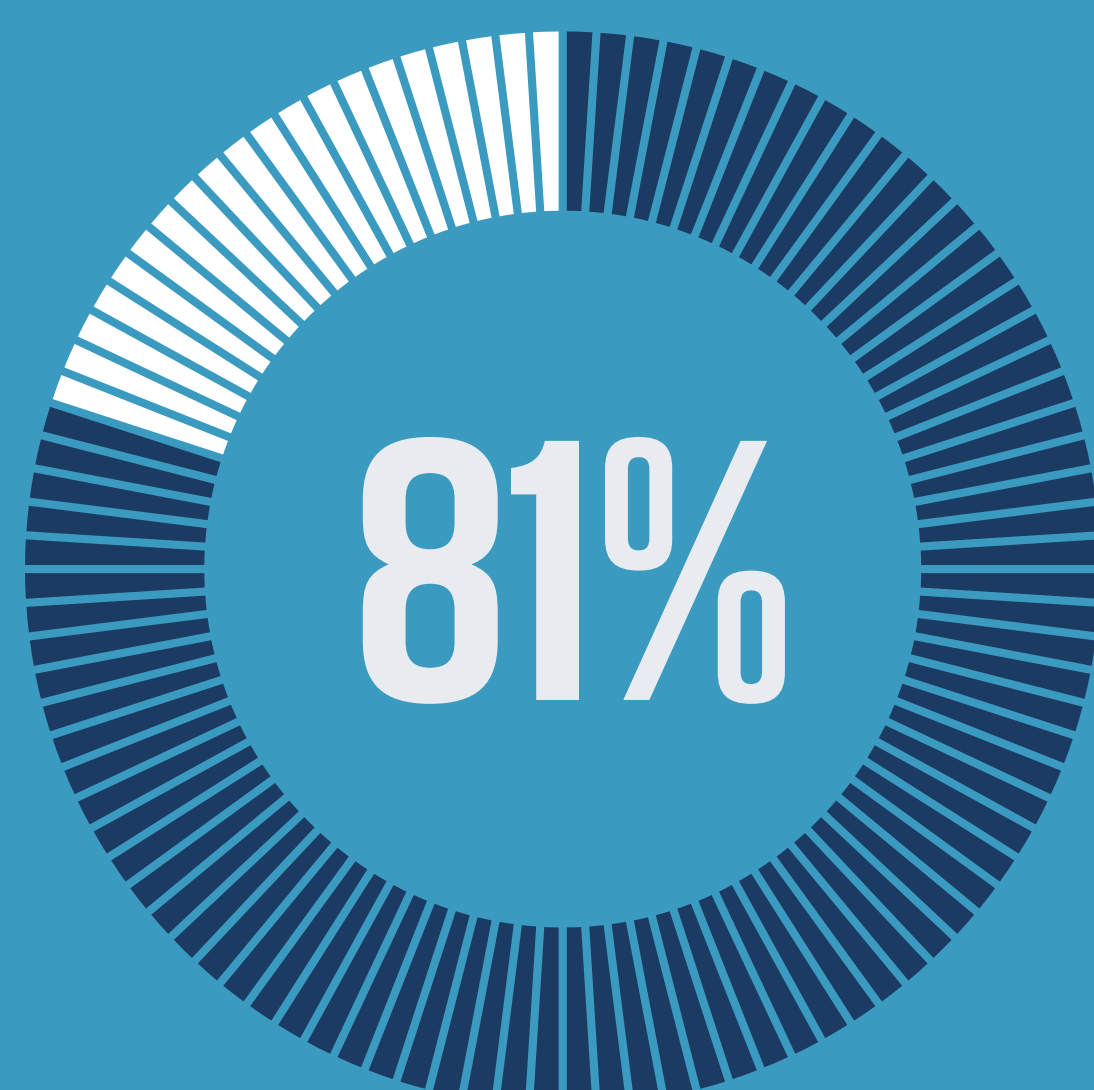
culture



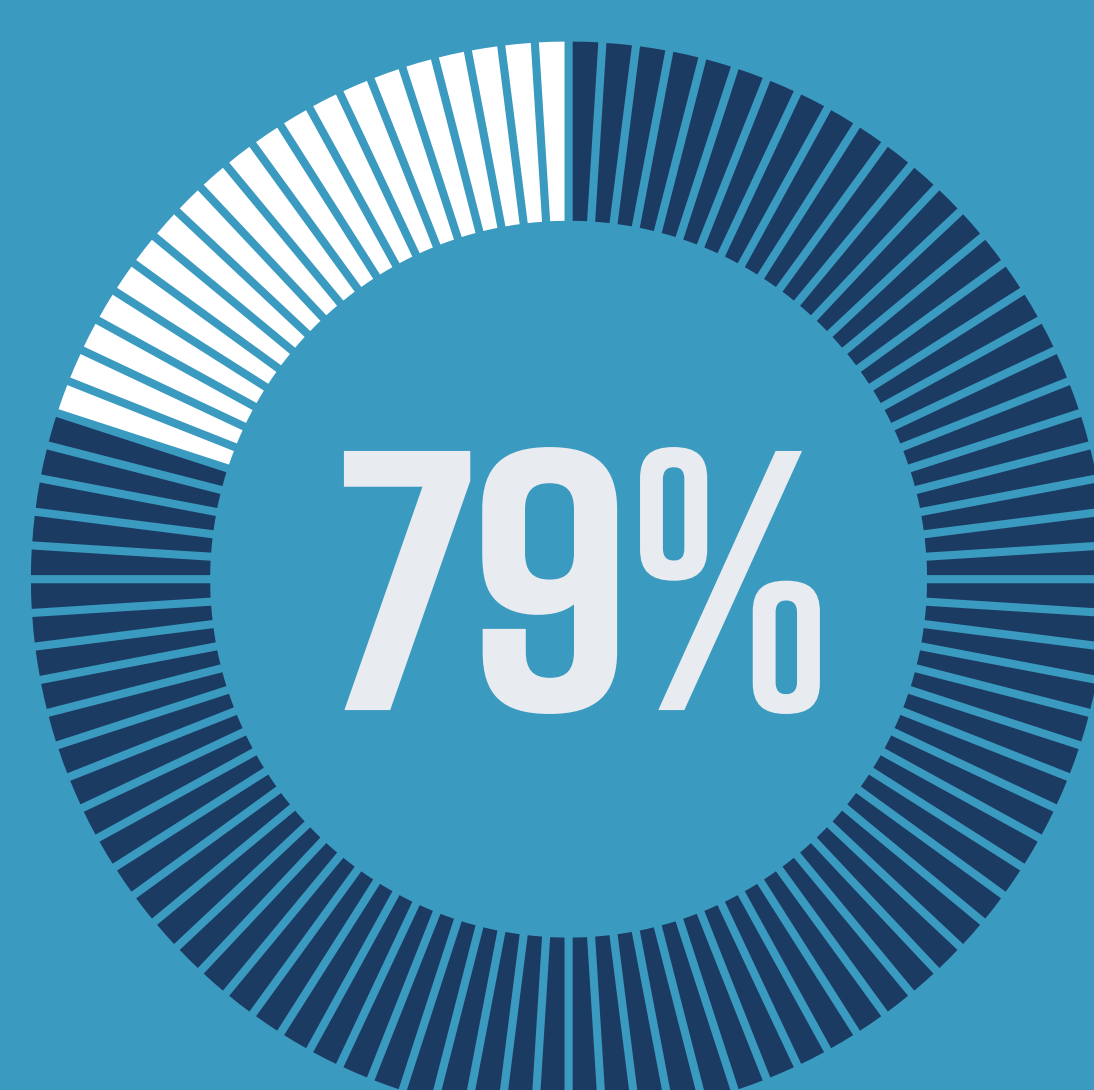
27%

lack of collaboration

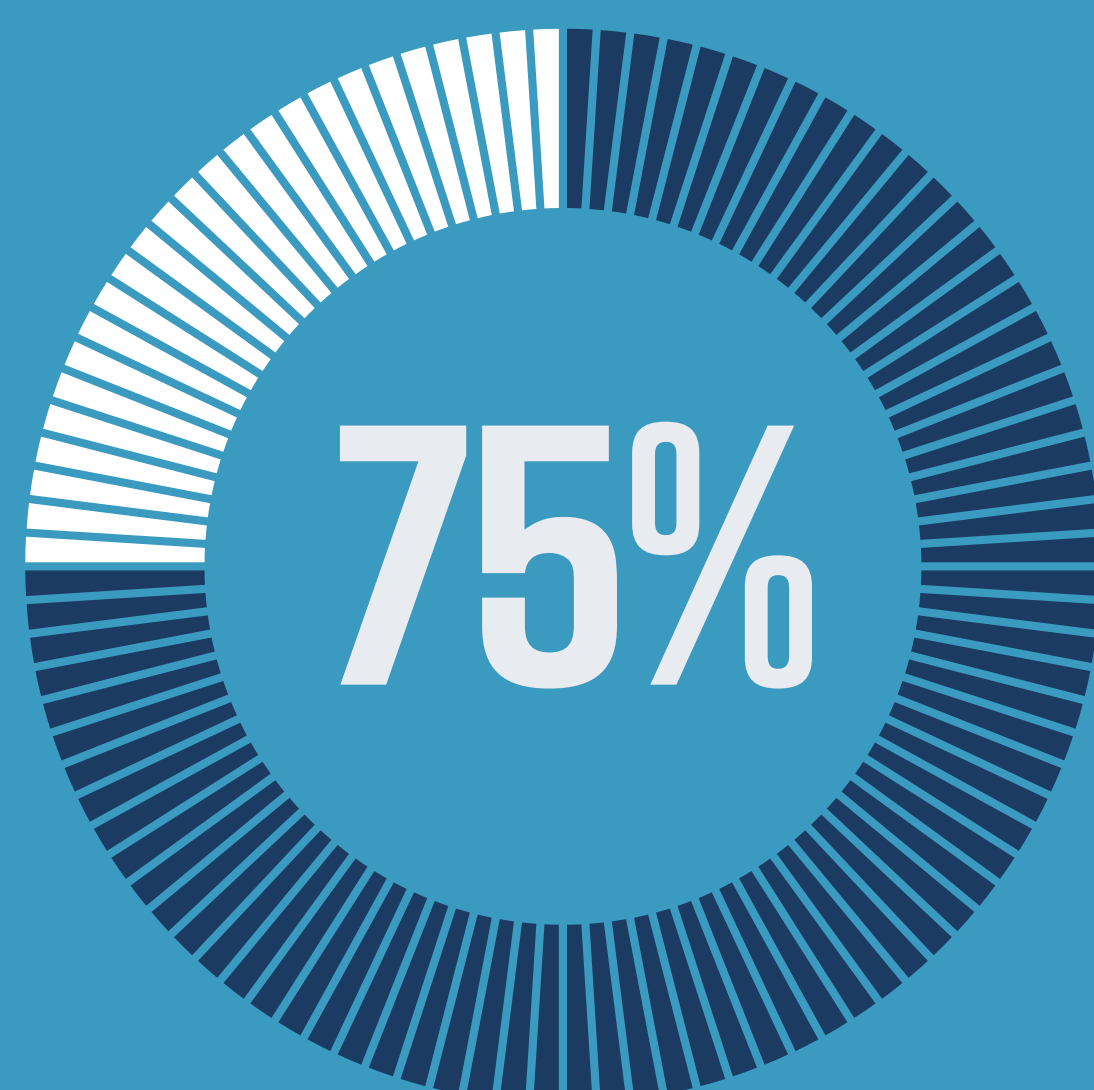
Managing change is the biggest impact on IT culture. The top components are:



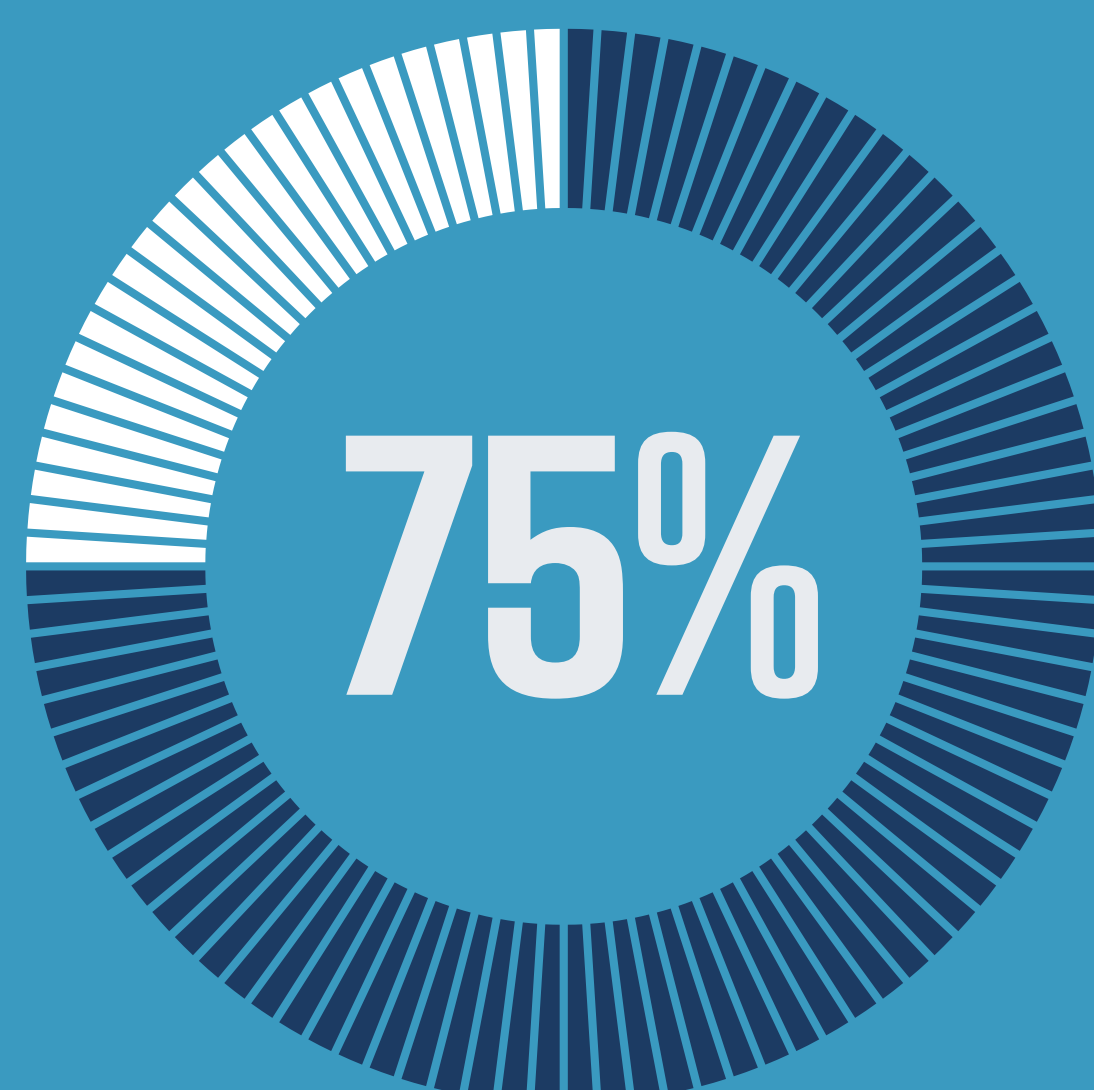
adapting to and new technologies



evolving to meet the needs of the business

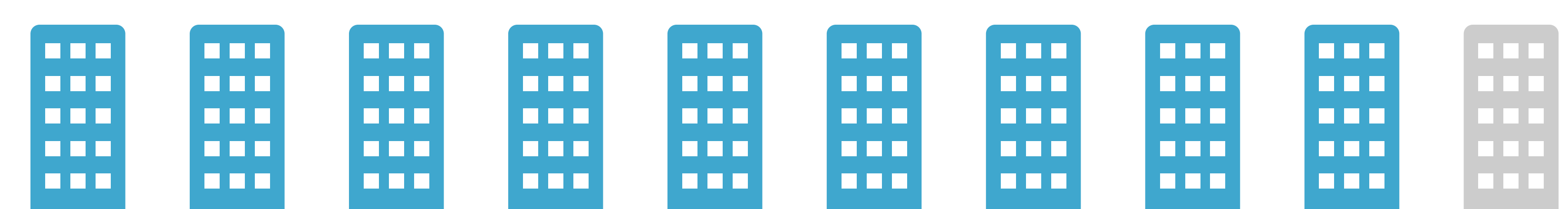


accelerating that evolution



integrating cloud and security technologies

IT & LOB collaboration matters because:



more than 9 out of 10 organizations say that C-level IT leads their business transformation efforts

Key components of collaboration:



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%)

Intelligent automation will have a major impact on the enterprise in the year ahead.



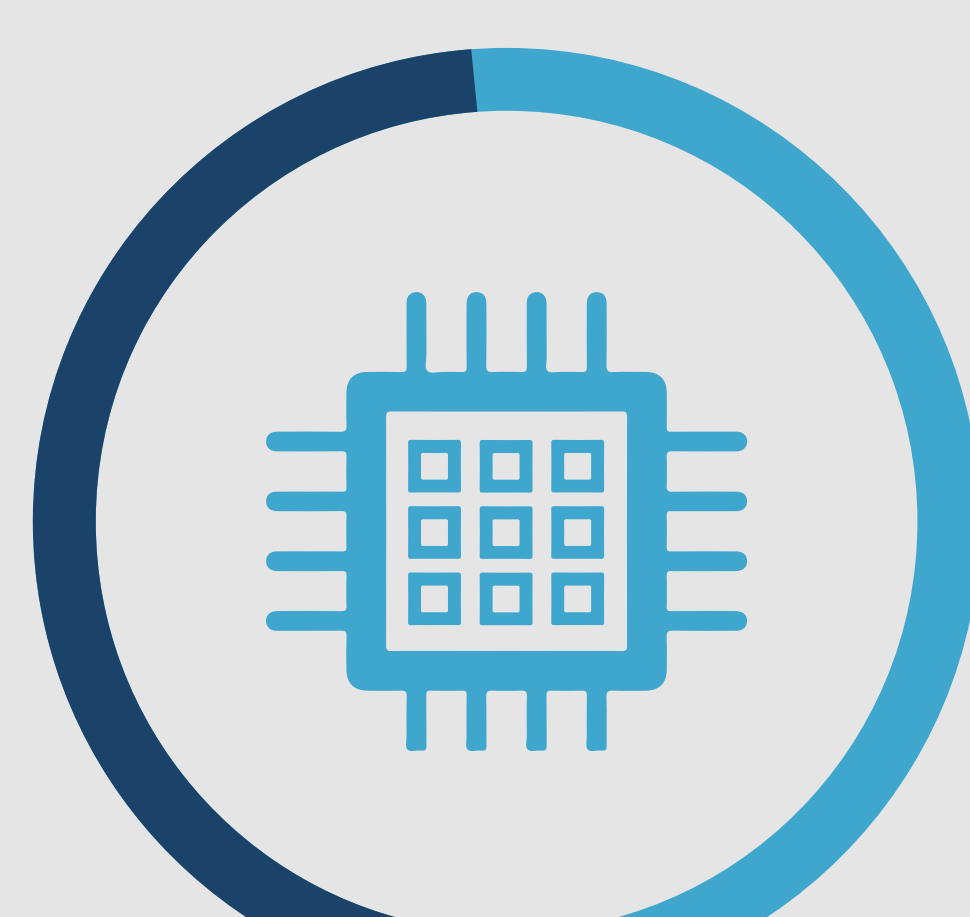
54%

machine learning is the most commonly deployed form of intelligent automation



75%

three-in-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

Today's CIOs are presented with a big challenge to create better IT cultures in the digital era. The Appian Platform provides IT and business teams a collaborative environment to easily translate ideas into powerful software applications faster.

To read the full report, go to www.appian.com/future-of-work