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Beyond Digital Paul Leinwand, Mahadeva Matt Mani, 2022-01-04 Two world renowned strategists detail the seven leadership imperatives for transforming companies in the new digital era Digital transformation is critical But winning in today s world requires more than digitization It requires understanding that the nature of competitive advantage has shifted and that being digital is not enough In Beyond Digital Paul Leinwand and Matt Mani from Strategy PwC s global strategy consulting business take readers inside twelve companies and how they have navigated through this monumental shift from Philips s reinvention from a broad conglomerate to a focused health technology player to Cleveland Clinic s engagement with its broader ecosystem to improve and expand its leading patient care to more locations around the world to Microsoft s overhaul of its global commercial business to drive customer outcomes Other case studies include Adobe Citigroup Eli Lilly Hitachi Honeywell Inditex Komatsu STC Pay and Titan Building on a major new body of research the authors identify the seven imperatives that leaders must follow as the digital age continues to evolve Reimagine your company s place in the world Embrace and create value via ecosystems Build a system of privileged insights with your customers Make your organization outcome oriented Invert the focus of your leadership team Reinvent the social contract with your people Disrupt your own leadership approach Together these seven imperatives comprise a playbook for how leaders can define a bolder purpose and transform their organizations

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aren't integrating their digital offerings into a philosophy of Customer Success they will be defeated in the next decade because technical excellence and other traditional competitive advantages are becoming too easy to imitate. The Customer Success Economy offers examples and specifics of how companies can transform. It addresses the pains of transforming organizational charts, leadership roles, responsibilities, and strategies so the whole company works together in total service to the customer. Shows leaders how their digital implementations will make them more Amazon-like. Helps you deliver recurring revenue. Shows you how to embrace customer retention. Demonstrates the importance of churning less. Get that competitive advantage in the most relevant and important arena today: making and cultivating happy customers.

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