

Akkodis Advisory: Leading Digital Transformation for a Sustainable Tomorrow



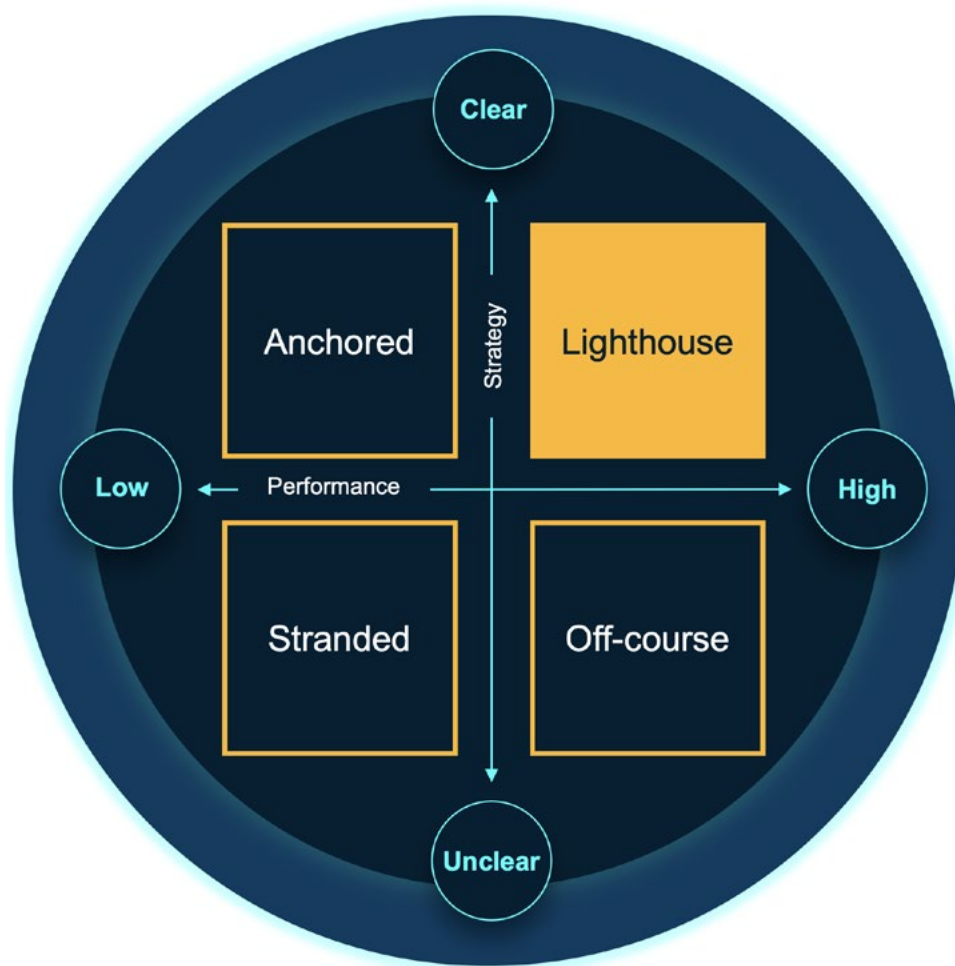
Introduction

Akkodis Advisory is a leader in digital transformation approaches that enable a more sustainable tomorrow.

We have established a strong track record across Australia working at the intersect of strategy, business performance, risk and change to drive innovation and set our clients up for success.

We bring clarity and alignment to help obtain the business results you want. Results characterised by a clear strategy and high performance.

Results that enable you to become a 'lighthouse' organisation.



The Akkodis Advisory Success Model

Our offering revolves around:

- **Strategy:** Business-critical decision making requires judgement in the face of uncertainty, conflicting information, competing priorities, and overwhelming complexity. We draw on deep smarts in strategy, technology, innovation, and governance to ensure your team is on the same page, inspired by a common purpose, with a clear map to the future and ready to execute with confidence.
- **Business Performance:** We help you transform for sustainability and innovate to shape your future. Our team can support you to lead effectively, engaging your people, customers, and stakeholders. We help you navigate complexity, ensuring you have the appropriate structures and well-managed capabilities to transform your organisation for the fast-paced and ever-evolving digital world.



We offer comprehensive advice on all aspects of digital transformation, combining strategic insight and digital expertise to co-create and successfully deliver digital transformations – setting you up for success with what we like to call ‘Actionable Advisory’.

We **re-imagine** the business, **re-align** its capabilities, and **re-platform** its technology to guide clients towards their strategic goals.

Our holistic approach, fusing strategic thinking with our technology strength and operating model expertise – as well as our empathetic change leadership style – empowers our clients to accelerate their digital transformation and positions them to keep transforming on ongoing basis.



Overview of the 'Lighthouse Digital Transformation Framework'©

Services

As well as offering holistic Digital Transformation advice, we can provide discreet services, each of which we tailor according to your specific needs:

1 Strategy & Roadmapping

We work collaboratively with our clients to solve business problems utilising our empathy-led strategy method. We understand that supporting our clients to rapidly innovate in this fast-paced world is critical to business performance and adaptability to market disruptions.

Our strategy development combines data driven market and customer research, our understanding of technology and data, and our real-world experience with an empathetic understanding of the goals, ambition and challenges inherent in your organisation. Our design thinking techniques ensure we develop strategies to solve the right business problems.

We blend strategic and technology acumen to innovate and co-design with you the most appropriate strategy and culture to meet your organisational objectives.

2 Customer Experience (CX)

We adopt an empathy-led approach to Customer Experience, grounded in Human Centred Design principles, with the goal of fostering meaningful relationships that build loyalty and advocacy.

We collaborate with both customers and employees to understand their needs and desires, using this information to redefine their interactions with the organisation. By visualising the organisation from their perspective, we identify areas for improvement based on their sentiments, behaviours, and expectations.

Our aim is to establish an emotional connection with your organisation, creating an ongoing relationship with each persona that extends beyond mere transactions. This is built on an intentional, consistent approach, providing value at each interaction and thus increasing loyalty.

The result is a transformative change in practice that delights and engages at every touchpoint, putting customers and employees at the heart of everything the organisation does.





3 Integrated Risk Management

Risk is a part of every enterprise's daily operation. Risk comes in different forms and can cause varying degrees of disruption and damage – or alternatively, return varying rates of business value.

With the ultimate goal of improving decision-making and performance – both to protect and optimise business assets and goals – we help organisations achieve an integrated perspective on their unique risk profile, addressing, for example, such considerations as Cyber and risks posed by Artificial Intelligence, for which we offer a tailored service.

We integrate the intertwined strategic, operational, and digital domains of risk management, approaching them as a continuum that extends across the enterprise. In this way, we assist client organisations in managing governance, risk, and compliance requirements by leveraging a holistic, enterprise-level risk management approach instead of a 'siloed' or reactive approach.

4 Operating Model Design

Our perspective on operating models is informed by our extensive industry experience and track record of collaborating with our clients to address the challenges disrupting their industry and accelerate towards their strategic goals.

Operating Models translate organisations' strategic intent into operational capabilities, determining how the business delivers the value outlined by business strategy. However, traditional, static operating models become redundant as soon as they are implemented due to the pace of change in modern businesses.

We bring value with our 'Smart' Operating Model designs, which are characterised by self-adjusting teams that embody an agile, customer-centred mindset. Our operating models focus on continuous innovation using agile frameworks, organisation design, processes, data, and technologies to enable the business to continue to adapt to achieve its strategic ambitions.



5 Organisational Data Management

In today's digital age, organisations are transforming into digital businesses, with data at the core of their services to customers, businesses, and other partners.

Data is now recognised as a valuable corporate asset that must be protected, shared, trusted, and fit for purpose to enable confident decision-making. This is even more imperative for organisations looking to make the most of Artificial Intelligence.

However, managing data comes with its own set of challenges, including regulatory compliance and ensuring ethical handling. Poorly secured data can lead to adverse impacts, service disruptions, and potential reputation damage as well as fines and penalties.

We offer a smart approach to data management, helping organisations unlock insights and enable decision-making with clarity, capability, and confidence. We customise our approach to align with your business objectives, tailoring data management solutions that are designed to improve data quality, reduce data-related risks, and enhance how data is managed in support of corporate goals.

6 Change

The pace of change and complexity of modern initiatives makes it challenging to put the best-laid strategies and plans into effect. A lack of clarity and constantly changing agendas can lead to non-acceptance of new initiatives, with teams or individuals focussing on their own interests.

Using best of breed models and strategic thinking, Akkodis Advisory works closely with our senior clients so they can help their people shift the way they think, behave and act. Our partnership approach helps organisations lead and embrace change, setting them up for success as resilient, self-managing organisations capable of successfully embracing change into the future.



7 Ideation & Innovation

In the world of business, there are many different types of innovation that an organisation might pursue. At Akkodis Advisory, we see technology as an enabler of innovation, identified once the problem has been accurately framed and solution options ideated.

The ideas and innovations we seek are not just radical technological breakthroughs that transform business service delivery; they are disruptive business model shifts that change markets and create new customer value propositions.

We work collaboratively with our clients to identify real needs and deliver ideation and innovation through structured workshops, also bringing to bear Akkodis' extensive and wide-ranging technology expertise in order to bring ideas to life.

Beyond inspiring new ideas, we also provide advice on how clients can set up to ensure optimal Innovation outcomes and build out their Innovation capability.

8 Decision Conferencing

Our Decision Conferences are designed for a group of decision-makers who have complex choices to make. Typical applications include strategy development or investment decisions, but can extend to any situation where you need to choose between options or allocate scarce resources and you need agreement and a roadmap on the way forward.

Using innovative digital tools, these sessions deliver clear, smart thinking and identify 'best bet' outcomes amidst uncertainty, resulting in a clear path forward. Our approach enhances engagement, increases diversity of thinking and reduces decision bias. Participants develop a shared understanding, focus on what really matters, and reach consensus on the final agreed outcome or recommendations – and thus commit to action.

About Akkodis

Akkodis is a global digital engineering company and Smart Industry leader. We enable clients to advance in their digital transformation with Consulting, Solutions, Talent, and Academy services. Headquartered in Switzerland and part of the Adecco Group, Akkodis is a trusted tech partner to the world's industries.

We co-create and pioneer solutions that help to solve major challenges, from accelerating the clean energy transition and green mobility, to improving user and patient centricity. Empowered by a culture of inclusion and diversity, our 50,000 tech experts across 30 countries combine best-in-class technologies and cross industry knowledge to drive purposeful innovation for a more sustainable tomorrow. We are passionate about Engineering a Smarter Future Together.

Find out more

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Engineering a Smarter Future Together

Leveraging the power of connected data to
accelerate innovation and digital transformation.



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