



## DIGITAL

### TYPES OF ORGANIZATIONAL RESPONSE



Making online as an option with an intention of utilizing it only in emergency situations.



Few Customer touch points digitalized



All customer touch points digitalized but supporting processes to deliver not well aligned



End to end business process well automated and integrated on a single platform

### KEY SUCCESS FACTORS

- Strategy and process to derive digital and not the otherwise
- Strong focus on cyber security
- Risk appropriately considered in making decisions



## COST RATIONALIZATION

### TYPES OF ORGANIZATIONAL RESPONSE



With pessimistic mindset and getting bogged down by what's prevalent - without carefully strategizing - attacking the easiest targets too soon to cut costs



Working with cash preservation mindset and delaying or avoiding certain costs such as pay raise, bonuses etc.



In addition to the above; foreseeing the business environment we are going to live in, asking a genuine "why" to each cost driver and reengineer



Not singularly focused on "cost", adaptable to find new opportunities with great agility and taking an aligned view on top and bottom line

### KEY SUCCESS FACTORS

- Appropriate and timely communication
- Leaders to be at the forefront of key initiatives
- Holistic rather than departmental view



**HYPHEN**  
—CONSULTANCY—  
perspective that matters

# THREE KEY EMERGING TRENDS

COVID 19 & BEYOND



## CULTURE

### TYPES OF ORGANIZATIONAL RESPONSE



Considering the current situation of Work from Home as a one - off event and sticking with punching attendance cards and completing the mandatory hours mindset



Without taking into account any other consideration abandoning office work-space and start working from home on a long term basis to cut costs



Start introducing flexible work environment



With deep reflection from this situation genuinely start striving to put people at the centre and with the deployment of right tools and processes give them the trust and ownership to thrive.

### KEY SUCCESS FACTORS

- A genuine intention of putting employees first

For discussions get in touch:

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