

Moving Forward with InfoConnect 2021:

2021 Market Outlook and Trends in Digital Transformation

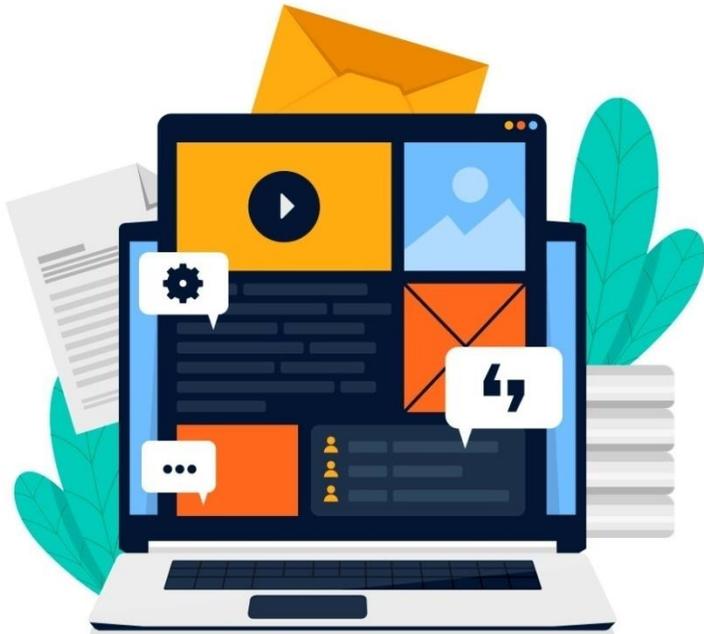
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InfoConnect

Outlook for 2021



Brighter economic prospect - normalcy expected in growth and increased spending



Fear of remote working - increasing shift to 'remote office', need for improved remote work experience

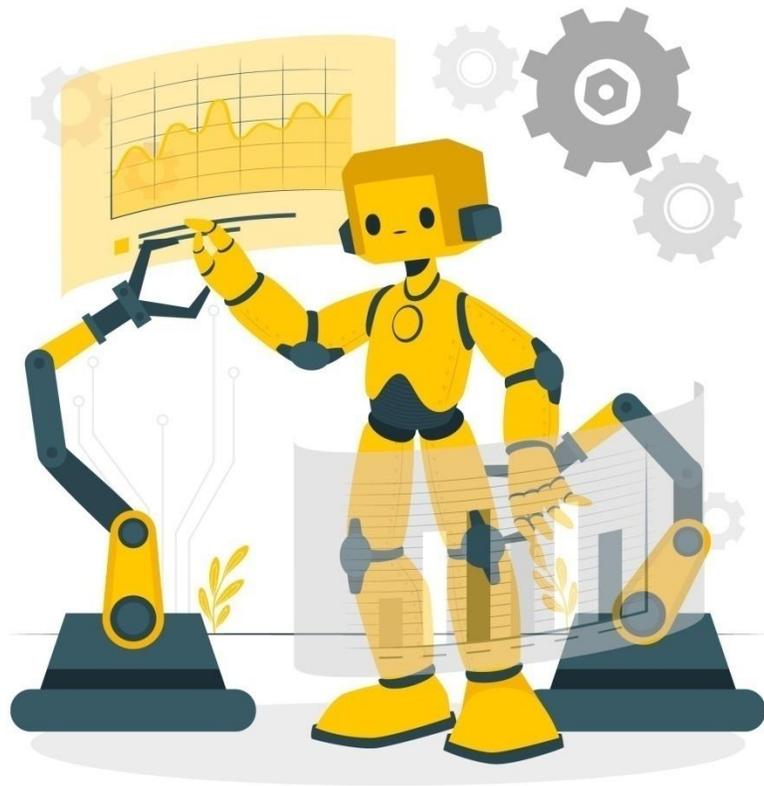


Rapid digitalisation – spotlight on data privacy and trustworthiness, cloud infrastructure, connectedness, data visualisation and enterprise dashboard



Optimal tech spending – “pay as you use” in technology

Key Themes for 2021



Borderless Operations

Reach customers anywhere, enable employees anywhere and to deliver business services anywhere

Operational Resiliency

Leverage on the growing digitalization to deliver new ways of working and improve workforce efficiency

User Centricity

Emphasis on the total experience based on stakeholder behavior, experience and need for privacy

Top Digital Transformation Trends to Watch Out in 2021

1. Borderless Operations

New ways of working – your employees, customers, suppliers and other members of your business ecosystem can be located anywhere.

You need **seamless and scalable** digital technologies to support changes in technology infrastructure, management practices, security and governance policies, and employee and customer engagement models.

Essential foundation of the technology you need:

- Collaboration and productivity
- Secure remote access
- Cloud infrastructure



Top Digital Transformation Trends to Watch Out in 2021

2. Operational Resiliency

A business that can **nimbly adapt** or pivot in a dynamic environment is one that drives superior business outcomes that are **timely and relevant**.

Your operational architecture should place emphasis on:

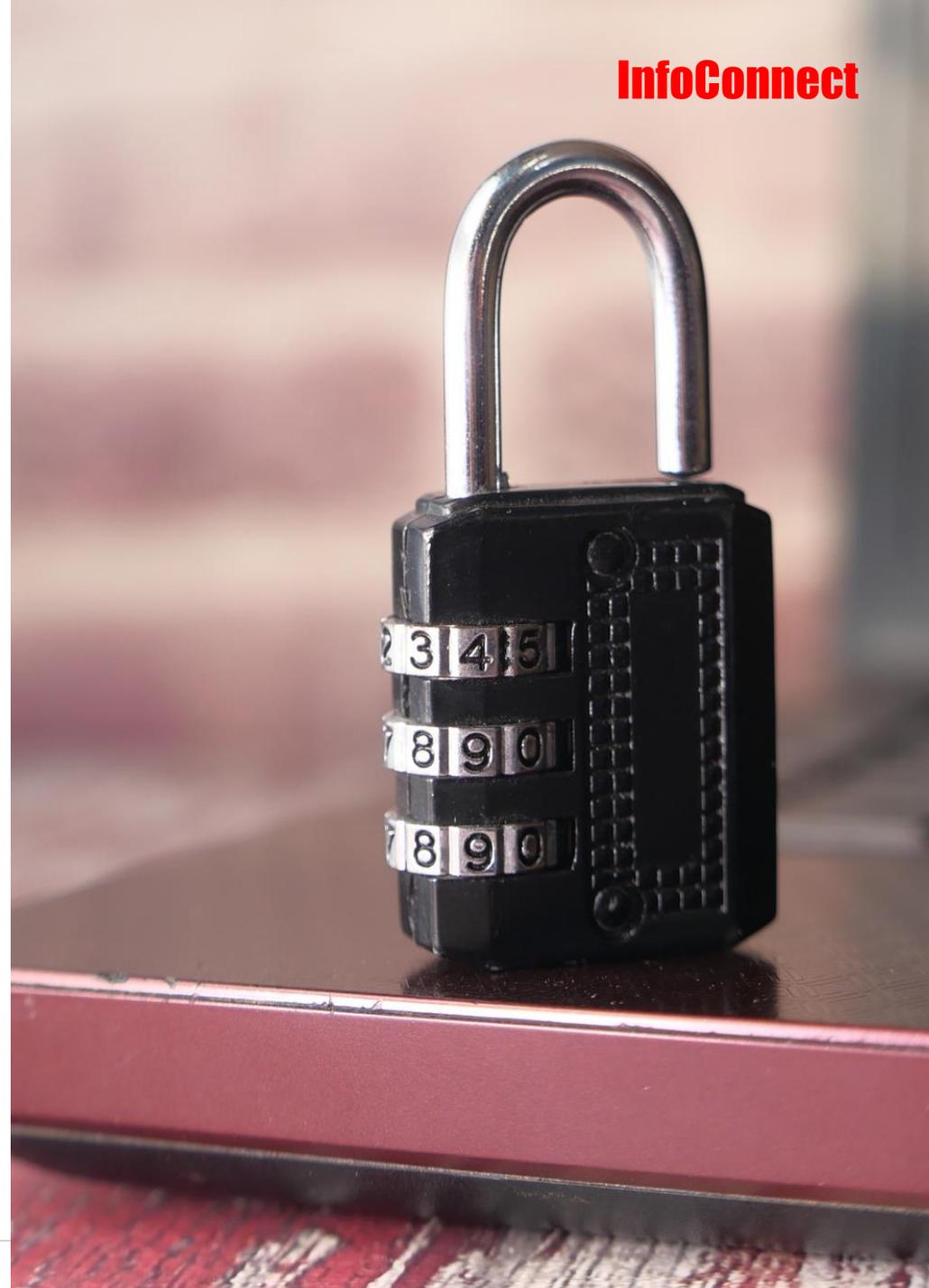
- Better access to timely information
- Increasing efficiencies and efficacy by automating processes and augmenting decisions

Top Digital Transformation Trends to Watch Out in 2021

3. User Centricity

With all your business stakeholders working remotely, digital transformation efforts need to focus on user's behaviors, experience and privacy.

- **Total experience strategy** - as interactions become more mobile, virtual and distributed, organizations must continuously enhance customer and employee experiences. This includes addressing the feelings, emotions and memories that make up the total experience.
- **Security and privacy enhancements** - the demand for processing data in un-trusted environments and performing multi-party data sharing and analytics is growing. This warrants additional measures to address security and privacy concerns.



How are We Serving the Market?

Our Digitalised Solutions:

Digital asset warehouse and collaboration

Integration to business solutions

Process automation

Centralised e-statement and e-report distribution

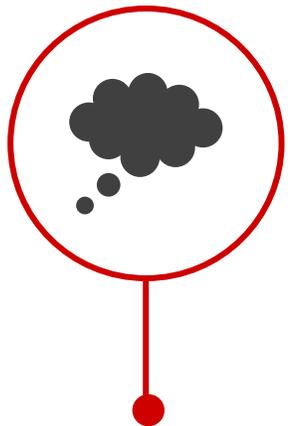
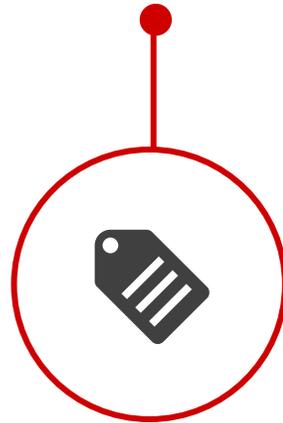
Decision rules management

Business and data analytics

Data management/governance to deliver 'trusted' data

Connectedness with Open-APIs

Subscription pricing



Cloud-ready solutions



Remote workplace solution

Thank you

Please enjoy the rest of this event!