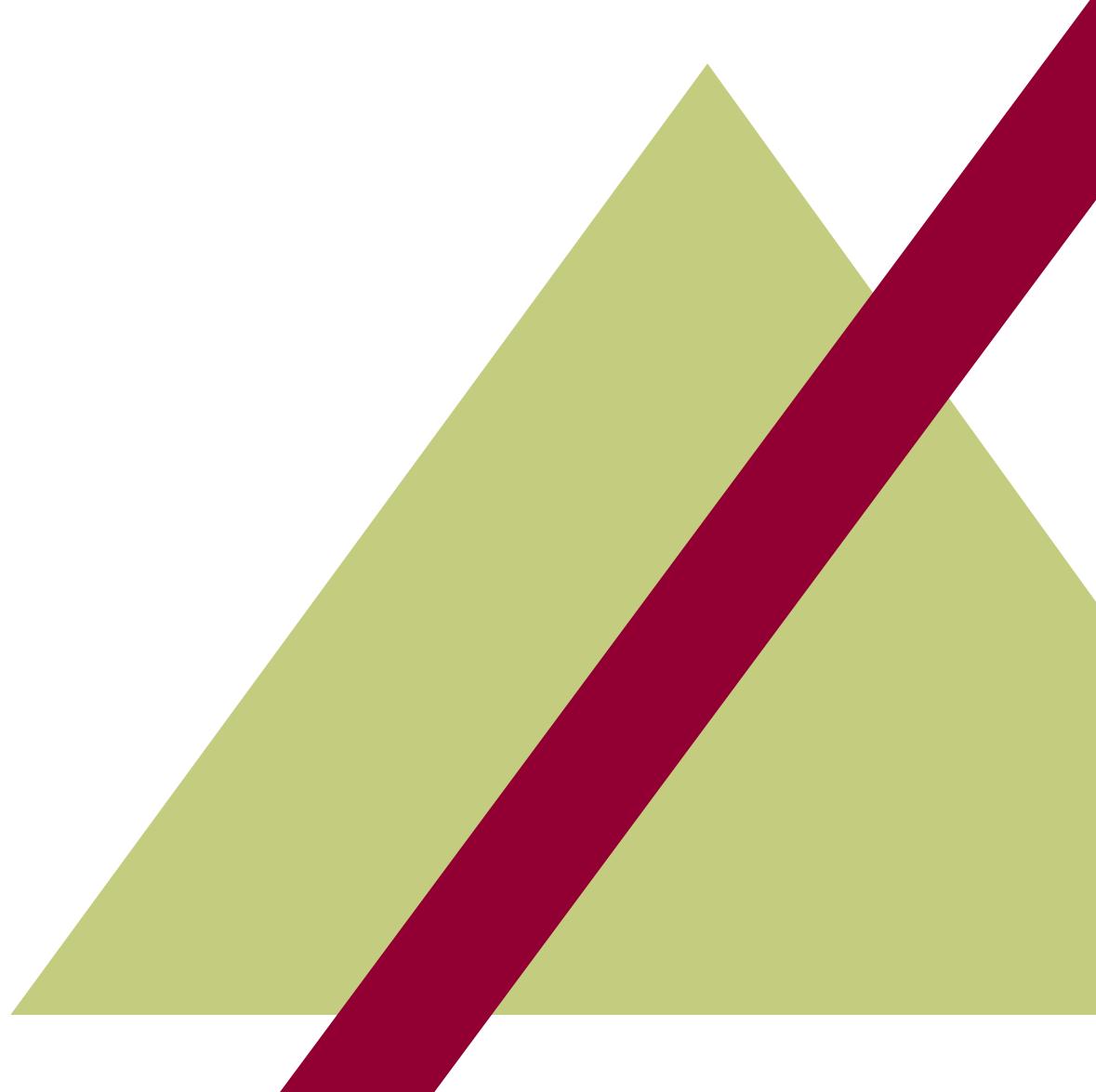


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## **The Role of Technology in Improving Bottom Lines**

**Presented by: Jaqueline  
Idalia Chitima-Hussein**

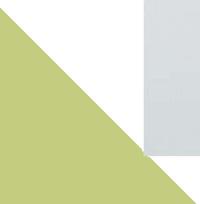


# What is technological change and why does it matter?

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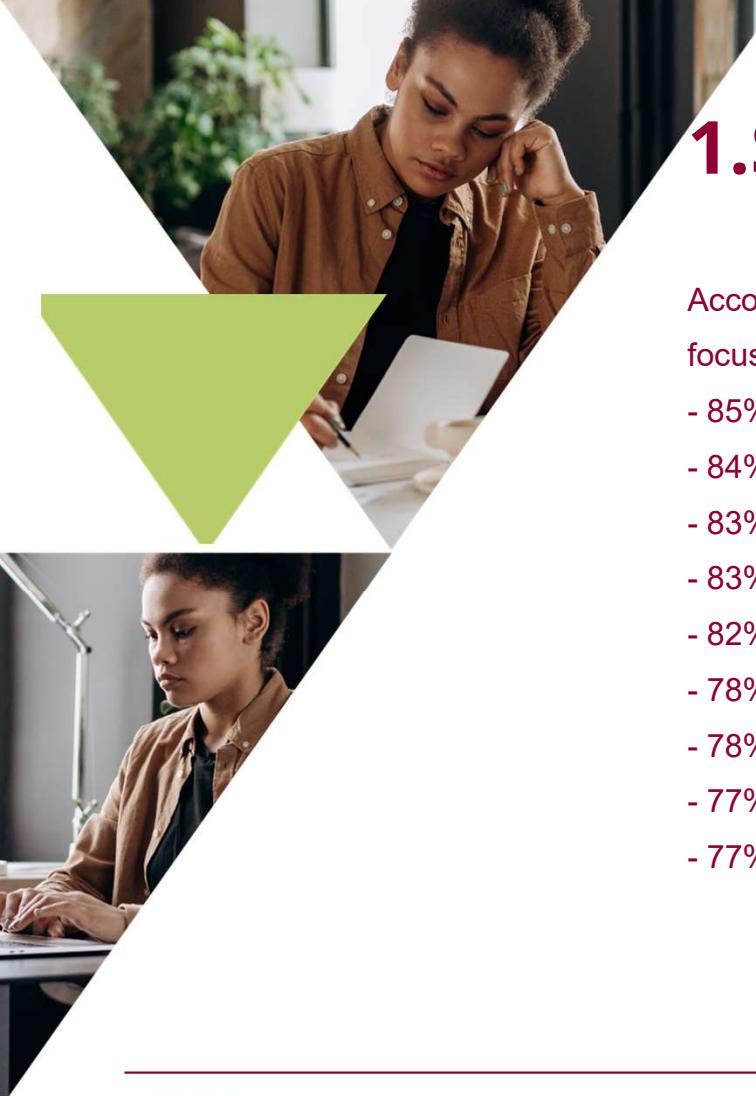
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# The Path to Business Efficiency and Profitability lines





# 1. Streamlining Business Workflows

According to the Kofax 2022 Intelligent Automation Benchmark Study, organizations are focused on the following high-value customer, operational and financial workflows:

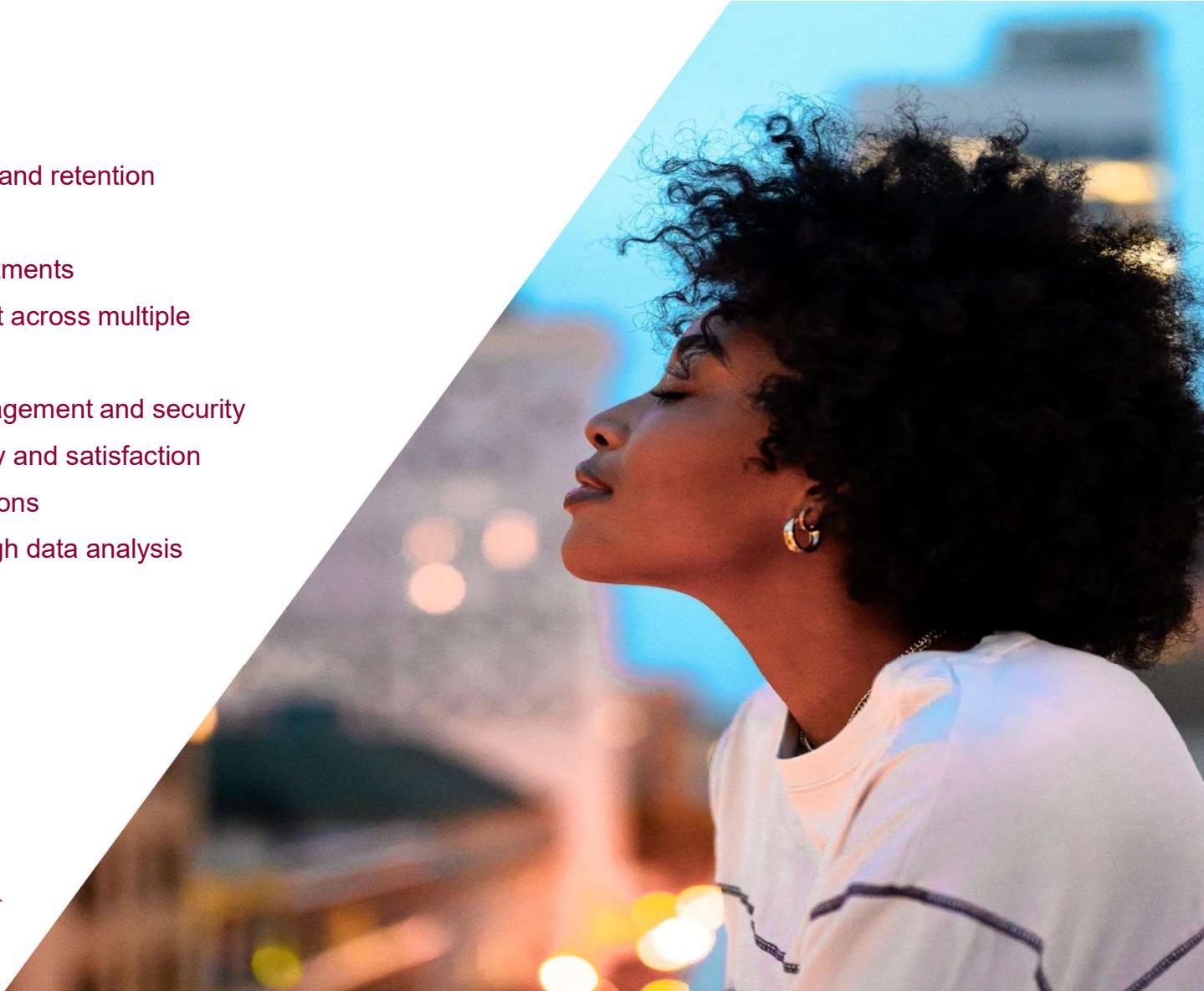
- 85% - Accounts payable automation
- 84% - Transaction processing
- 83% - Bank statement processing
- 83% - Document security management
- 82% - Invoice processing automation
- 78% - Onboarding
- 78% - Other
- 77% - Digital mailroom automation
- 77% - Claims processing

## The why?

- 94% - Optimizing customer acquisition and retention
- 93% - Running the business
- 93% - Maximizing the value of IT investments
- 93% - Improving customer engagement across multiple channels
- 83% - Ensuring compliance, data management and security
- 82% - Enhancing employee productivity and satisfaction
- 77% - Transforming back-office operations
- 77% - Gaining customer insights through data analysis

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Executives believe companies that pivot rapidly toward automation will be more successful than their peers.



**90%**

Automating business workflows post-Covid will ensure business continuity

**89%**

Digitally transformed companies have a competitive advantage

**88%**

We need to fast-track our end-to-end digital transformation

**KOFAX**



## 2. Improving Internal And External Communications

Today's employees and customers expect seamless access to modern tools—advanced email clients, instant messaging, videoconferencing, messaging tools.



“

Bottom line? Moving to cloud communications eliminated capex, reduced in-house operational maintenance and increased employee efficiency.

”

A mid-sized financial firm headquartered in Washington, DC



### 3. Making The Most Of Business Data



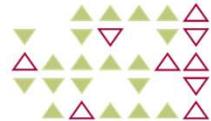
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## 4. Finding The Right IT Infrastructure Mix

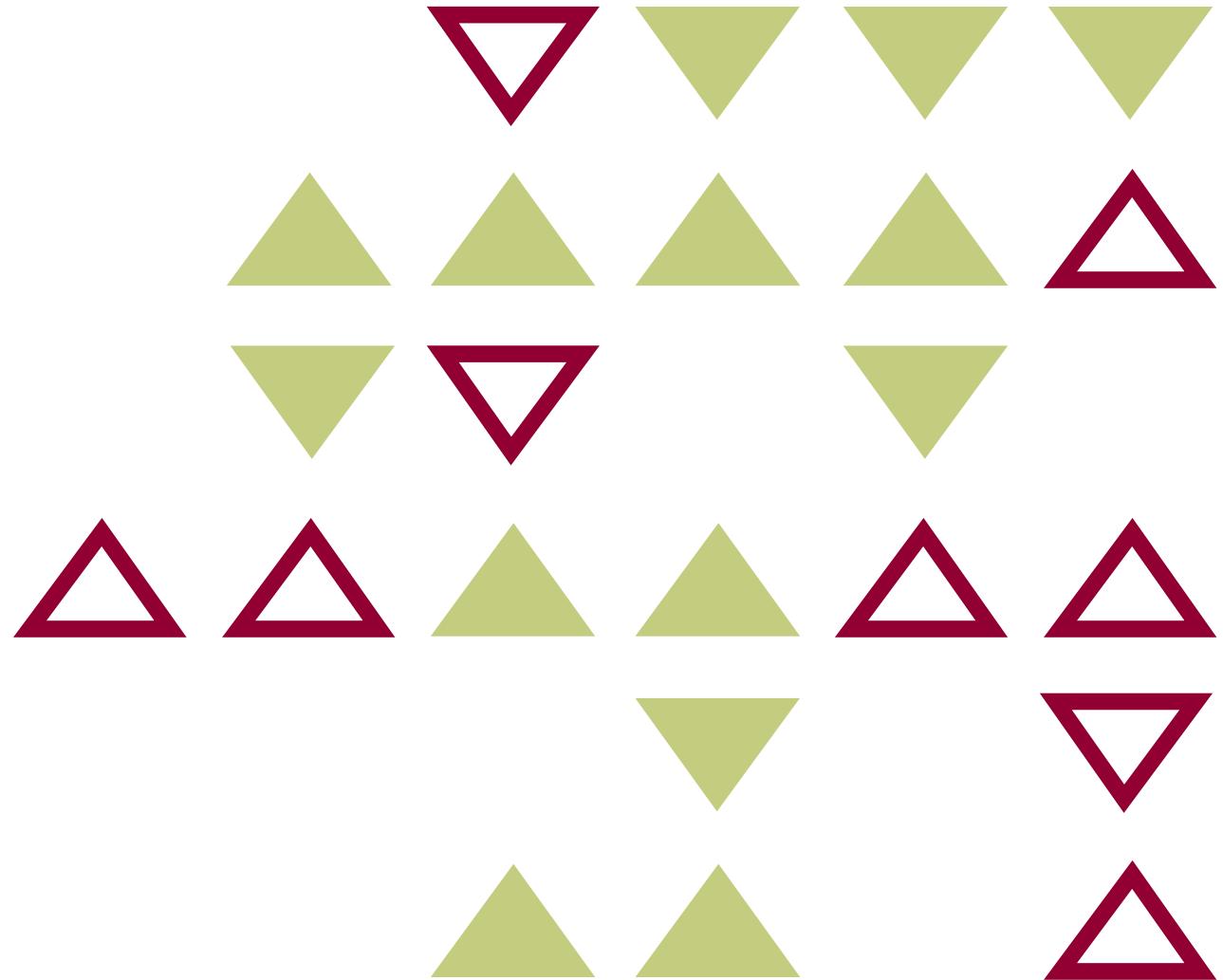




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**Where  
investments are  
flowing:**

**EmTech in US  
business today**

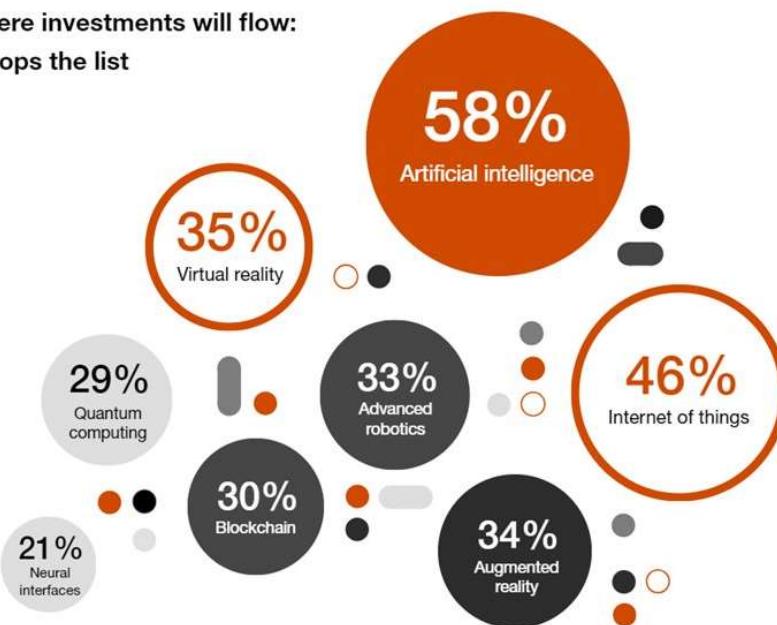


## Faster time to market and higher profits:

## Meet the EmTech Accelerators

Where investments will flow:

AI tops the list

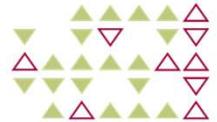


Q. Where does your company plan to prioritize investment in emerging technology over the next 12 months? (Ranked in top 3)  
Source: PwC's 2023 Emerging Technology Survey, November 30, 2023: base of 1,026

## Accelerators achieve much higher benefits — especially for the business

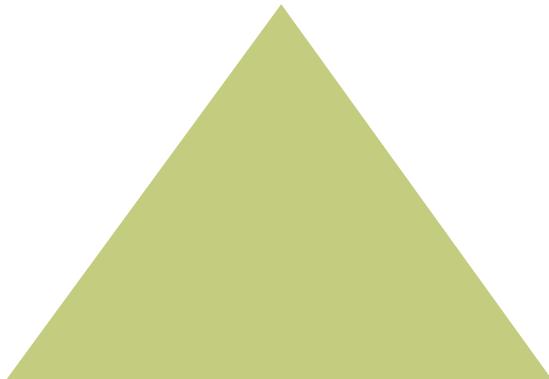
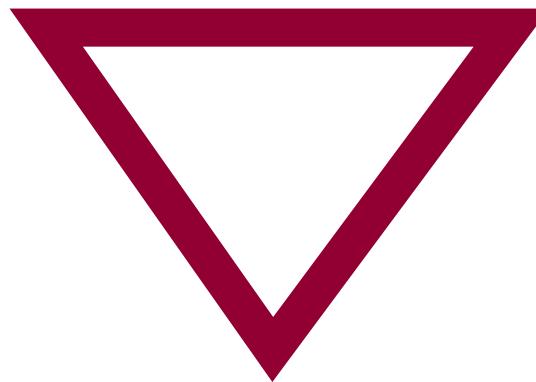


The percentage point indicates the difference between both groups. Q: Which, if any, of the following benefits has your company achieved or expects to achieve from the use of emerging technologies? (Response to 'Already achieved measurable value')  
 Source: PwC's 2023 Emerging Technology Survey, November 30, 2023; base of 1,026, accelerator base of 72



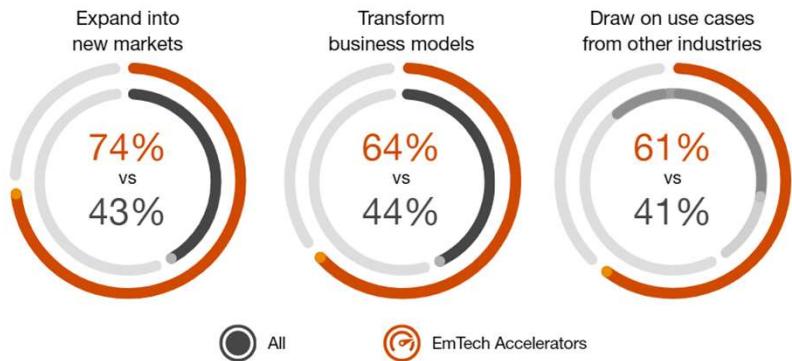
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# How have EmTech Accelerators achieved results?



# 1. Think Big : Use emerging tech for reinvention

## Accelerators and the rest: how ambitions differ



Note: Showing 3 responses from a list of 13 options.

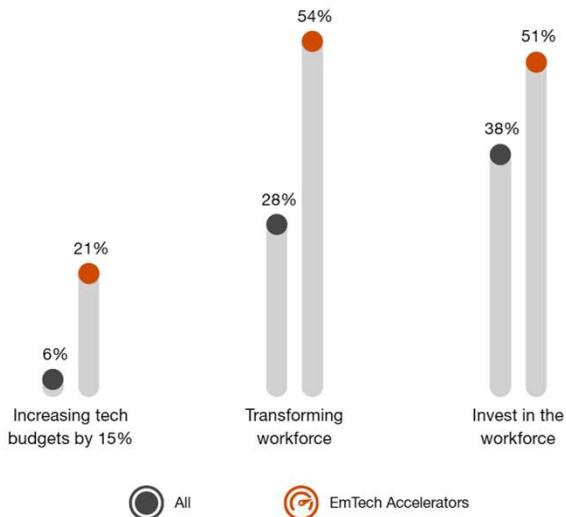
Q: To what extent has your company used emerging technologies in the following areas? (Response to 'Currently do this')

Source: PwC's 2023 Emerging Technology Survey, November 30, 2023; base of 1,026, accelerator base of 72

EmTech 2023 chart - How ambitions differ

## 2. Commit to it: Allocate the right resources

### Increasing budgets, transforming workforces



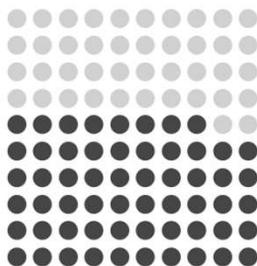
Q: How is your company's overall technology budget changing in the next 12 months? (Select one)  
Source: PwC's 2023 Emerging Technology Survey, November 30, 2023; base of 1,026, accelerator base of 72  
Q: What percentage of the employees in your company have been involved in developing, launching, adopting and/or commercializing emerging technologies as a part of their primary job function? (Select one)  
Source: PwC's 2023 Emerging Technology Survey, November 30, 2023; base of 1,026, accelerator base of 72  
Q: Which, if any, of the following actions is your company taking to deploy emerging technology solutions that are trusted by your stakeholders? (e.g., consumers, employees, investors) (Select all that apply)  
Source: PwC's 2023 Emerging Technology Survey, November 30, 2023; base of 1,026, accelerator base of 72

### 3. Think convergence: Integrate your emerging tech

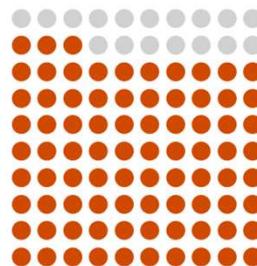
Bringing more tech together, in more areas of the business



58%



83%



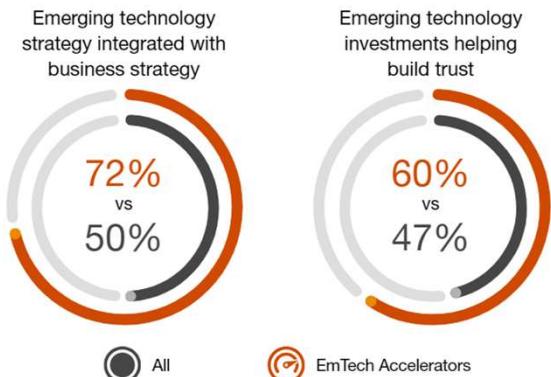
— High level of integration —

Q: Which of the following best describes the level of integration across the emerging technologies that your company has already invested in or is planning to invest in? (Response to 'High level of integration')

Source: PwC's 2023 Emerging Technology Survey, November 30, 2023; base of 1,026, accelerator base of 72

## 4. Drive integration: Embed emerging tech into your business strategy

### Deliver more value by bringing together tech and business



Q: To what extent do you agree or disagree with the following statements? (Response to 'Strongly agree')

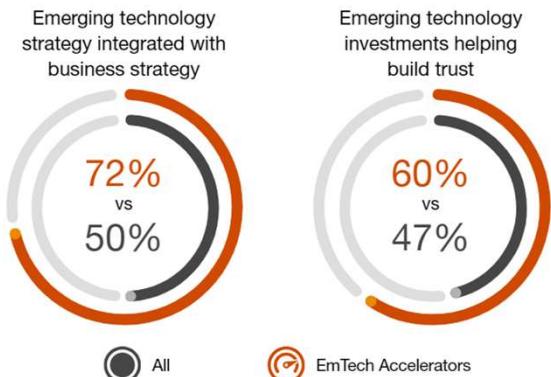
Source: PwC's 2023 Emerging Technology Survey, November 30, 2023: base of 1,026, accelerator base of 72

Q: How much do you agree or disagree with the following two statements? (Response to 'Strongly agree'): My company's emerging technology strategy is integrated with our business strategy. Our investments in emerging technologies are helping us build trust with our stakeholders.

Source: PwC's 2023 Emerging Technology Survey, November 30, 2023: base of 1,026, accelerator base of 72

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Source: PwC's 2023 Emerging Technology Survey, November 30, 2023: base of 1,026, accelerator base of 72



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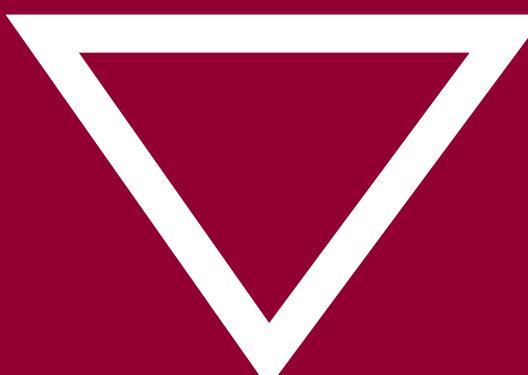


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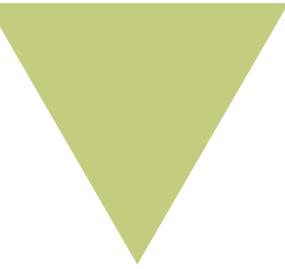




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potential?

Get in touch

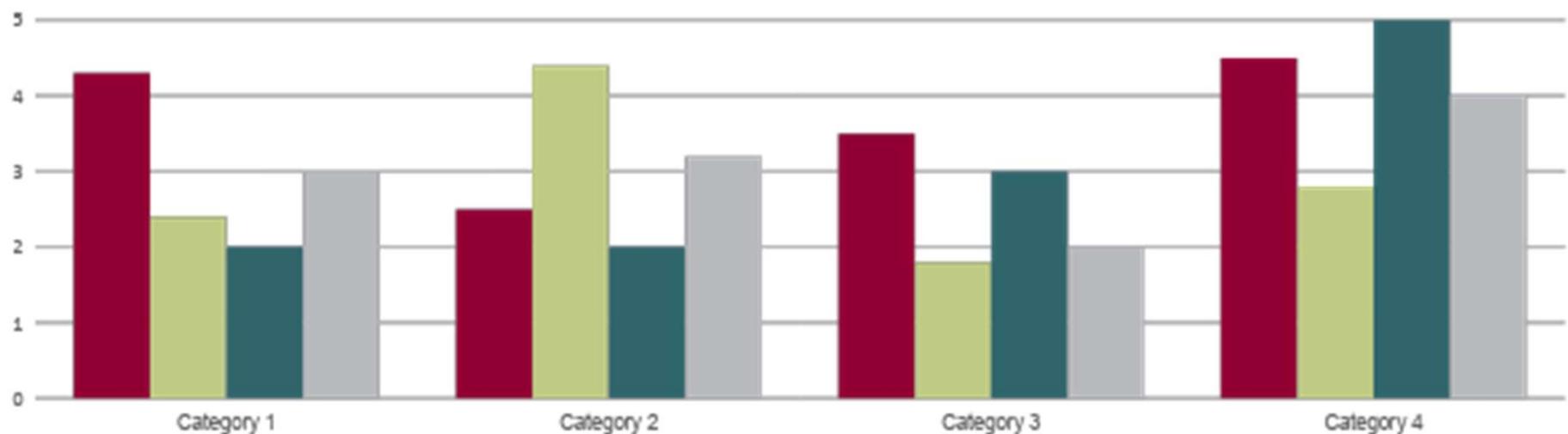
[www.july28.co.zw](http://www.july28.co.zw)



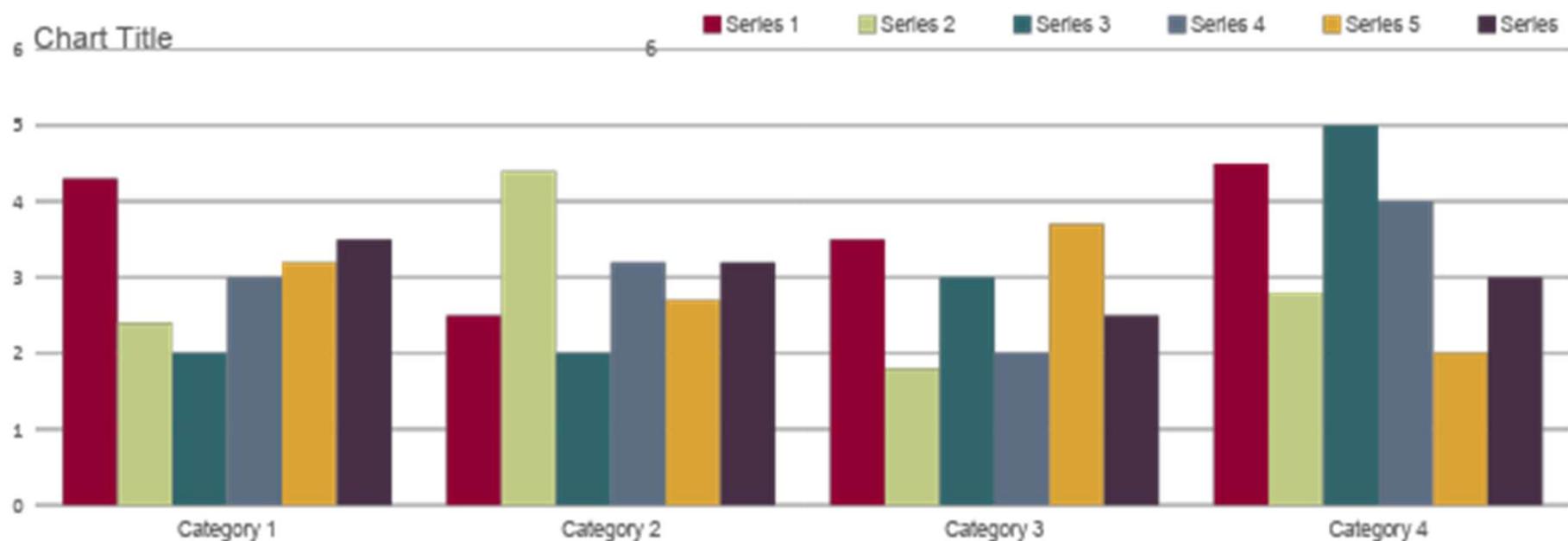
- 1) Making The Most Of Business Data**
- 2) Finding The Right It Infrastructure Mix**

6 Chart Title

■ Series 1 ■ Series 2 ■ Series 3 ■ Series 4

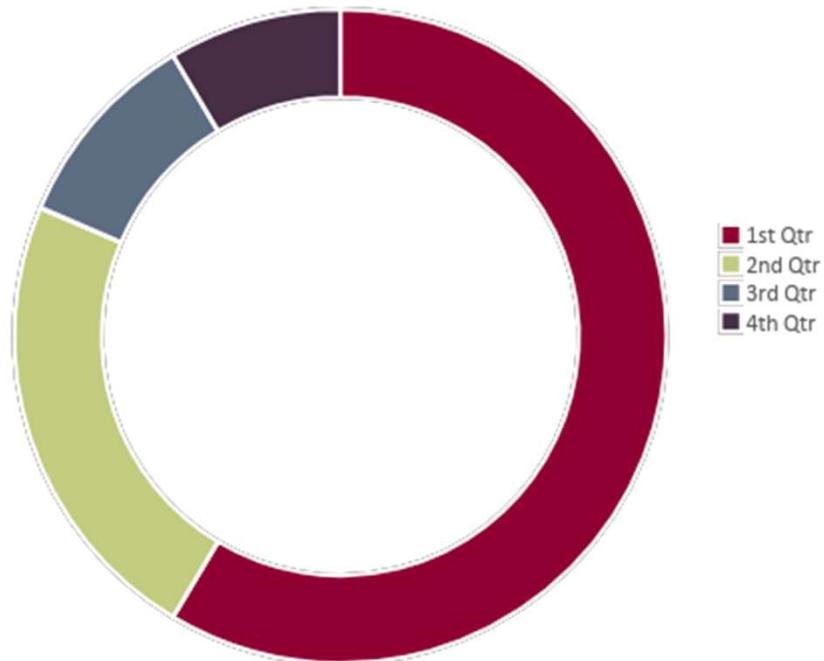


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Name of this pie graph



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| Block 1<br>Row 2 | Block 2<br>Row 2 | Block 3<br>Row 3 | Block 4<br>Row 4 | Block 5<br>Row 5 |
| Block 1<br>Row 3 | Block 2<br>Row 3 | Block 3<br>Row 3 | Block 4<br>Row 3 | Block 5<br>Row 4 |

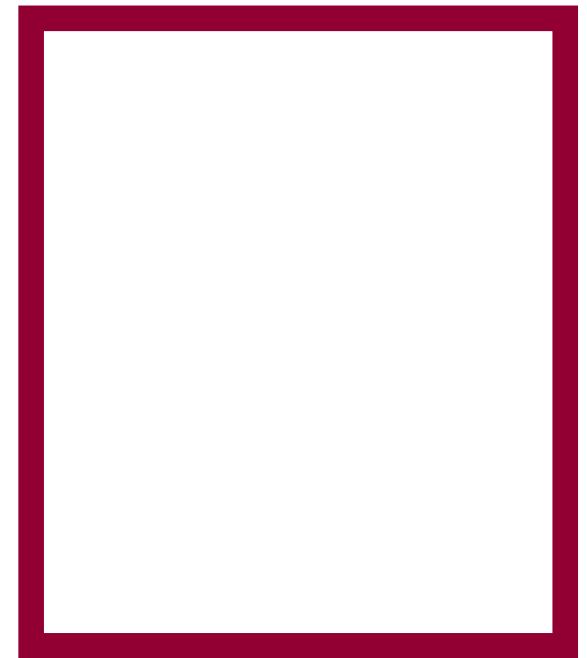
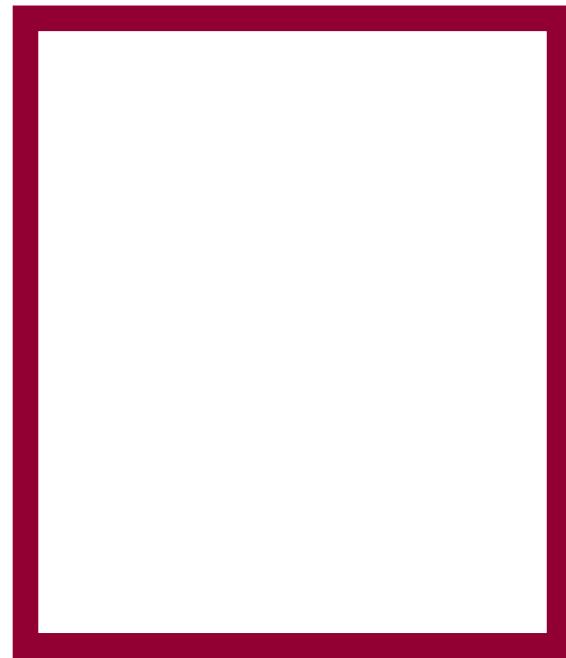
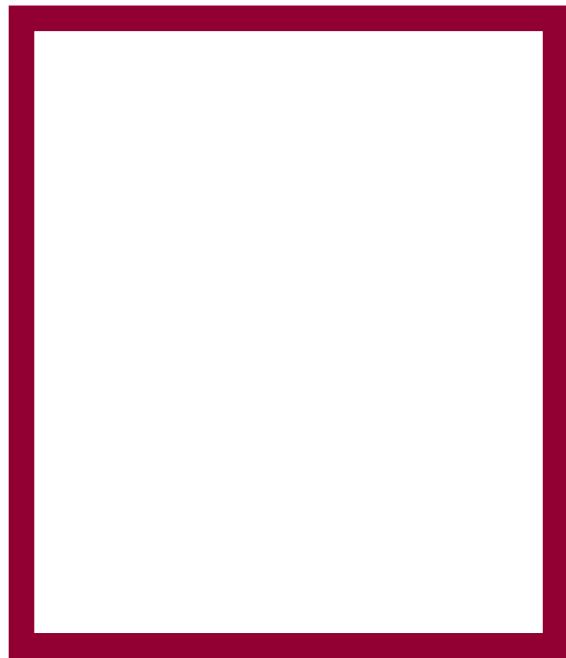
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**Jane Doe**

Title

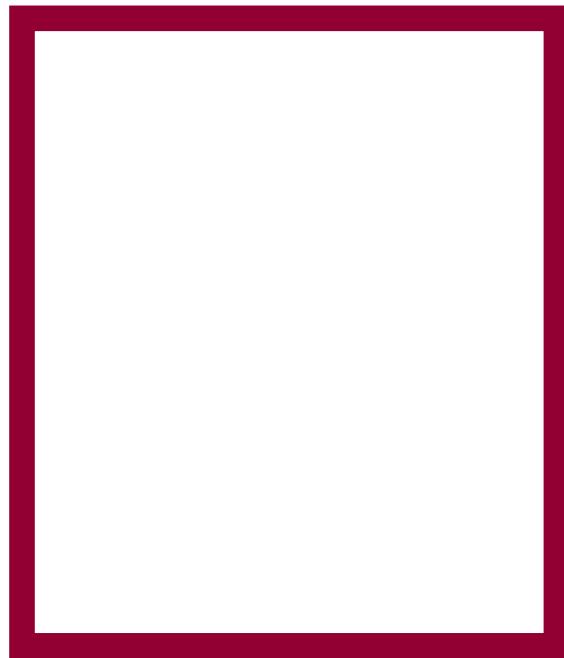
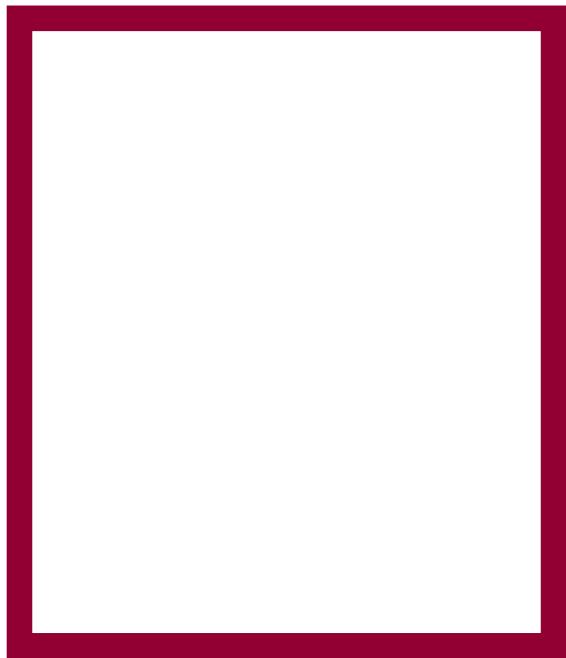
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**John Doe**

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Thank you