

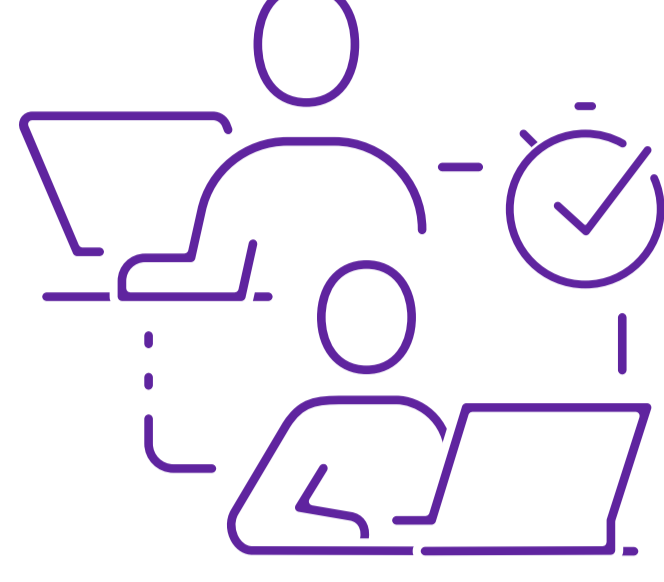
# Beyond Disruption

2020

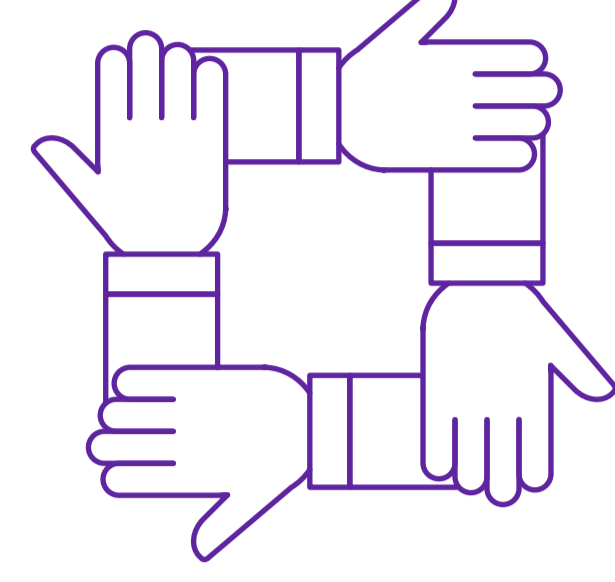
## Pulse 3: Business Resilience

**At a time of uncertainty for all, Australian & New Zealand organisations are taking action to protect and safeguard their business and employees to build resilience against current and future disruptions.**

**Australian & New Zealand (ANZ) organisations ranked the top 3 contributors to remaining resilient.**



Organisational flexibility



Employee commitment



Leadership & management style

**Many are implementing programs to create a culture of productivity and overcome disruption.**



**52%** of Australian & New Zealand organisations have **cultivated a culture of productivity** during the current disruption, encouraging collaboration and employee commitment towards a shared vision of overcoming the crisis.



**55%** of ANZ organisations are **implementing health and safety policies** due to the current crisis and **39%** have **increased their data and analytics usage**.

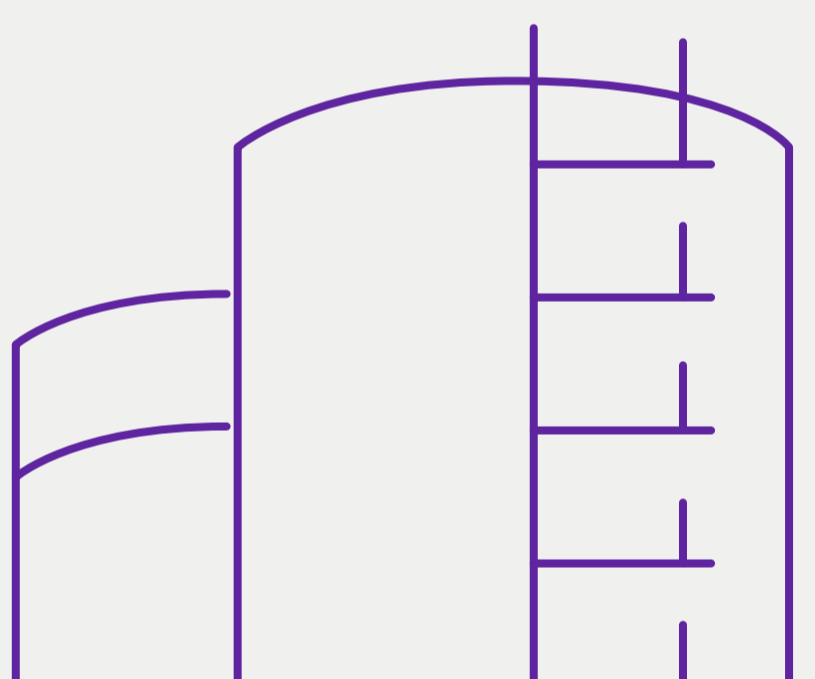


Over **70%** of large organisations have **introduced mental health programs and personal development training** to build employee resilience during the current disruptions.

**As a result, most organisations believe they are managing the current disruptions effectively.**

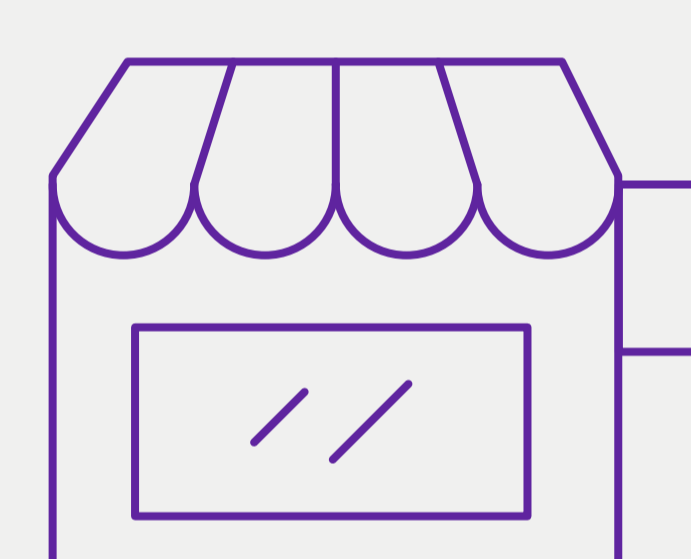
**68%** of organisations believe their technology investments have helped them to manage the disruption.

**86% of large enterprise** ANZ organisations believe they have managed the current crisis well compared to **61% of small-medium enterprises (SME)**.



**86%**  
Large enterprise

It is evident SMEs need more support during the disruption, aligned with government assistance and incentives.

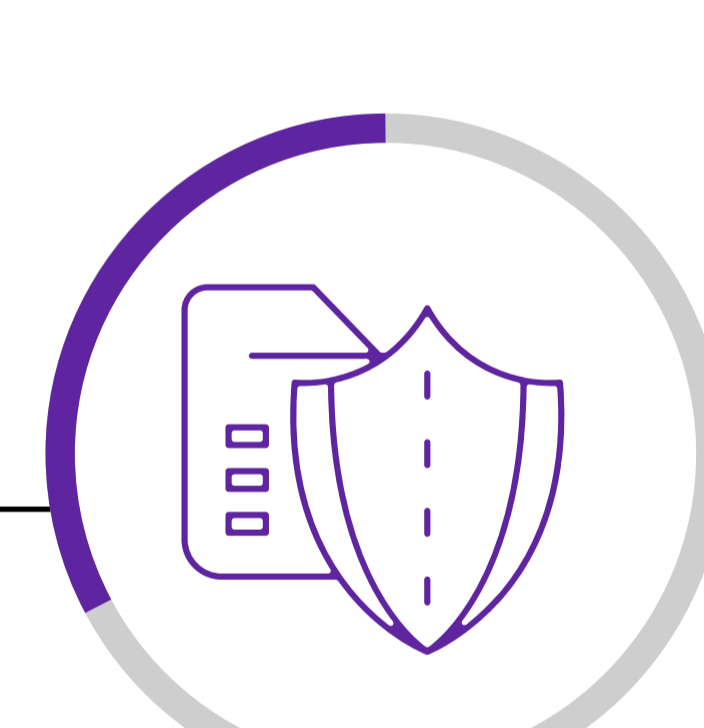


**61%**  
SME

**However, some organisations have faced challenges in overcoming the current disruption.**



**49%** of organisations are seeing an increase in cyberattacks



but only **33%** of organisations currently offer cybersecurity training for employees.

### Pulse 3: DXC key recommendations



**Use digital and collaboration tools to enhance employee connectivity and mental health**

Continued, long-term remote working can have an impact on overall employee wellbeing. Consider increased use of digital and collaboration tools to monitor, report, and improve employee connectivity and engagement.



**Use data insights to recover and grow**

Organisations need to effectively gather and harness the power of data and analytics to improve operational resilience, drive growth, increase margins, and revitalise products and services. It is imperative to review your organisation's data to gain deep insights that will help securely transform and maximise your organisational value.



**Develop a digitally engineered enterprise**

A rapidly changing world gives organisations the chance to experiment with new business models and processes. Now is the time to look at how your organisation delivers products and services, and consider modern digital techniques around Human Centred Design, Lean/Agile and DevOps to create a more sustainable, faster, and more cost-effective employee and customer experience.



**Create a simple security experience for employees**

No matter the size or scale of your organisation, it's critical to have an employee program focused on security. These programs must be further enhanced by embedding security experiences in everyday employee practices. This could be a one-click process for employees to report a suspicious email or a suspected cyber breach. The easier the experience for the employee, the higher the level of organisational compliance and security.

**Ready to invest in your business?**

**Get in touch with DXC today**