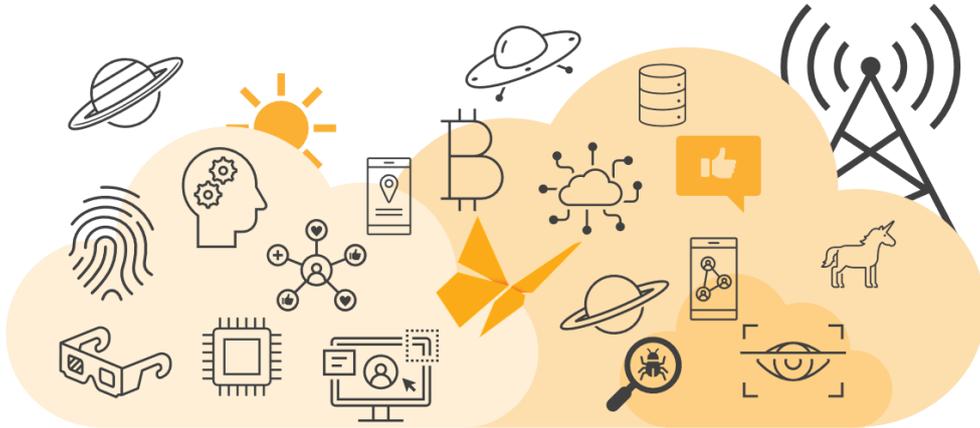




DIGITALIZATION



The New Normal

Transcendent Group

The world is changing, are you ready for **The New Normal**?

The world is changing rapidly. The “New Normal” is here to stay and organizations need to adapt. Changing ways of working, operating and managing affect all parts of our organizations, including the needs and expectations of our stakeholders. We have compiled the most important takeaways and what you need to consider to manage the new risk landscape.

Opportunities and drivers of the New Normal

The New Normal brings with it a lot of opportunities, but also a new set of risks and challenges.

Using these opportunities in the right way while effectively managing the risks, means your organization has the potential to redeem huge rewards.

As a background to these new opportunities, risks and challenges, we have categorized **the key areas demanding extra attention** into three categories; 1) the new needs of management, 2) the workforce and 3) the operations of your organization.



Challenges and risks

Based on these key areas we have highlighted a number of example risks which we advise prioritizing. Addressing these risks will move your organization to a more mature state whilst minimizing your risk exposure.

Highlighted example risks:

1 MANAGEMENT NEEDS

 Current strategic directives do not lead your organization in the right direction in order to profit from the opportunities created by the New Normal.

 Sales and customer satisfaction are reduced if customer services are not adapted to the new requirements inflicted by the New Normal.

 New expectations on internal and external communication and collaboration lead to gaps in; processes, responsibilities, knowledge, and technical solutions.

2 WORK FORCE NEEDS

 The substantial change towards a remote and digitized work environment leads to negative consequences for employees' wellbeing, productivity, and motivation.

 Lack of long-term strategy for the digital global workforce reduces the ability to compete for resources by providing a competitive work environment.

 Insufficient behavioral risk management, due to the changing work environment, increases the likelihood of diverging employee behaviors.

3 OPERATIONAL NEEDS

 Operational processes are not adapted to the new remote operational needs, risking production loss. Also, the emergence of new types of cyber risks.

 Operational processes are not sufficiently agile and resilient to respond to rapid changes caused by the New Normal.

 New digital supply chains will introduce new risks not previously encountered and therefore requiring extra attention and careful mitigation.



We transform your risks and challenges into new opportunities

With tailored solutions for your specific needs Transcendent Group can lead you through the risks with the New Normal.

Examples of how we can help:



Review and update your strategic goals and governance

New digital governance strategy

New security strategy



Evaluate the changed risk and governance needs of your workforce's wellbeing, motivation and productivity



Support you in identifying and managing new digital operational and cyber risks and assist in the successful and secure transition to new digital ways of working



Efficiency assessments to identify improvement opportunities

Secure new digital customer services



Assess the processes, roles and responsibilities needed for a global workforce we will identify your gaps in competitiveness and suggest how you can meet these new demands of the new normal



Identify opportunities to adapt your business processes to the new normal, including cyber and information security



Enable your solutions to satisfy new expectations on collaboration and service delivery by understanding the risk.

Recommend tailored solutions as well as verify that the right decisions have been taken



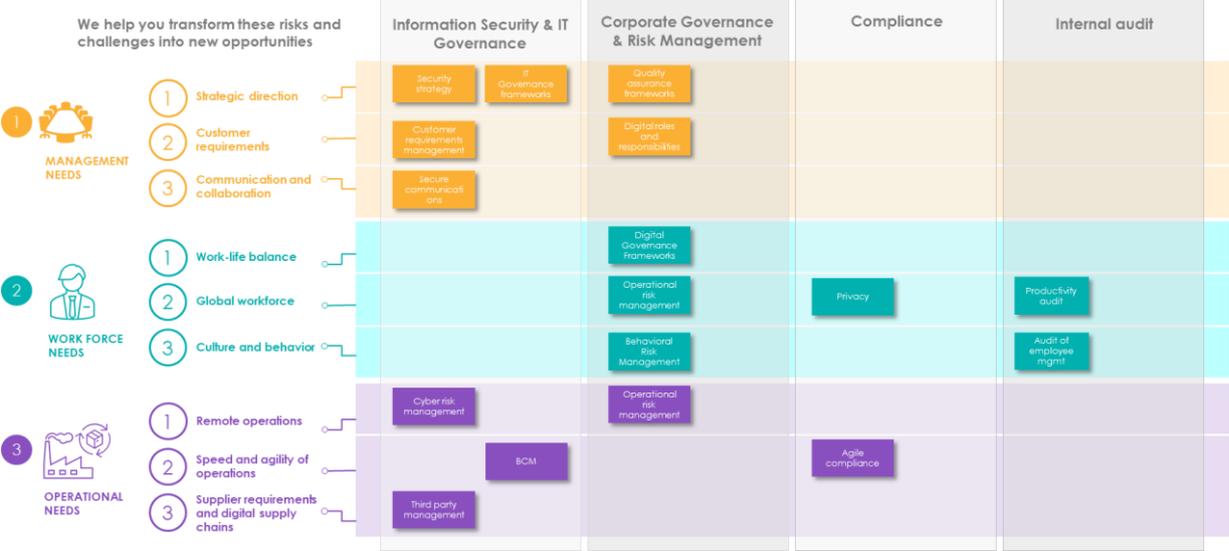
Identify and analyze the specific behavioral risks for your organization and help you to mitigate these



Ensure that your automated and digital operational processes are designed and operating effectively, including the secure and efficient flow of information, throughout your supply chains

Pick and choose our services based on your needs

Our services are packaged to suit your needs. We understand that your needs are yours and we tailor our solutions to maximize your value.



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