



IDC's Digital Resiliency Framework for Future Enterprise Success



It's Time for a New Approach to Resiliency

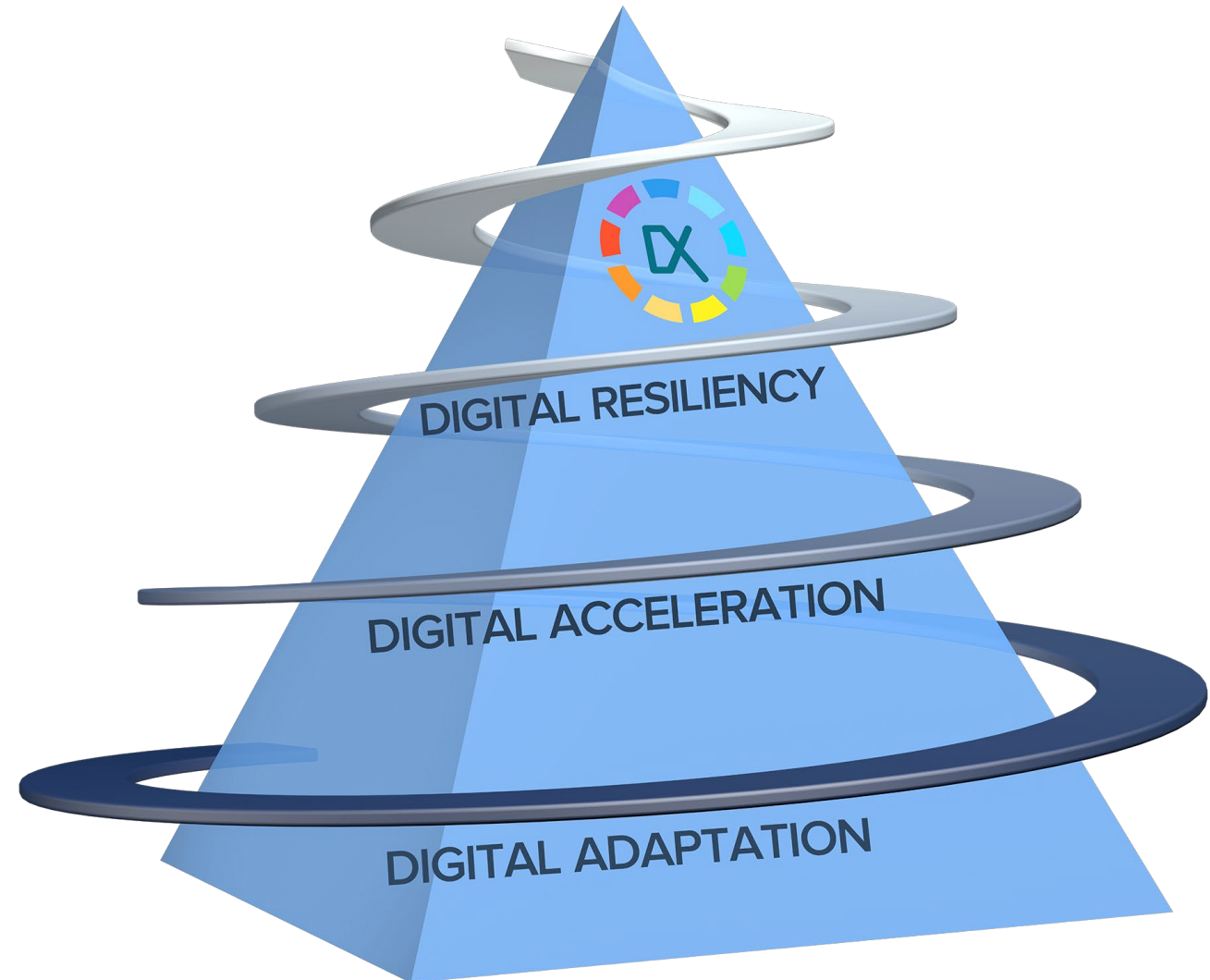
The pandemic has demonstrated that resiliency is now a business imperative in today's interconnected global economy. However, traditional modes of business resiliency are not enough; these programs typically focus on safeguarding distinct enterprise functions or businesses on a fragmented basis. Digital technology is the lynchpin to modern enterprise resiliency—so much so that organizations must create a new resiliency approach: **Digital Resiliency**.

Digital resiliency is the ability for an organization to rapidly adapt to business disruptions by leveraging digital capabilities to not only restore business operations, but also capitalize on the changed conditions.

Technology is a critical component of this business imperative. That is why IDC believes that Digital Resiliency and Digital Acceleration are foundational elements that support the Future Enterprise.

Organizations must be able to rapidly respond and adapt to both incremental and extreme change, which requires investments in digital capabilities to maintain operations and recalibrate and, most importantly, to take advantage of new opportunities.

Future Enterprise



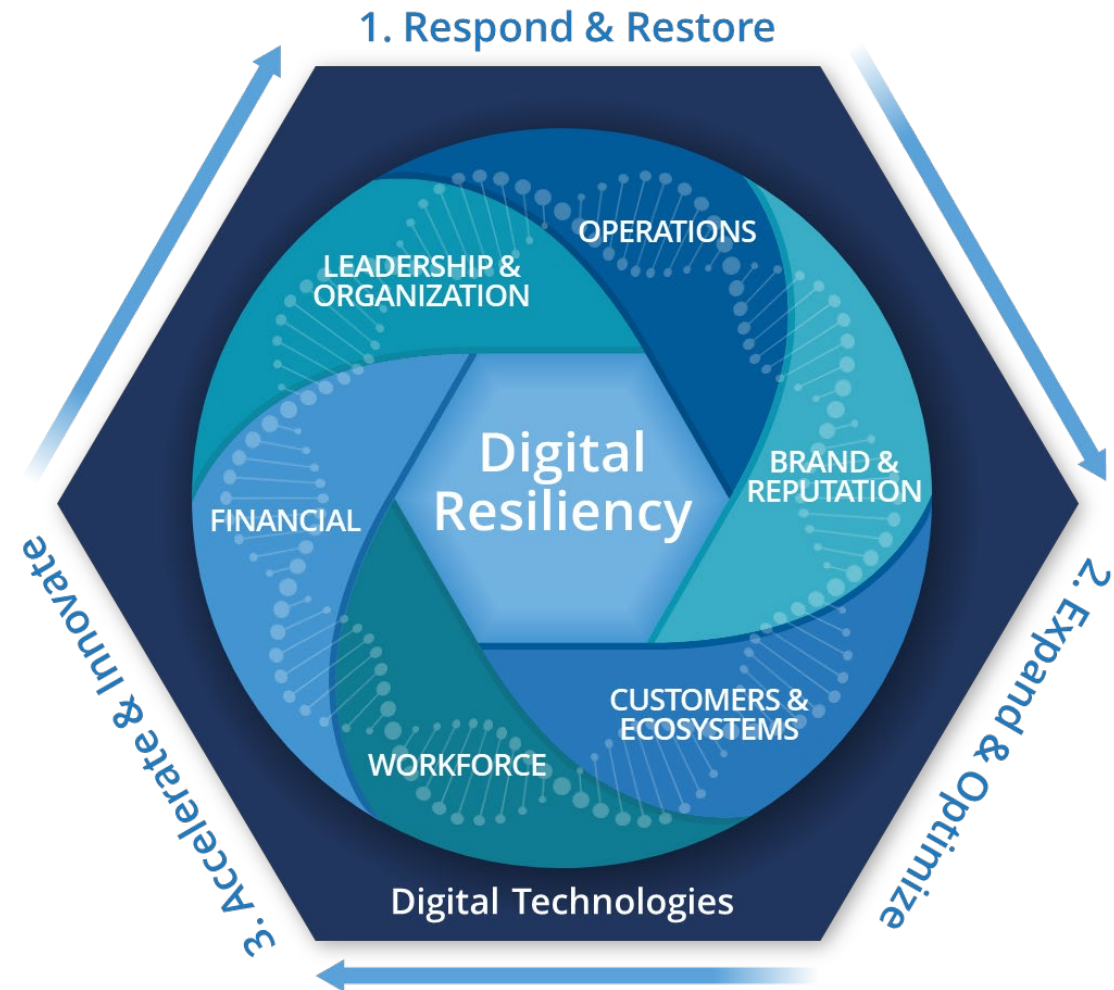
Introducing IDC's Digital Resiliency Framework

Since technology is such a critical piece of both digital resiliency and the Future Enterprise, business and IT leaders will need to work together to adopt and execute on digital resiliency. Technology suppliers will become even more important partners to their enterprise clientele as they strive to prepare for future crises.

But where should businesses start? How can they assess their organization's current digital resiliency efforts?

IDC has created the Digital Resiliency Framework to identify digital resiliency risks and prioritize specific technology initiatives, use cases, and process/policy changes to increase resiliency. Use this framework to understand the interconnected elements of digital resiliency and to assess your organization's risk level.

By linking business outcomes to specific use cases and the associated technologies, organizations can use the framework to help them prioritize projects to improve their organization's digital resilience across three phases of crisis response and six organizational dimensions.



IDC's Digital Resiliency Framework: Enterprise Event Response Phases

Respond and Restore: This phase is about leadership - responding quickly and effectively to the disruptive event and remediating any weaknesses the crisis may reveal in the various dimensions of the enterprise. It typically prioritizes business continuity, crisis management, and communications.

Expand and Optimize: Centers on activities that empower the organization to look beyond the immediate effects of the event and begin to plan and invest for growth. Productivity, faster decision-making, customer outreach, stabilizing supply chains, and cost reduction are typical priorities in this phase.

Accelerate and Innovate: Organizations in this phase are largely operating as "Future Enterprises in the making" and focus on incorporating digital resiliency as a core tenet to thrive in the face of disruptive aftershocks.



WHAT THIS MEANS FOR TECHNOLOGY VENDORS

Learn to recognize where your clients sit within these phases and understand how your solutions align. Act as an integrated partner in building and executing digital resiliency strategies with your customers. For example, a business in the "Expand and Optimize" phase may not be ready to have a conversation around acceleration technology such as cloud-native development, but they can recognize how investment in cloud can support a diffused, remote workforce.



WHAT THIS MEANS FOR THE C-SUITE

It is critical to understand these phases not only as how your organization currently reacts to disruptive events, but also as a reflection of your enterprise's resiliency to face future disruptions. The market will continue to be volatile and susceptible for some time; it is critical to future-proof your organization and reduce time spent in the reactive phases of response.

The Six Enterprise Organizational Dimensions Critical to Achieving Digital Resiliency

- 1. Leadership and Organization Resiliency:** The foundational dimension where business leadership and the office of the CIO work in tandem to build structural agility across the organization and understand interdependencies. They also use technology to better leverage dimensional strengths for future success.
- 2. Workforce Resiliency:** Efforts focus on optimizing the employee experience in times of extreme uncertainty and cover issues such as employee engagement and productivity, retention and onboarding, skills and learning, as well as health and wellness.
- 3. Customers and Ecosystem Resiliency:** Encompasses customer, supplier, and partner engagements and how to develop, retain, renew, and optimize these relationships in a time of crisis.



WHAT THIS MEANS FOR TECHNOLOGY VENDORS

A key part of digital resiliency is empowering senior leadership to engender trust with the external customer base while also empowering the internal workforce to be productive in times of crisis. Demonstrate how your organization protects and supports your clients' stakeholder ecosystems – whether that is their workforce, their customer and prospect pools, or their partner channels.



WHAT THIS MEANS FOR THE C-SUITE

CIOs are uniquely qualified to drive digital resiliency efforts. Eliminate siloed thinking to ensure that your CIO and their team can see across department and business units to deploy technology solutions and identify any resiliency gaps.

The Six Enterprise Organizational Dimensions Critical to Achieving Digital Resiliency (continued)

- 4. Brand and Reputation Resiliency:** Focuses on ensuring trust in an enterprise's brand and reputation. Customers, partners, and suppliers use enterprise response to crises to measure the quality and integrity of an organization and its leadership.
- 5. Financial Resiliency:** Financial resiliency is more than a measure of outstanding liabilities and available financial resources. It also focuses on the ability to learn from the past to predict potential future financial threats, and its ability to help the business and the broader ecosystem to respond effectively to new threats and opportunities.
- 6. Operational Resiliency:** This expands the traditional focus beyond safeguarding and maintaining operational "business as usual" to include agile and adaptive planning techniques that build incremental and opportunistic responses to operational problems due to internal challenges and external/ecosystem dynamics.



WHAT THIS MEANS FOR TECHNOLOGY VENDORS

A strong, holistic technology architecture supports digital resiliency across all these dimensions. Explore how your solution fits into this architecture and communicate your solution benefits in terms of digital resiliency.



WHAT THIS MEANS FOR THE C-SUITE

These organizational dimensions are interconnected, and resiliency must be created in each. If not, a weakness in one area means adverse effects in others. Start with a clear understanding of how business and IT leaders in your organization will simultaneously support and build upon the other five dimensions.



Use IDC's Digital Resiliency Framework to Position Your Solutions to Support Enterprise Resiliency

Understanding the Digital Resiliency Framework is critical not just for enterprise organizations working to improve their resiliency, but for their technology partners as well. Recognizing the challenges your clients are looking to solve – and positioning your solutions to help them overcome those obstacles – empowers your organization to demonstrate how technology affects business outcomes for the C-suite.

WANT TO GET STARTED?

Learn how IDC's Custom Solutions team partners with technology vendors to better plan, market, and sell in light of enterprise organization's digital resiliency needs. Learn more at www.idc.com/custom-solutions.

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