

The 5 characteristics of a resilient organization

1. They know their customers' ecosystems

They respond to changing customer dynamics, complex supply chains and competitive landscapes and then delight their customers by delivering completely via multiple channels.



2. They empower their people for change

They recognize the importance of their people and actively focus on talent management, competency development and increased empowerment.



3. They turn data centrality into a competitive advantage

They ensure the right decisions are made, execution tracked, and alternatives uncovered by utilizing quality data insights from multiple sources.



4. They use technology to improve agility

They ensure their organizations' ability to respond to change by investing in and fully leveraging new technologies to deliver clear business benefits.



5. They simplify their governance for fast decisions

Their internal processes empower teams and individuals to respond to both threats and opportunities by redeploying resources at speed.



Under pressure, resilient organizations navigate complexity and deliver at speed!

Source: BearingPoint benchmark analysis

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