

## Digital Disruption Demands Action!

### The History of Digital Disruption

The last twenty years has seen digital technology upset existing markets, replacing traditional approaches and often times creating new industries.

Some recent examples:



**Pay Phones** became **Mobile Phones** 



became **GPS** 



became Wikipedia



**Books** became E-readers

#### **Digital Disruption Today** Digital penetration is increasing

on every continent.

Europe 77.6% **/8.2%** Middle East 37% 40.6%

Asia **Pacific** 

36.9%

42.3%

ONLINE

North & **South America** 66% 77.6%

**Africa** 20.7% **17.4%** Source: ICT Facts & Figures: The World in 2015

We are witnessing

# the Digitalization of Communication



and the Digitalization of Consumption.

of people worldwide own mobile phones

Source: Statista 2015

of all first time product and service purchases are through digital channels **Service Industries** 46 **Product Industries 36** 

Sporting Goods & Leisure Wear 42 Furniture & Private Transportation 32 Automotive & Private Transportation 26 Hardware Store Products 12 Groceries 7 The reality is that most of us already consider digital future

social integrated devices.

Apparel 60

Media Products 42

Home Appliances 42

Entertainment Electronics 62



Public Utility Services 74

Banking & Insurance 41

Health Care 34

Communication Services 71

**Digital Disruption Demands Action** 

If the last decade is any indicator, another digital revolution

is just around the bend...and these disruptions, when

embraced, can propel us into a barely imagined future.

of Executives now rate the ability to manage digital disruption as a matter of survival.

The clock is ticking. The digital short fuse is burning. The time to act is now!

of organizations are investing in digital skills.

Source: "The State of Digital Business 2014", Forrester Research

Navigating digital disruption and the needs of next-generation employees is forcing organizations to be

Successful organizations are retooling

employees than ever before.

more focused and responsive to the needs of customers and

to best support employees and customers to become

[Seriously Smart Organizations]

positioned to deliver on their key customer and employee directives:

[know me] [understand me] [value me] [empower me]

Find out how: www.verint.com/digital-disruption

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