

Helping you in a post-pandemic world

Navigating the next normal

This crisis will undoubtedly change how the business operates and the level of expectations from your people, customers, suppliers and business owners. Some of your competitors and business partners will adapt, while others will disappear. Your employees will have to embrace new processes and technologies that will play a critical role in an altered business environment.

P&A Grant Thornton can help you make the change by assisting your transition to a model that works.



Customers



People and culture



Technology



Suppliers & business partners



Operations



Owners

Do I still know my customers? What tools can I use to understand and manage my customers? Do I need to develop new value-added products and services?

Get to know your new customer and assess their consumer habits. Know their concerns during and post-crisis, their new expectations, and which products and services are high in demand and which ones are not. Analyze **data** to help you retarget your offers and adapt your communication and distribution channels.

How can we help?

- Customer-centric transformation – define customer-based metrics to drive technology-enabled products and services
- Data governance and management – deliver a well-designed enterprise data strategy and establish a single source of truth for data about your customers
- Research and data analytics – perform research and analysis to help you understand market trends, consumer behaviour, opportunities, and challenges in your new business environment.

Your consultants



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How can I help my people adapt to the new environment? How do I attract talent now?

Embrace the new normal by developing and deploying better **digital employee experiences** while sustaining employee flexibility, growth, and motivation. Higher productivity, more engaged and loyal employees.

How can we help?

- Workforce governance – design, govern, and manage appropriate workforce composition and arrangements and perform workforce analytics to measure the results
- Workforce experience – rationalise and deploy technology-enabled tools to streamline human capital management processes from recruitment to retirement
- Workforce development – design new ways of learning to help employees grow and become more productive
- Transition – understand and manage barriers to changes and carry out change management strategies.

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How do I enable my business with the right technology?

The new working environment will require innovative and new ways to connect, communicate, and deliver your products and services. Hence, you must select the **right technology** to support your varying business and information needs and comply with organizational and industry standards and regulations.

How can we help?

- Evaluate mature technology options – plan or revise technology initiatives by assessing the maturity of your technology and understand evolving technology options
- Transform IT organisation – enable IT to innovate and modernise IT service delivery to support changing business and customer needs
- Facilitate strategic planning sessions – align your new technology initiatives to your stakeholder requirements and data strategies
- Project management – govern and manage the implementation of your technology initiatives.

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How will the constraints brought in by the crisis affect my supply chain in the future?

As the situation becomes more stable, businesses will need to review their procurement practices to ensure that it can cope up with the evolving market environment. **Sourcing strategies, logistics, and inventory controls, contracts and pricing** need to be realigned with business goals while enabling rapid responses to the changing business conditions.

How can we help?

- Supply chain analytics – perform payment term reviews, supplier resilience appraisals and sourcing risk assessments
- Supply chain redesign – redefine your whole supply chain strategy from sourcing to vendor and contracts management
- Data analytics – leverage data analytics to optimize logistics and distribution, pricing, and inventory levels.

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How can I improve my processes to adapt to the new environment while maintaining cost-effectiveness?

Businesses must plan for a progressive return eventually adapting to and evolving with the **new ways of doing business**. This plan must include both permanent and transitory measures. Redesign operational processes and facilities to ensure safety, efficiency, and effectiveness. Identify alternative solutions to improve capacity and meet demands.

How can we help?

- Online operations – introduce robust solutions for both simple and complex business processes to shift data and workflows online whether accounting, sales, human resources or industry specific core solution
- Automate processes – leverage mature technologies to achieve operating efficiencies through automation
- Data governance and management – deliver a well-designed enterprise data strategy and establish a single source of truth for data about your operations.

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How is my business responding to the evolving conditions?

Maintain transparency by proactively communicating the results of recovery initiatives to your stakeholders and gain visibility on the effectiveness of strategies implemented to cope with the evolving trends, technologies, laws and regulations. A governance model should support your business model and satisfy the need for new forms of management and control.

How can we help?

- Sounding board – review, challenge, and develop new ideas and strategies. Get insights and an impartial perspective on the most relevant and pressing business concerns
- Monitor initiatives – deploy planning and monitoring tools that enable the tracking of deliverables, resources, cost and benefits for your strategic and tactical initiatives
- Succession planning – Identify and develop new leaders who can assume key roles on the organization as they become available
- Risk management and internal control systems – monitor changes in the circumstances and replace or revamp ineffective to support an effective control environment.

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