



Client Forum 2024
Henkel Headquarters, Düsseldorf



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Client Forum kick-off

Dee Hurter | 9:00 AM – 9:15 AM

Welcome



EUROPEAN CENTRAL BANK



IDC Future Enterprise Awards

<p>Best in Future of Operations - recognizes the future enterprise that is able to rethink the way operations is managed.</p>	<p>Best in Future of Connectedness - recognizes the organization that has transformed and digitalized processes to ensure employees (people), things (systems, devices), applications, and processes connect to enable the seamless flow of data and drive business outcomes</p>	<p>Best in Future of Enterprise Intelligence - recognizes the organization that has made impactful positive changes to their enterprise intelligence by innovating around how they synthesize information, how they learn from these insights and share those learnings across the organization, how they deliver insights at scale, and how they develop and promote a data culture.</p>	<p>Best in Future of Customer Experience - recognizes the organization that is able to rethink and effectively transform the way customer-related initiatives are done in the organization (e.g., customer engagement, customer experience, customer service).</p>
<p>Best in Future of Digital Infrastructure - recognizes the organization that is leading the use of digital infrastructure to transform their business, engage customers and employees, and accelerate business innovation</p>	<p>Best in Future of Industry Ecosystems - recognizes the organization's ability to generate value by its participation in a new digital economy.</p>	<p>Best in Future of Trust - recognizes the organization that can maintain the trust amid the evolving needs of its customers.</p>	<p>Best in Future of Work - this award recognizes the organization that rethinks the way works get done. The Future of Work is a fundamental shift in the work model to one that fosters human-machine collaboration, enables new skills and worker experiences, and supports a secure location- and device-agnostic virtual workspace and reimagined physical workplace.</p>
<p>Special Award</p>	<p>CIO/CDO of the Year - who has played a determining role in setting the vision and responsible for the execution of digital transformation (DX) within an organization.</p>		



IDC Future of Work Award

Best in Future of Work - recognizes the organization that rethinks the way works get done. The Future of Work is a fundamental shift in the work model to one that fosters human-machine collaboration, enables new skills and worker experiences, and supports a secure location- and device-agnostic virtual workspace and reimagined physical workplace.

Winner must demonstrate at least one of the following:

- Adopting “digital worker” technologies (i.e., AI, robotics, process automation, AR/VR), fostering human-machine collaboration. Human workers operate side by side with “digital co-workers,” augmenting human capabilities.
- Enabling a work culture that encourages continuous innovation and a new type of organizational agility; has outcome-focused leadership style and culture that shows empathy, empowerment, frictionless engagement, and speed; deploys digital technology to offer upskilling/reskilling and career development opportunities to all employees.
- A work environment that offers all workers secure access to required corporate resources (data, applications, co-workers) and supports collaboration with trust at the core. Corporate facilities leverage digital technology to foster collaboration across physical and digital boundaries and create a safe and healthy environment.

Award Criteria: Project roll-out between Jan ‘22 and Dec ‘23 and has been in production for at least 6 months

Showcase how through culture, augmentation & space has transformed:

- Inflexible work environments
- Talent limitations
- Mis-adapted security, privacy, and trust
- Hierarchical leadership and rigid organizations

Demonstrate how created:

- Hyper-agility with intelligent workspace
- Talent as a source of competitive advantage.
- Trust at core and transparent to worker experience.
- Empathy, empowerment, frictionless engagement, and speed

Highlight measurable benefits:

- cost savings,
- revenue generated,
- productivity improvements,
- employee engagement,
- talent retention etc.

Explain Lessons Learned

Describe What’s next

Submission Deadline: 14th June



Client Forum 2025

SAVE THE DATE
24 September



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