ORACLE + intel.

# Winds of change: How cloud ERP and industry partnerships can boost 'digital resilience' and innovation

**After a tumultuous couple of years, what lessons should IT leaders apply to be better prepared for future shocks, and to accelerate digital transformation?**

## These were among the subjects discussed at a recent IDC CIO Summit in Qatar.

The big positive to come out of the event was how global. tech spending appears to have decoupled from the peaks and troughs of global GDP. Historically, tech spending has shadowed rises and falls in economic output. Last year, however, while global GDP went into a sharp recession because of the pandemic, global IT spending still managed to grow, albeit in the low single digits, according to IDC.



> "You don't really know what's coming at you and you have to adapt really quickly and lean into it,"

Meredith Whalen
Chief Research Officer, IDC

However, this is no time for complacency, according to one senior IT analyst who spoke at the IDC Qatar conference. Meredith Whalen, Chief Research Officer at IDC, said that CIOs need to help their companies become more "digitally resilient" and navigate "winds of change".

She said that CIOs must prepare their organizations for "headwinds" (digital skills shortages, pandemic after-effects), "tailwinds" (digital innovation, government stimulus) and, trickiest of all, "crosswinds" (major disruption, including changing societal norms and systemic industry change).

## Digital resilience

Meredith defined digital resilience on criteria including leadership – the ability to mitigate tech weaknesses, financial – the ability to learn and prepare for future threats – and operational – the ability to gain partners that help you business move forward in times of crisis or rapid change. Digital transformation – using technologies including artificial intelligence (AI), automation and data analytics to improve working practices and the performance of a company – is one of the fastest-growing parts of the IT market.

Global spending on the digital transformation of business practices, products, and organizations is forecast to reach $2.8 trillion in 2025, more than double the amount allocated in 2020, according to IDC.

However, finding the right workers to deploy all these digital technologies is getting more difficult, due to a global skills shortage, and that is delaying progress in many projects, Meredith said.

ORACLE + intel®

# Innovation partnerships

**How can organizations become more digitally resilient and innovative? Partnership is one increasingly common way, research suggests**

Post pandemic, more than half of CIO leaders at organizations questioned by IDC said they would be more likely to share applications, data and insights with other organizations if doing so was mutually beneficial, Meredith said.

Improving the "soft" skills of IT staff, through training and recruitment (especially in understanding and communicating business and customer requirements) should also be a priority for CIOs, Meredith said.

Speaking at the same event, Aarti Mohan, Director of Development of Applications, Eastern Central Europe, Middle East, Africa, at Oracle, said that digital customer experience, strengthening supply chains and making them more responsive to changes, and providing real-time scenario planning were among CIOs' priorities for the next few years.

Increasingly, CIOs are using the cloud for digital transformation and other big projects, she said.

"Some CIOs may think that cloud [will mean a] loss of control. The reality is that you can do much more innovation with cloud applications than any on-premise application. There are more updates, you can do performance tracking and you can do pattern analysis and root-cause analysis and you can put AI on top of all the data you collect."

Meredith Whalen
Chief Research Officer, IDC

# Automate productivity

**Oracle's cloud-based enterprise application software suite includes ERP, supply chains, human capital management, marketing and sales, and industry solutions.**

The technology is updated quarterly, and CIOs can decide which features they want to use and roll out. They can also opt to get Oracle's public cloud customized to their needs, Aarti said.

AI, Internet of Things (IoT), blockchain and data analytics technologies and voice-enabled interfaces are included in Oracle's latest enterprise software, she added.

"You can talk to the ERP and have a voice [conversation] that is powered by AI," she said. "For example, you could ask 'Give me the revenue from yesterday' and the bot replies with the numbers. It learns your speech."

In the last six months, more than 750 customers have gone live on Oracle's digital platform for enterprise and the cloud − Oracle Fusion − including FedEx, Tesco and Unilever, Aarti said. About 7,700 companies have automated finance with Oracle cloud ERP, she added.

In the Middle East, Milaha, a Qatar-based maritime and logistics company did a "massive" ERP transformation in the cloud, which took about 15 months.

Outside the cloud, that type of project, which included human capital management and the supply chain, would usually take double the amount of time, Aarti said.

**Oracle is committed to supporting IT leaders on their ERP transformation journey. Visit our ERP transformation self-assessment tool to get tailored advice on how to smoothen your ERP cloud modernisation with Oracle**

In association with Intel ®