

# Business Transformation Index 2022

The 9 keys to successful business outcomes in Ireland

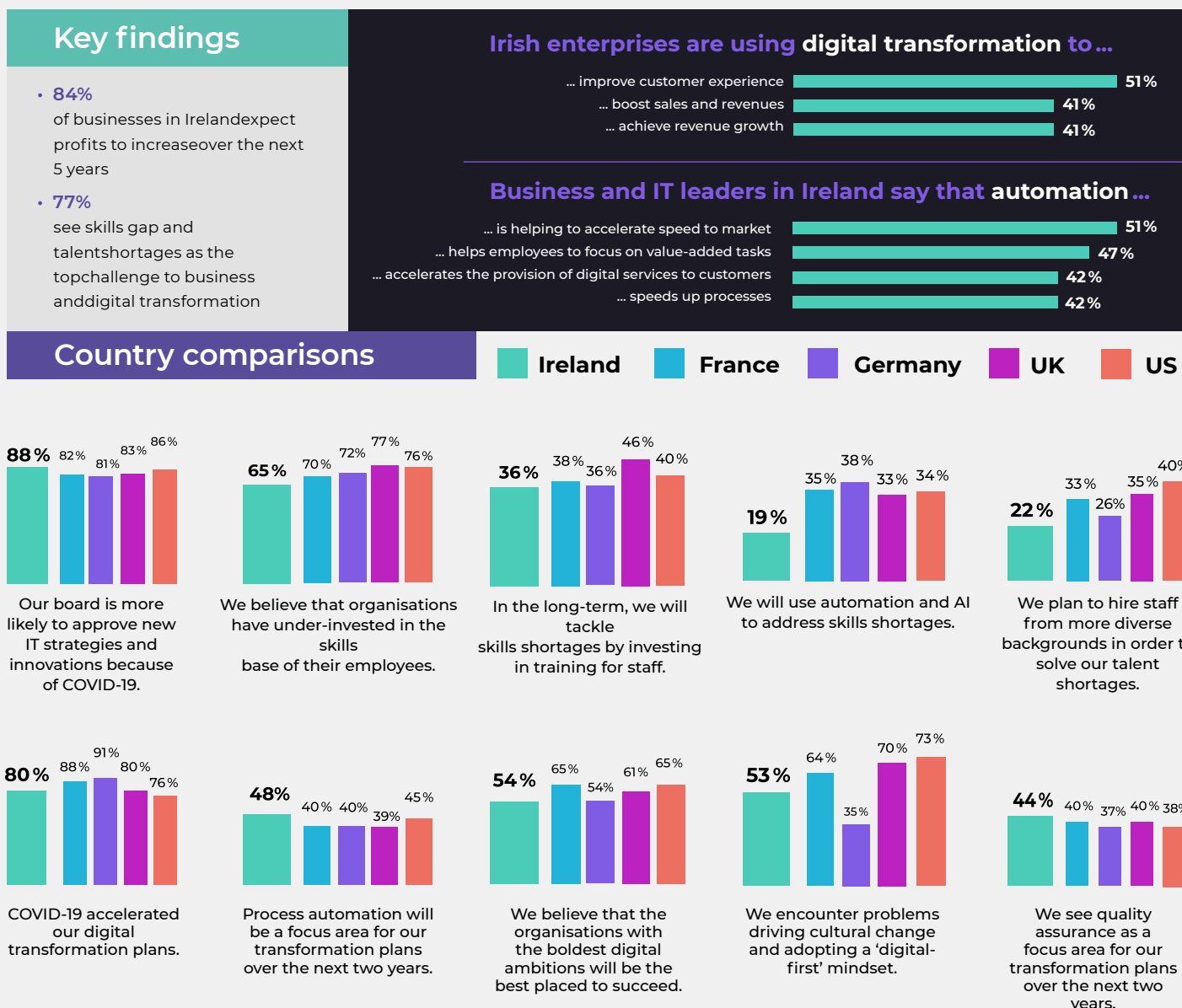
**BTI**  
2022  
IRELAND

While 2021 was another year like no other, the business community has navigated a landscape of uncertainty with conviction, focused intently on the digital imperative, and bolstering operational resilience with an unwavering spirit of fearlessness.

The **Business Transformation Index (BTI) 2022 Ireland** report is the third consecutive BTI report published by Expleo Ireland. The report examines how enterprises in Ireland are using innovation to overcome challenges including skills shortages and COVID-19, while excelling in focus areas such as customer experience and sustainability. It also enables business and IT leaders to benchmark themselves against others in the market, while providing insights and advice on how organisations can approach and overcome some of the biggest challenges of our changed new world.

The BTI 2022 Ireland report captures the cross-industry viewpoints of 111 business and IT leaders across Ireland, including C-Levels, Directors and Executive Managers.

This cheat sheet outlines the top level trends stemming from this in-depth research.



## Bold challenges



### Attracting and retaining the right people

Business and IT leaders are frustrated. 79% of large enterprises\* said that hiring and retaining tech talent is an issue for them, compared to 62% for smaller organisations. Ireland is lower than the global average when it comes to the following approaches to address skills shortages: investing in staff training, using automation and AI, outsourcing more functions and hiring teams with more diverse backgrounds.



### Enhancing customer experience

The number one goal that Irish organisations are seeking to achieve this year through digital transformation, at 51% is to deliver the best customer experience. 32% said UI and UX roles are the most difficult to attract and retain in Ireland.



### Embracing new technologies

According to 51% of respondents, process automation is helping them to accelerate the market, while 47% say it is helping employees to focus on value-adding tasks. The focus on automation is followed closely by cybersecurity, with 47% of organisations saying it will be a major focus area for their transformation plans over the next two years.



### Embracing cultural change

53% of organisations in Ireland encounter problems with digital cultural change and adopting a 'digital-first' mindset. 34% of those surveyed believe that remote working makes it more difficult to on-board new colleagues and get them up-to-speed quickly. Interestingly, 33% of those surveyed said that employee camaraderie is becoming more difficult, which is 20% less than last year. 77% of those surveyed say that they already have, or are planning to, substantially reduce the number of workspaces and branches that they work from.



### Sustainability

As an increasing number of organisations explore the prospect of becoming climate neutral, they are conscious that IT must be part of this movement. However, they are not there yet. 89% of businesses in Ireland believe that they could be doing more to make their IT infrastructure and projects more environmentally friendly. On the flip-side, 99% of organisations surveyed have plans to dedicate a proportion of their technology budget to making their IT systems more environmentally sustainable and green, with 42% planning to allocate 10% or more.

READ THE FULL  
BTI 2022 REPORT

## Reliable recommendations



### Invest in skills

79% of large enterprises\* said that hiring and retaining tech talent is an issue for them, compared to 62% for smaller organisations. Ireland is lower than the global average when it comes to the following approaches to address skills shortages: investing in staff training, using automation and AI, outsourcing more functions and hiring teams with more diverse backgrounds.



### Diversity and inclusion

One of the most concerning statistics in the report is that so few organisations in Ireland seem to see a link between diversity of their employees and skills challenges. Diversity of thought is healthy for an organisation's bottom line - and the people who make that organisation. It is important to analyse all job ads for any unconscious bias and ensure the use of inclusive language. A more diverse organisation must be underpinned by a robust, exciting inclusion policy, that is championed by senior executives.



### Be bold, be agile

Modern businesses need to be open to not only trying new technologies, but also failing, and failing fast. This enables organisations to learn from their efforts and where they went wrong, making future success more likely. Agility requires bold decision-making and the ability to pivot, without being held back by legacy systems - or legacy thinking.



### Focus on quality

By working with a quality assurance partner, businesses can ensure that quality is embedded in every step of the innovation journey: from concept to delivery. A quality assurance partner can also help prevent delays in the delivery of projects as well as ensuring that increasingly complex regulatory and compliance requirements are seamlessly achieved.



### Getting the balance between humans and technology

Technology works when it augments the human mind and skills. Value-stream mapping accompanied by employee interviews can help managers to understand pain points and opportunities that may have gone unnoticed. Process mining on system logs and analysis of usage data can establish if new technologies are being under-utilised - or if they're needed at all.

BOOK A FREE  
15 MIN CONSULTATION