**Digital Workplace**
Establish collaborative work inside your organization and with external suppliers. Another important factor is the automation and digitization of company-wide support processes.
- Collaborative working
- Automation of support processes
- Access and device management

**New Business Models**
These new models are enabled by technology which facilitate the creation of new business opportunities. They bring about new revenue streams and often break down barriers between industries.
- Identification of market and target group needs
- Disruptive business models
- Enhance physical products with digital services

**Customer Engagement**
Creating touchpoints with a user-centric approach allows for a consistent brand experience across different channels to ultimately target, acquire and retain customers.
- Digital personas
- Customer journeys
- Multi- and omni-channel

**Process Automation**
Automation of value and supply chain, usually through the use of advanced technologies to increase efficiency and quality.
- Smart factory
- Seamless integration
- Continuous improvements

Life Sciences 4.1
Good Digital Transformation Practice

It's all about purpose ...
- Faster time-to-market
- Complete traceability
- Improved patient outcome
- Higher efficiency
- Added value for all stakeholders

**TECHNOLOGY**
- Blockchain
- Big Data
- Artificial Intelligence
- Voice Assistance
- Process & Data Mining
- Predictive Analytics
- Virtual Reality
- Cloud Services
- 3D-Printing
- Wearables & Mobile Devices

**DATA**
- Data Integrity & Confidentiality
- Data Availability

**PERFORMANCE**
- Process Measurement
- Process Optimization
- Process Reporting

**ORGANIZATION**
- Utilization of Agile Methods
- Organizational Change Management
- Innovation & Portfolio Management

**REGULATORY & COMPLIANCE**
- Compliance Maturity Level
- Lean Validation & Qualification
- Content Approval throughout Digital Solutions
- Process Measurement
- Process Reporting
- Process Optimisation
- Data Integrity & Confidentiality
- Data Availability

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