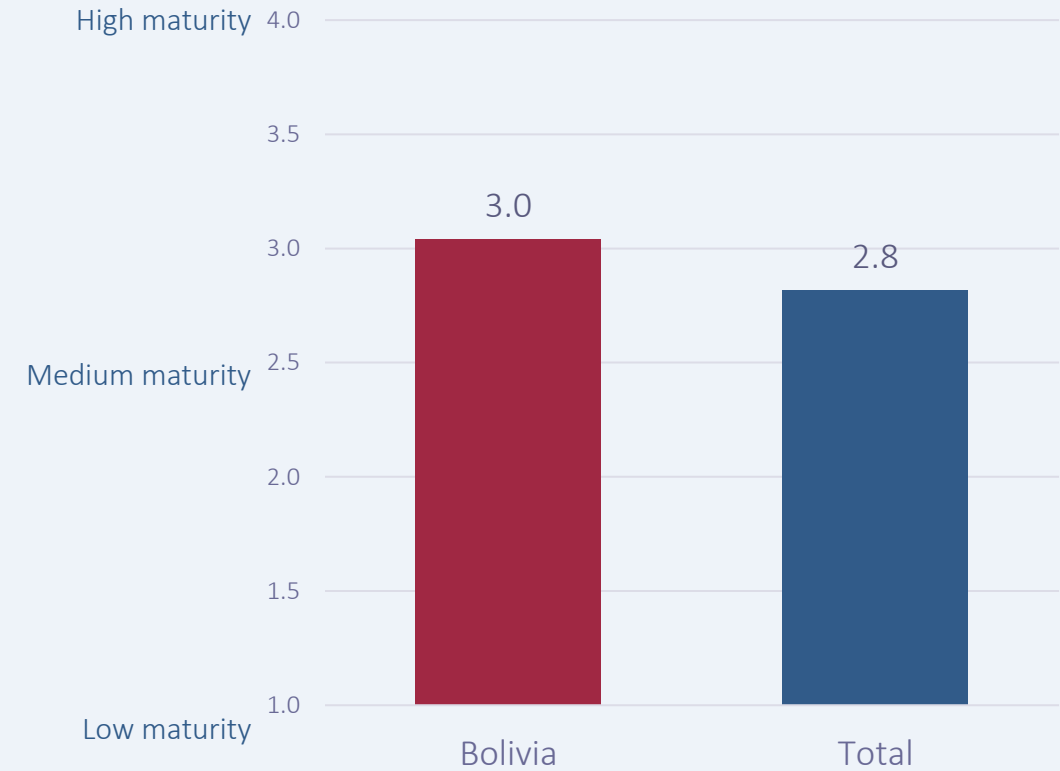
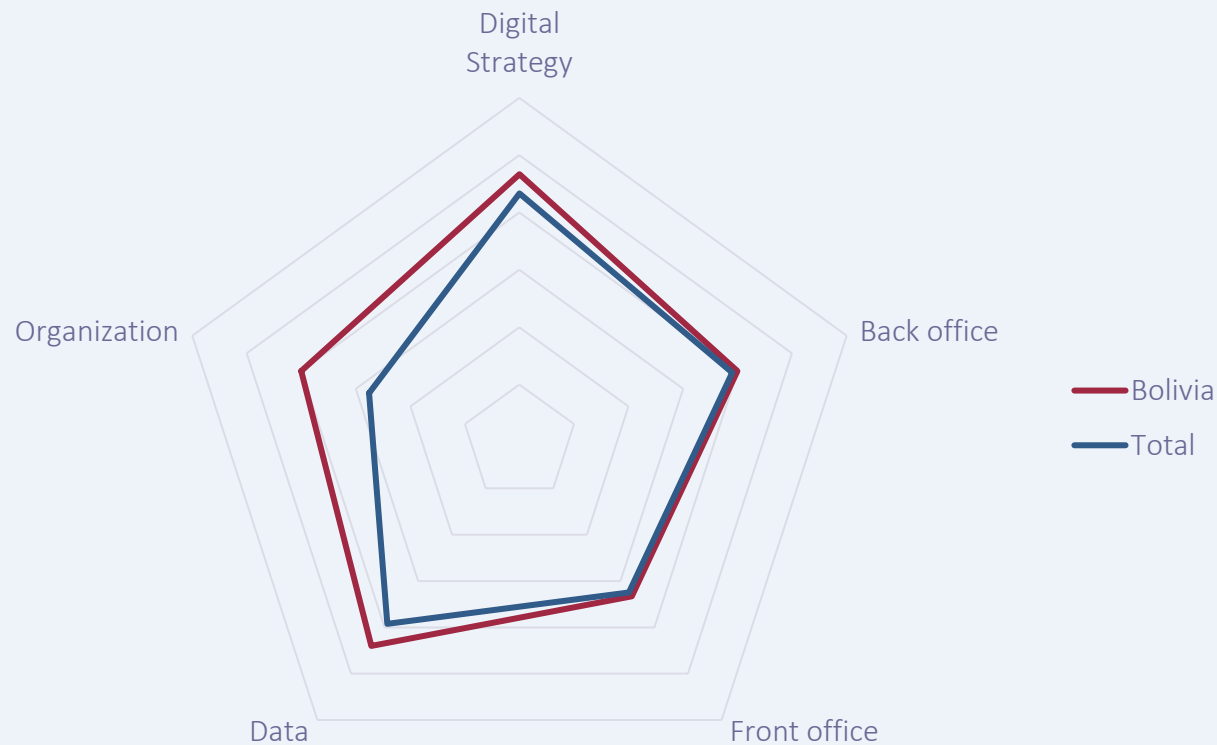


Data and Digital in LAC PES 2022 | **Bolivia**

Workshop 18 October 2022 | Willem Pieterse

Overall self-reported status

All countries & Bolivia



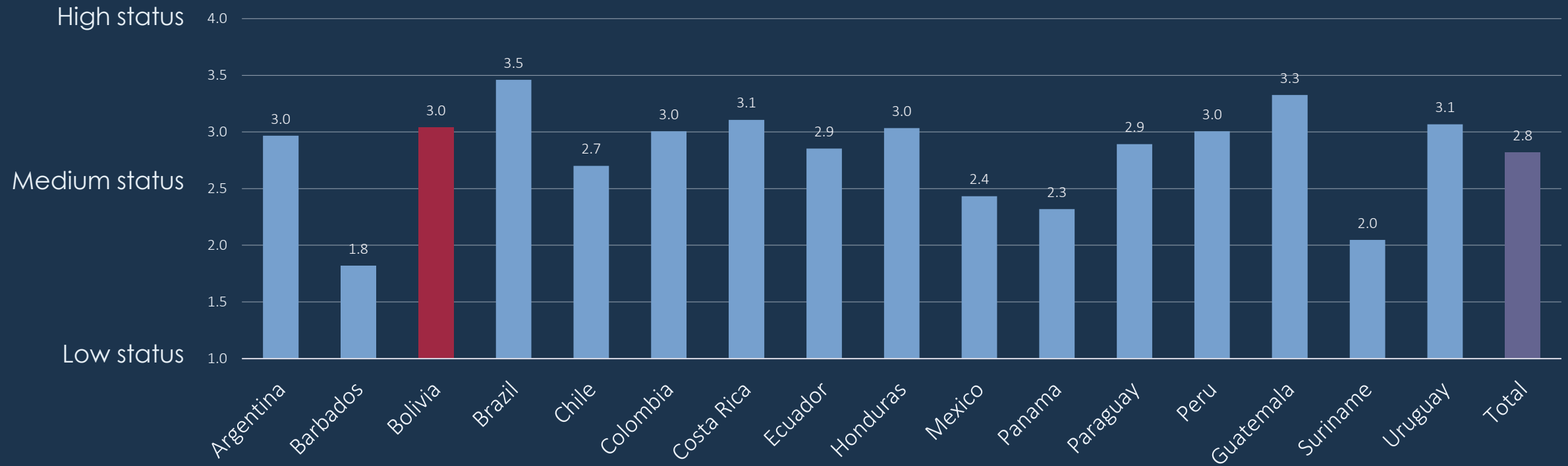
Overall, Bolivia scores slightly higher compared to all other countries in 2022. In terms of the individual dimensions, Bolivia scores relatively high on organizational aspects but average on other dimensions. Especially the front-office is an area of attention.



Results are self-reported and indicate a (perceived) status (not an absolute truth)

Overall self-reported status

All countries & Bolivia

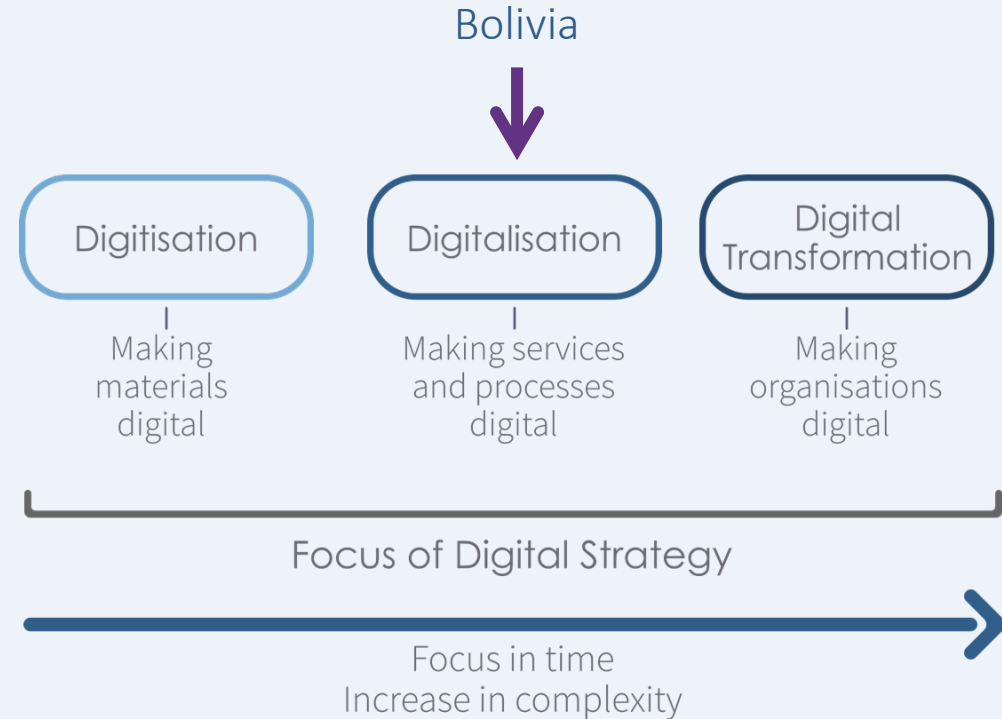
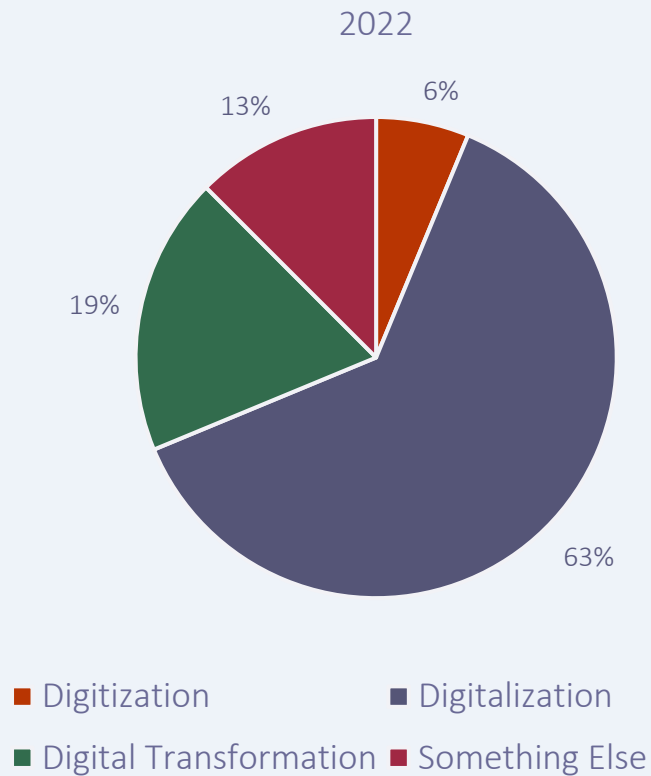


- Bolivia is scoring slightly higher in 2022 compared to all other countries.
- Bolivia is a high scoring country overall

This implies that Bolivia is doing well, but has potential to improve its digital maturity.

Focus of digital efforts

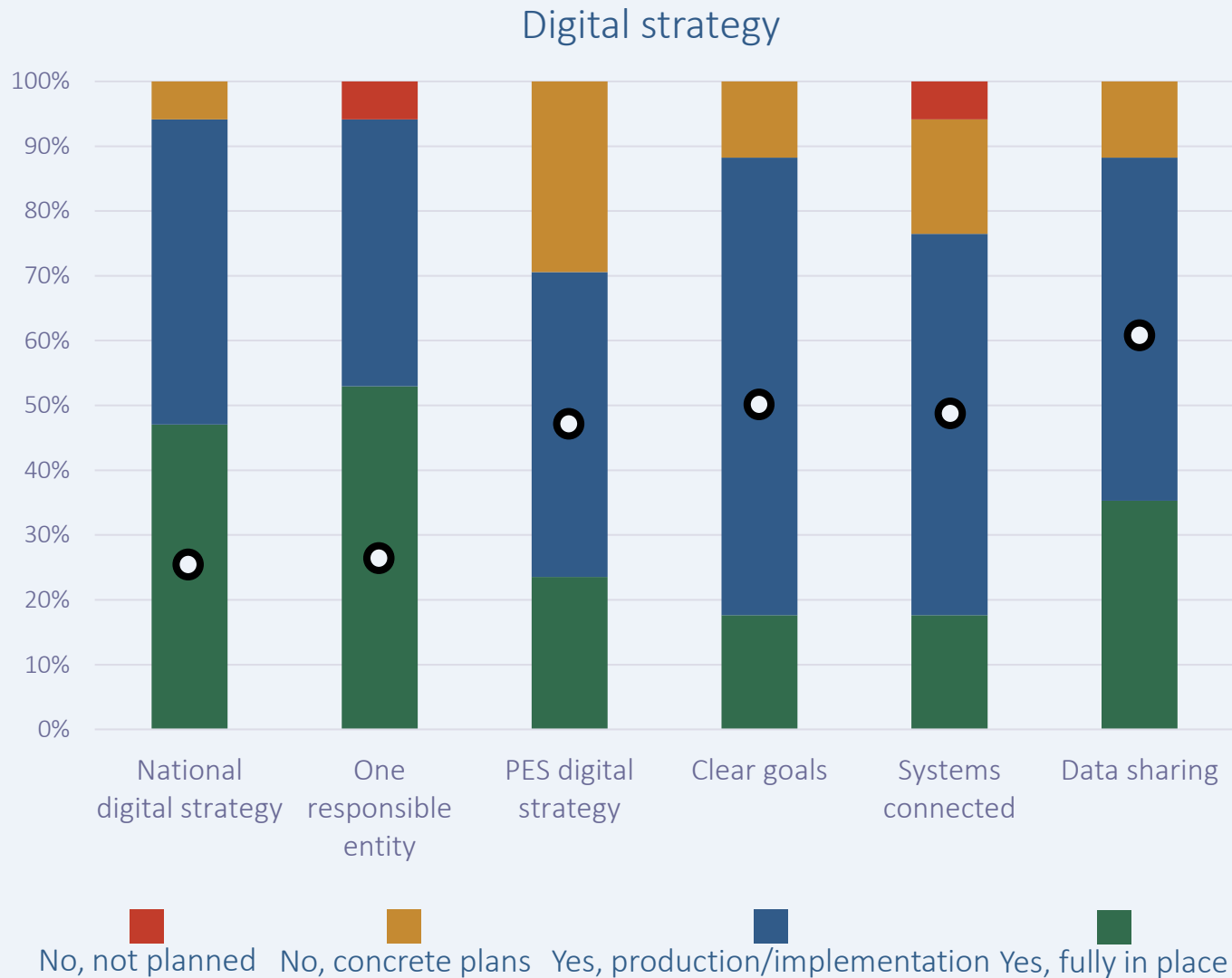
Where are countries in their digital journey?



- Most countries in 2022 focus on digitalization
- Bolivia is also focusing on digitalization of services and processes.
- In this area (as well as its maturity), Bolivia has potential to improve.

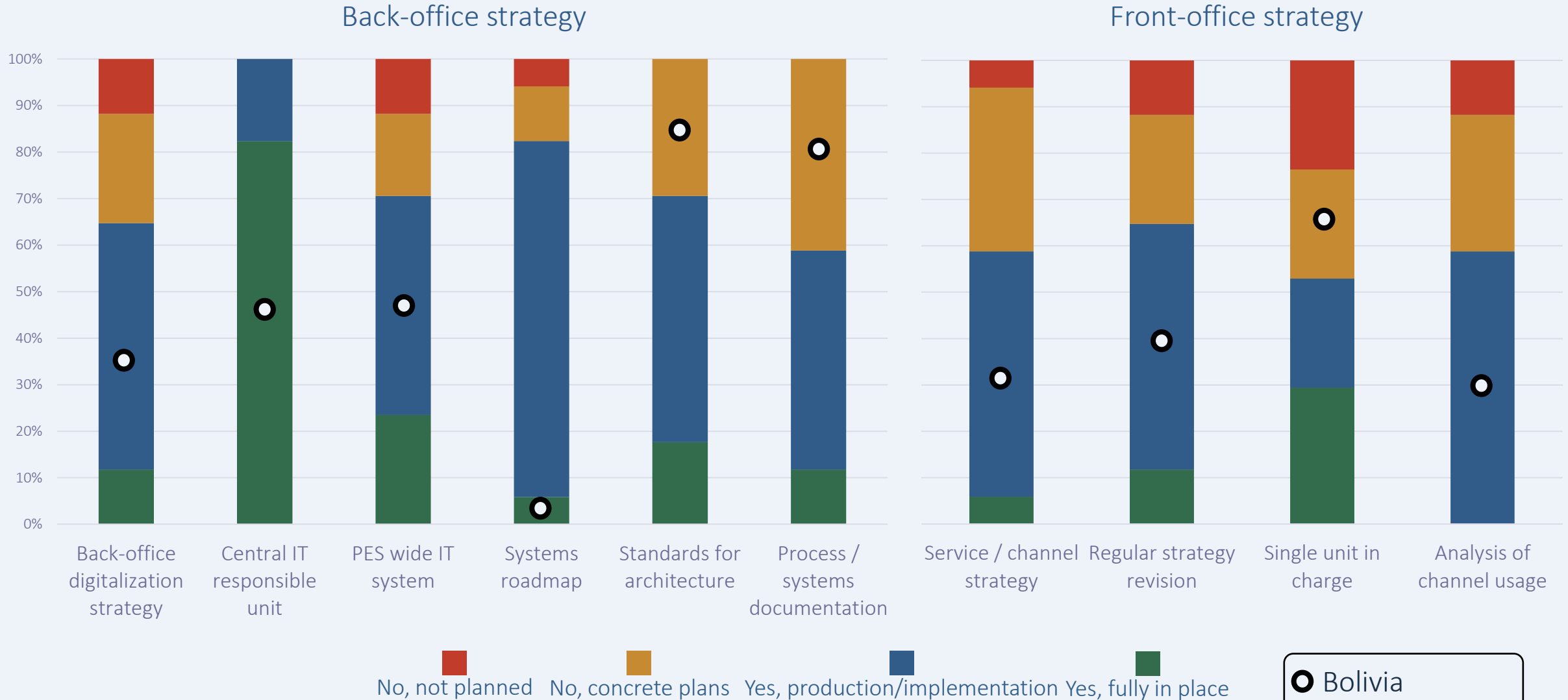
Digital strategy

All countries & Bolivia



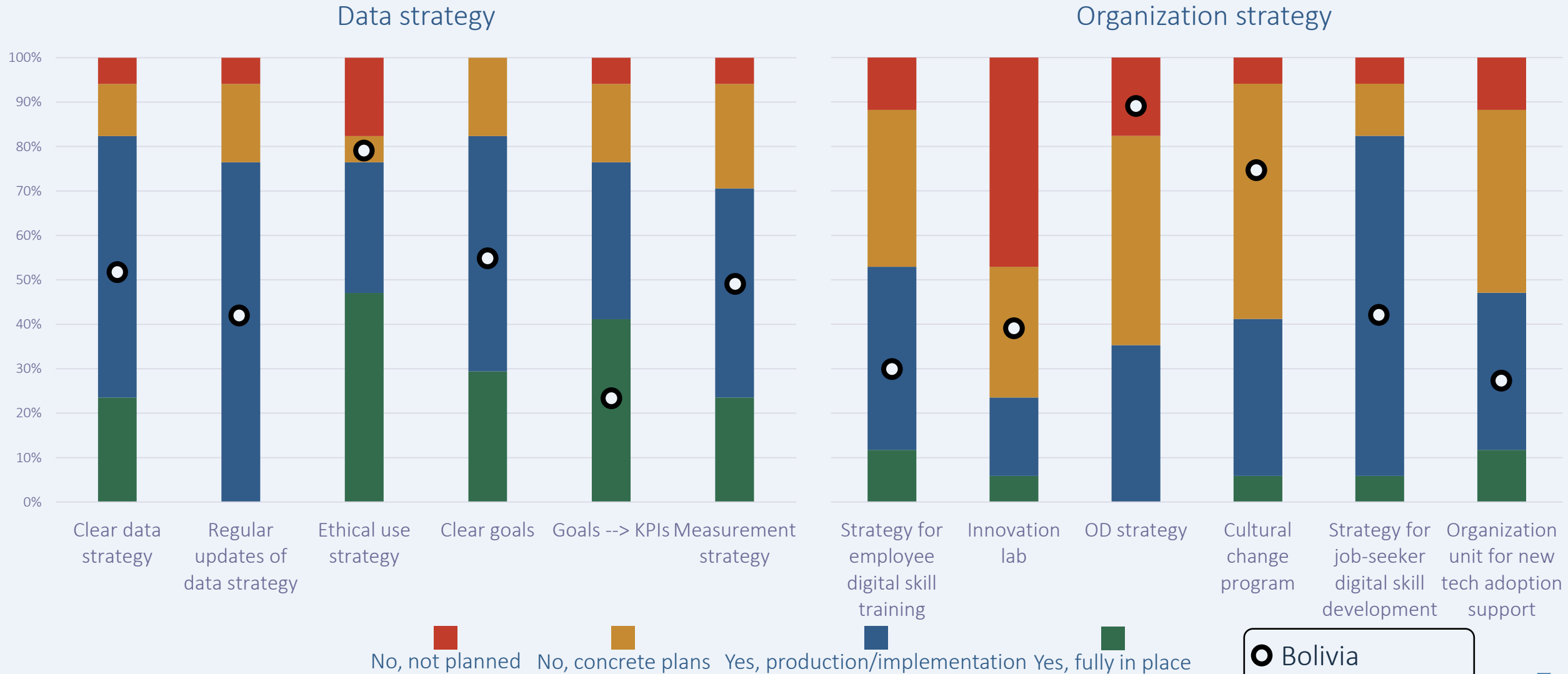
Back-office & Front-office strategy

All countries & Bolivia



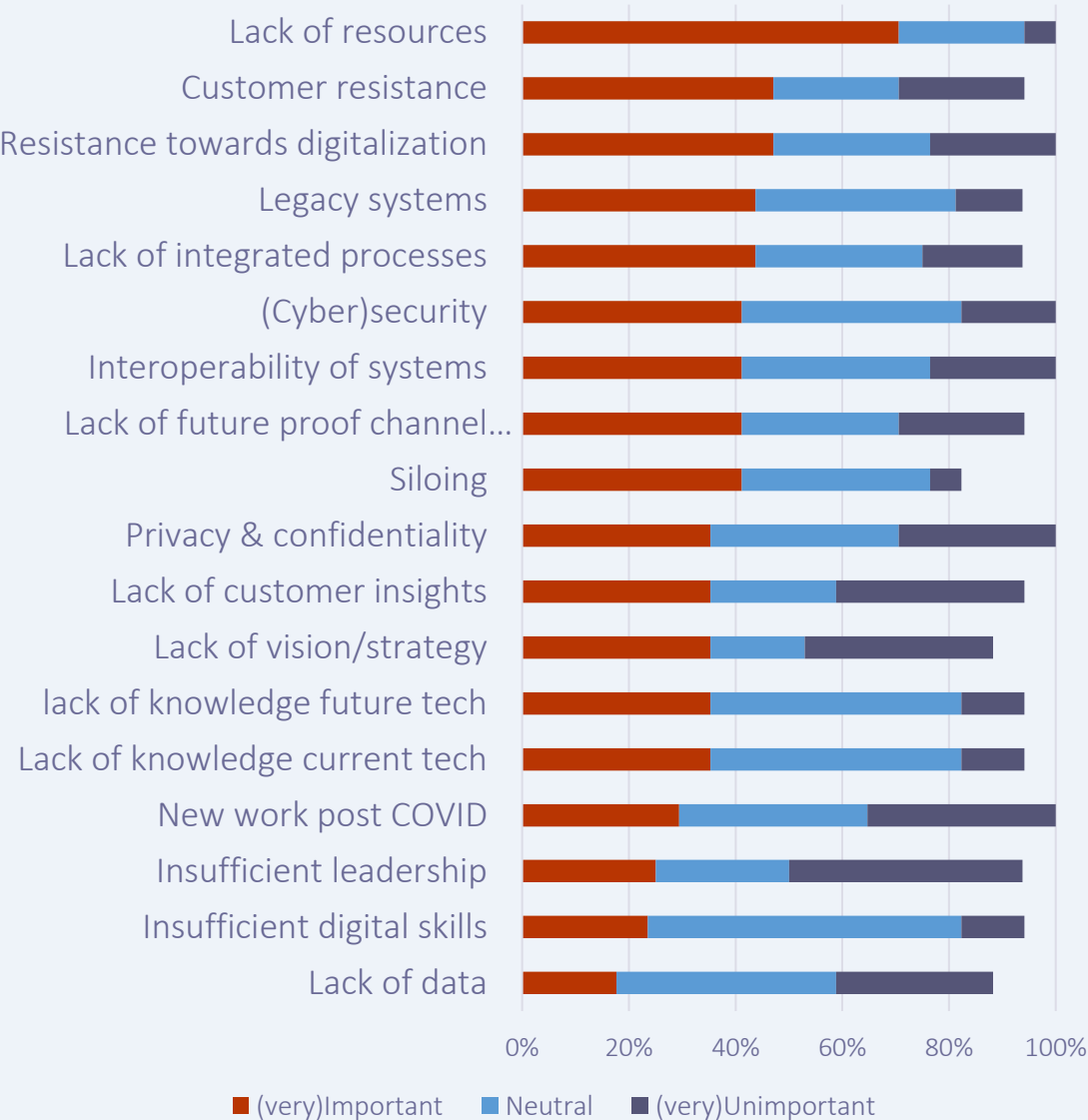
Data & Organization strategy

All countries & Bolivia



Obstacles

Barriers moving forward



← Most important obstacle across the region in 2022 is lack of resources, followed by the lack of a future proof channel strategy.

Lack of data is the least important obstacle, followed by the lack of digital skills.

Bolivia lists four obstacles as very important.

These obstacles provide opportunities for the country to improve further and strengthen the maturity.



Very important	
Lack of knowledge current tech	
Resistance towards digitalization	
Customer resistance	
Legacy systems	

Data and Digital in LAC PES 2022

Workshop 18 October 2022 | Willem Pieterse

willem@pieterson.com