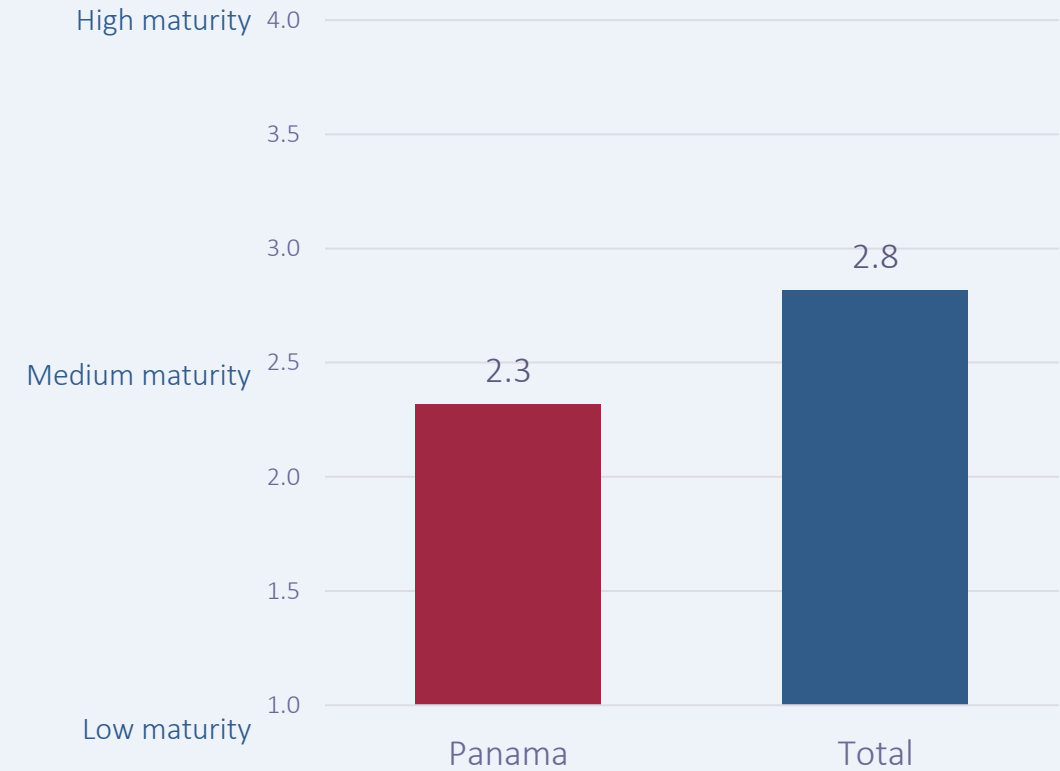
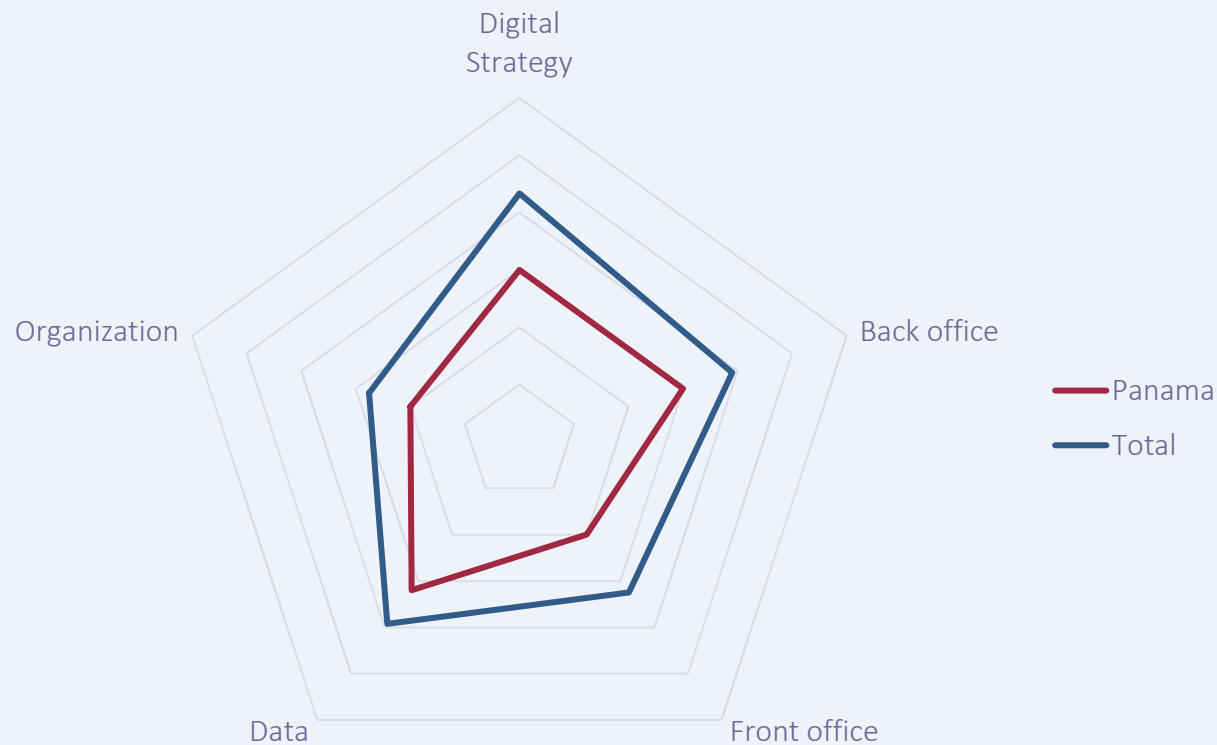


Data and Digital in LAC PES 2022 | Panama

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Overall self-reported status

All countries & Panama



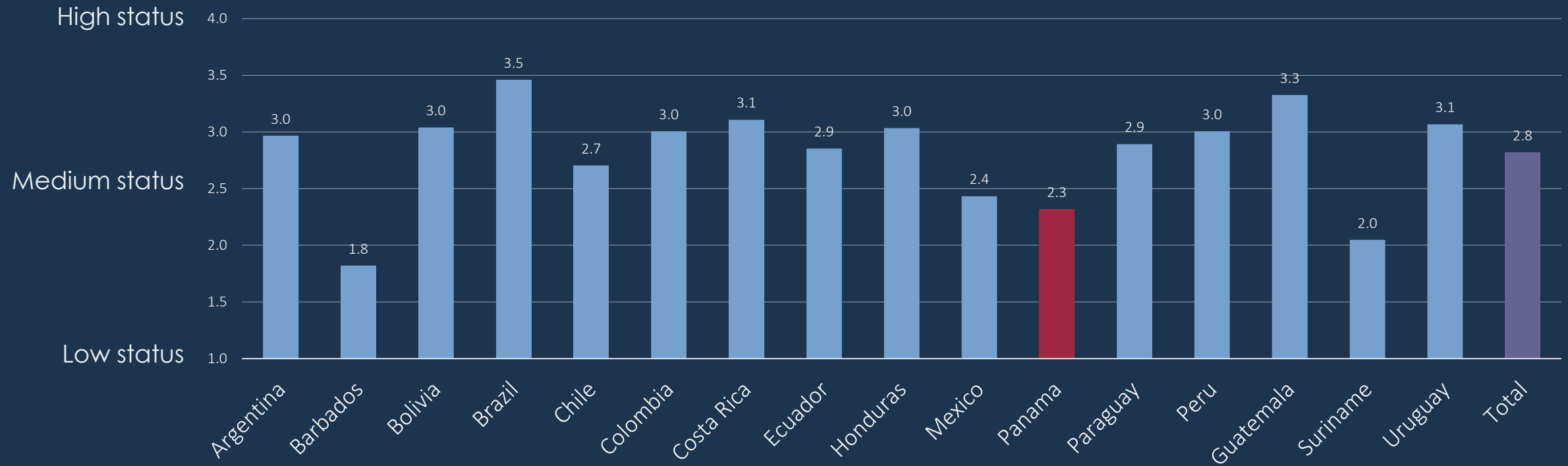
Overall, Panama scores below average compared to all other countries in 2022. In terms of the individual dimensions, Panama scores well on the data and back-office dimensions. The strategy, organization and front-office dimensions are areas of attention.



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

Overall self-reported status

All countries & Panama

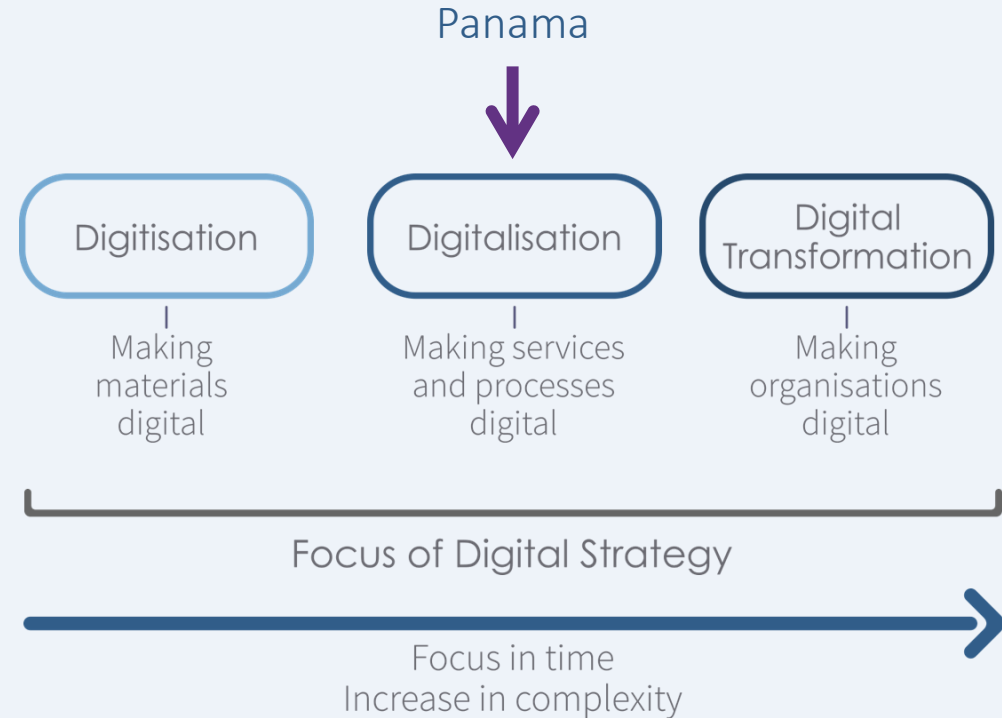
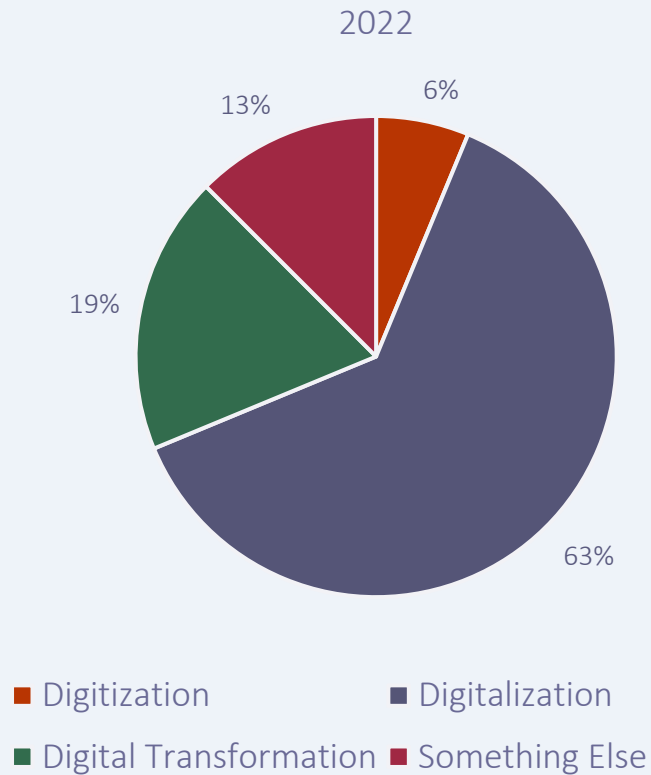


➤ Panama is scoring below average in 2022 compared to all other countries.

This implies that Panama has much potential to improve its digital maturity.

Focus of digital efforts

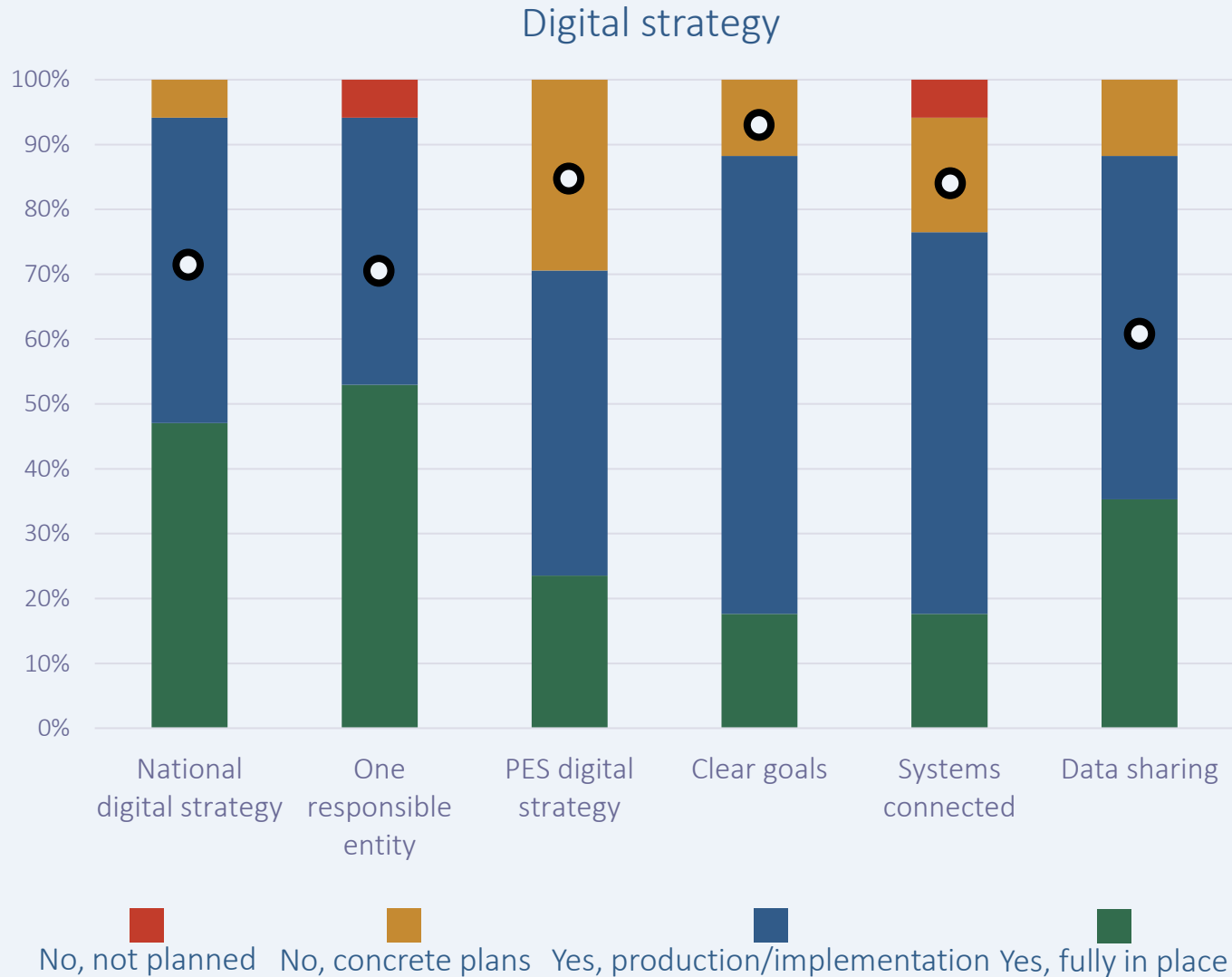
Where are countries in their digital journey?



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

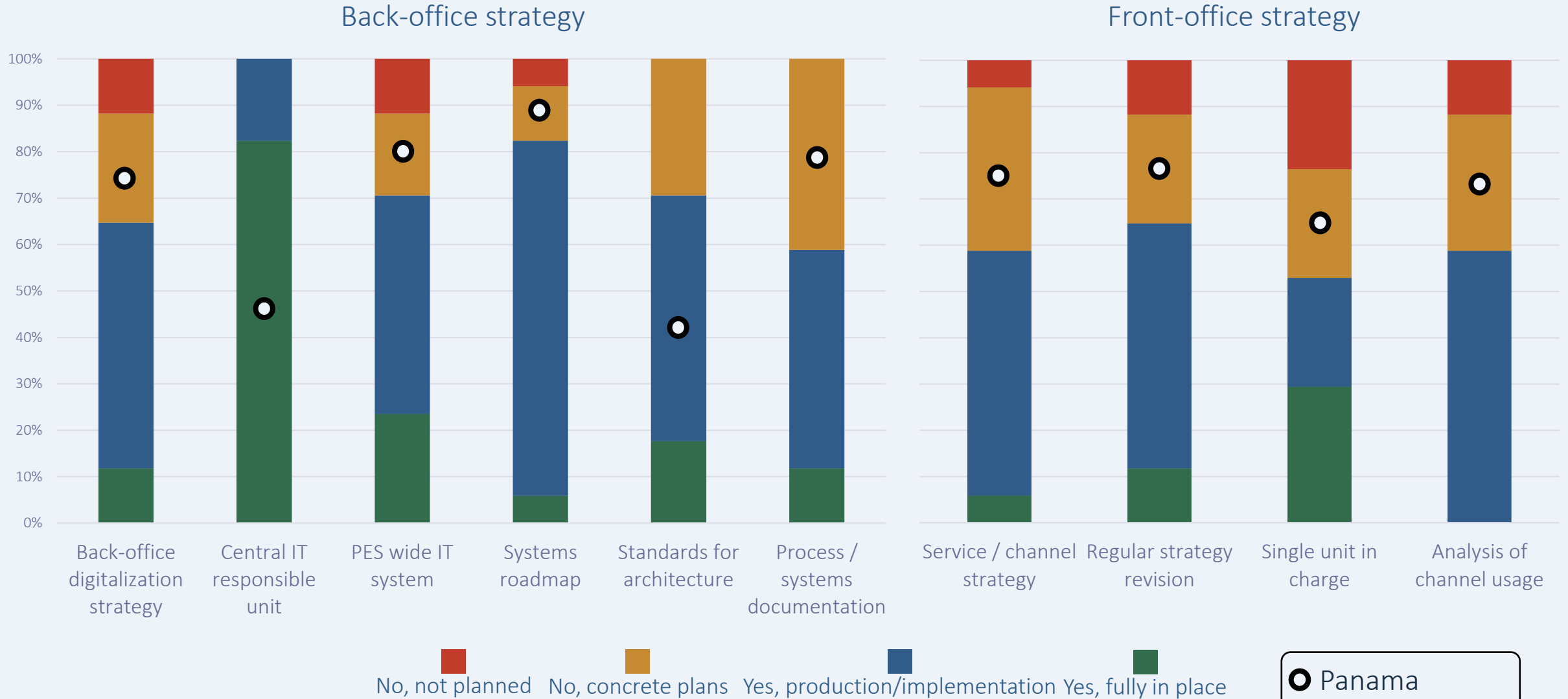
Digital strategy

All countries & Panama



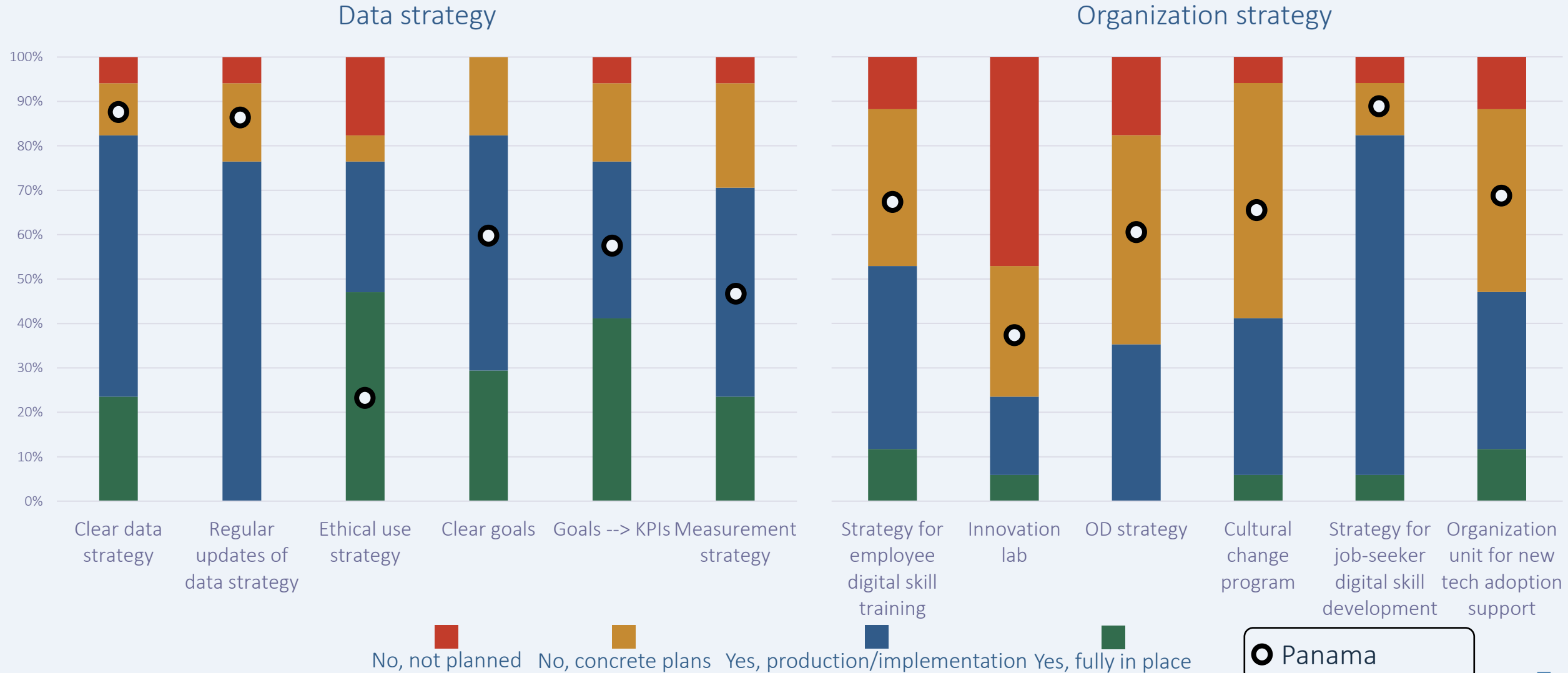
Back-office & Front-office strategy

All countries & Panama



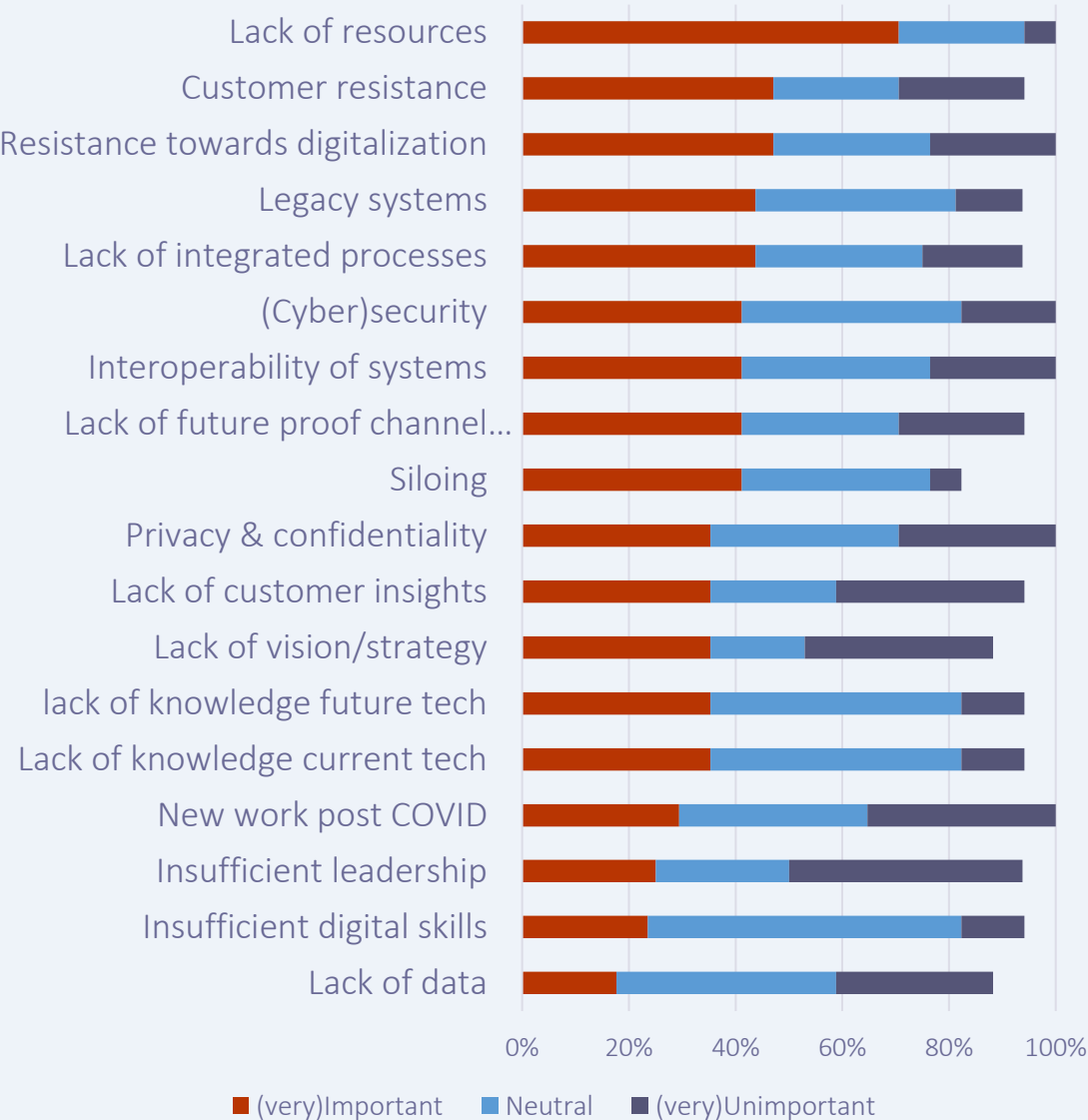
Data & Organization strategy

All countries & Panama



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.

Panama lists one obstacle as very important and five as important.

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



Very Important	
Siloing	
Important	
Lack of knowledge current tech	
Resistance towards digitalization	
Legacy systems	
Lack of customer insights	
Interoperability of systems	

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