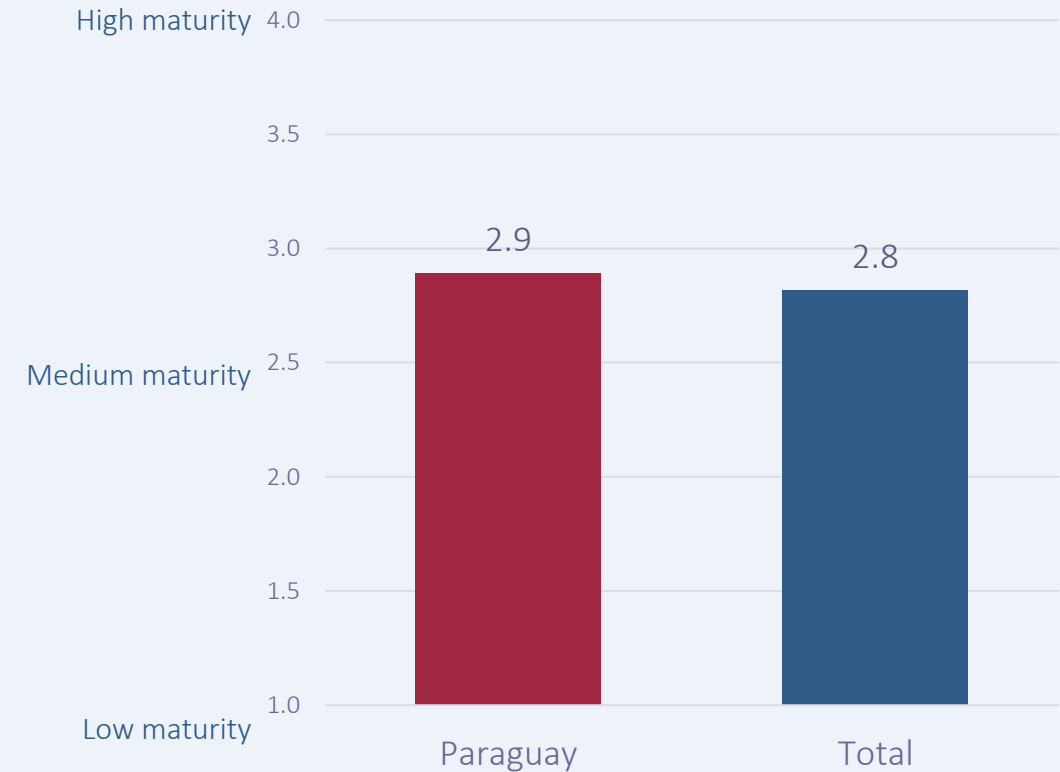
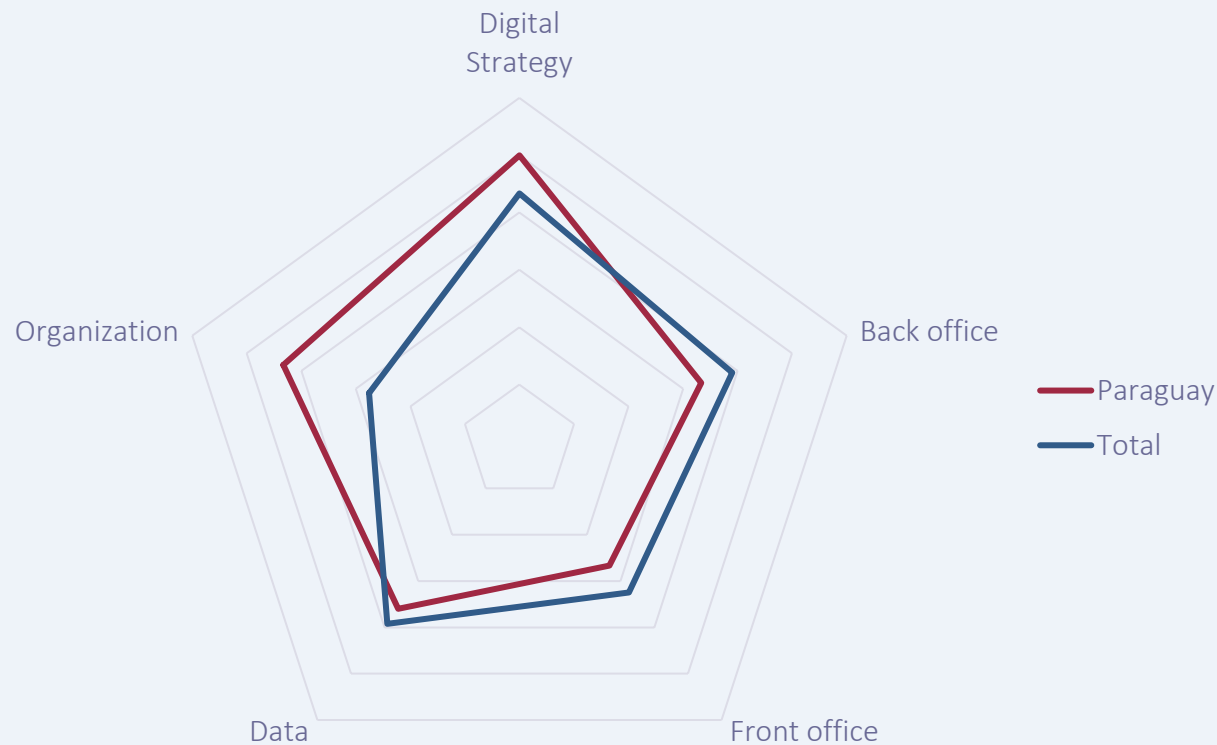


# Data and Digital in LAC PES 2022 | Paraguay

Workshop 18 October 2022 | Willem Pieterse

# Overall self-reported status

## All countries & Paraguay



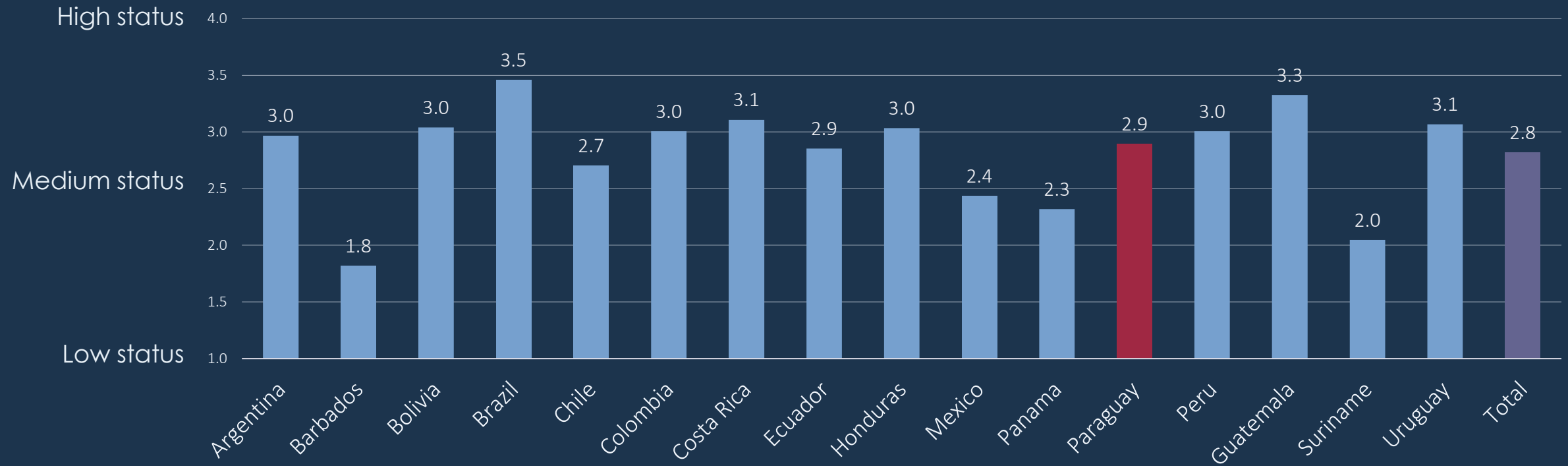
Overall, Paraguay scores average compared to all other countries in 2022. In terms of the individual dimensions, Paraguay scores well on the strategy and organization dimensions. Especially the front-office dimension is an area of attention.



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

# Overall self-reported status

## All countries & Paraguay



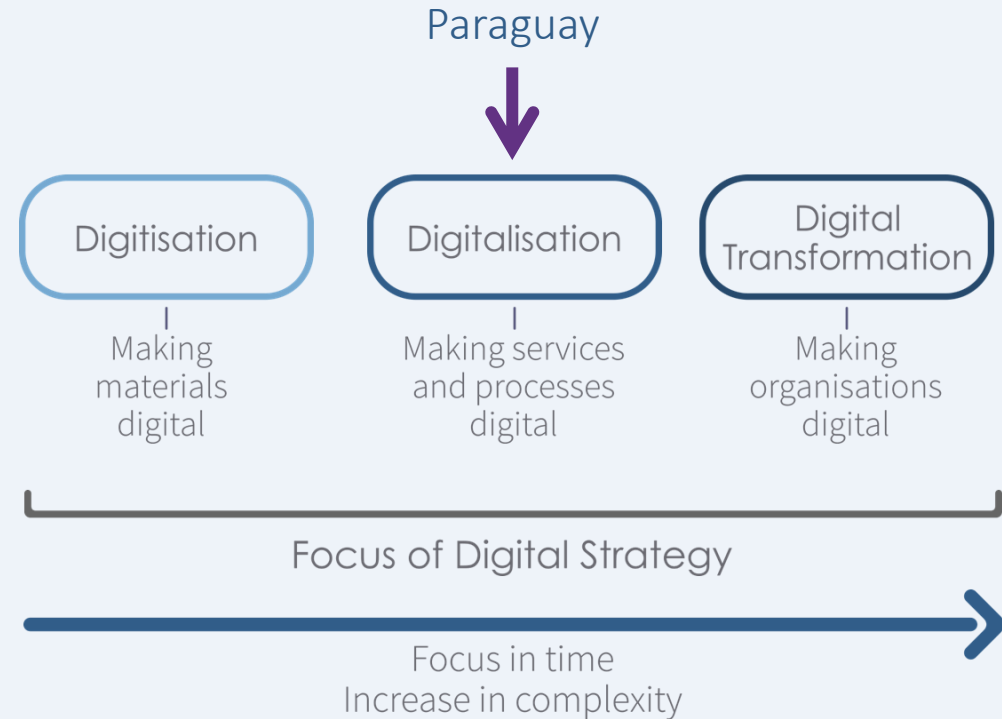
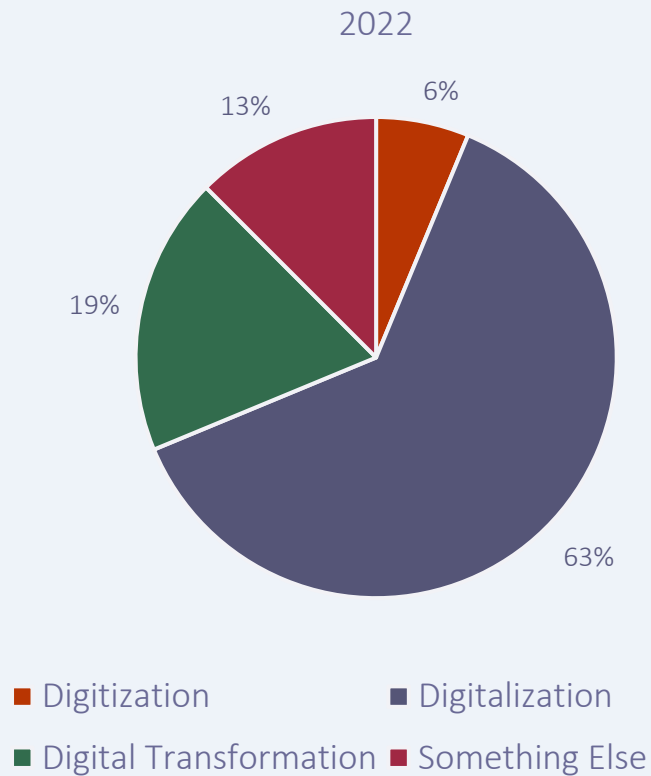
➤ Paraguay is scoring about average in 2022 compared to all other countries.

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



# Focus of digital efforts

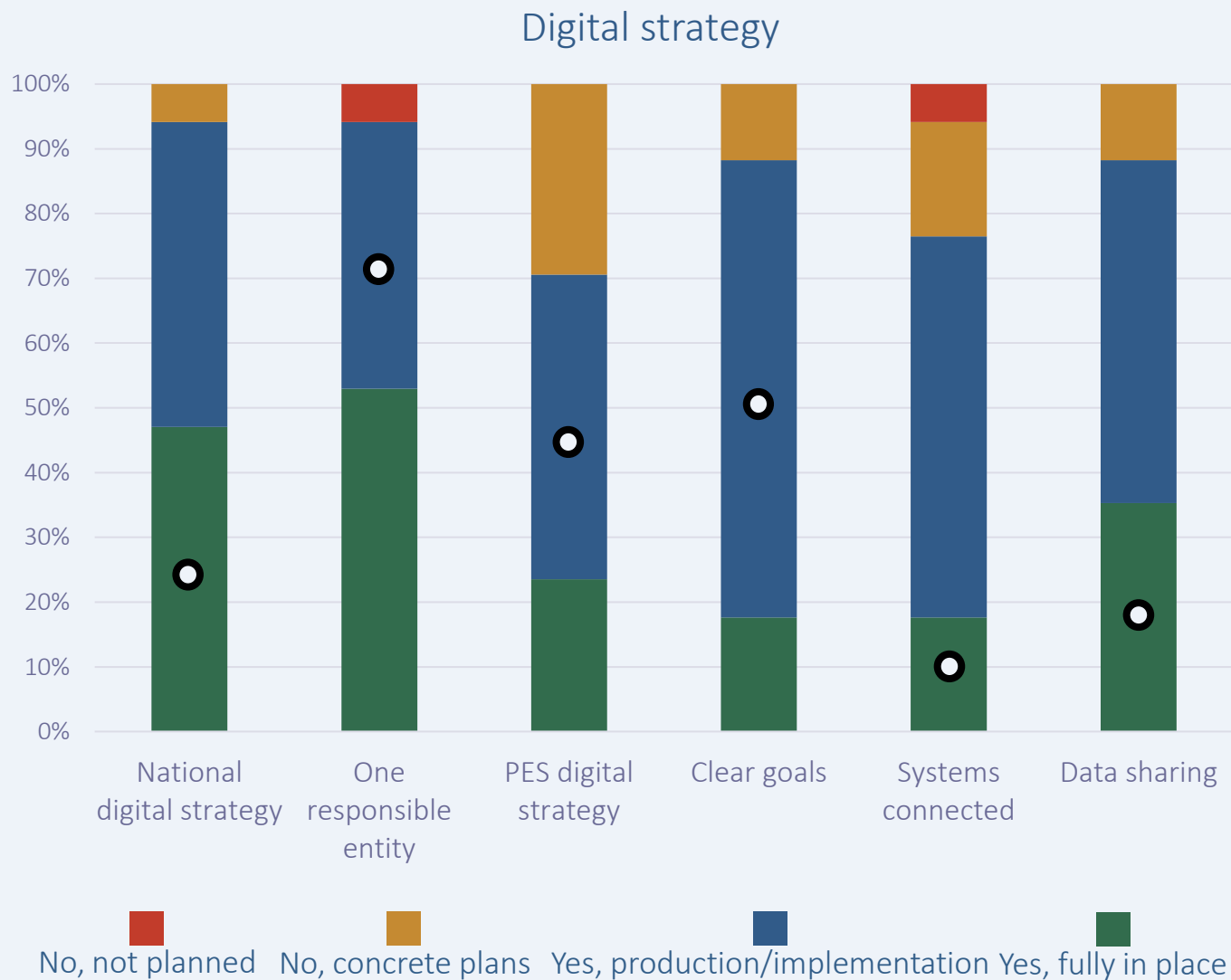
Where are countries in their digital journey?



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

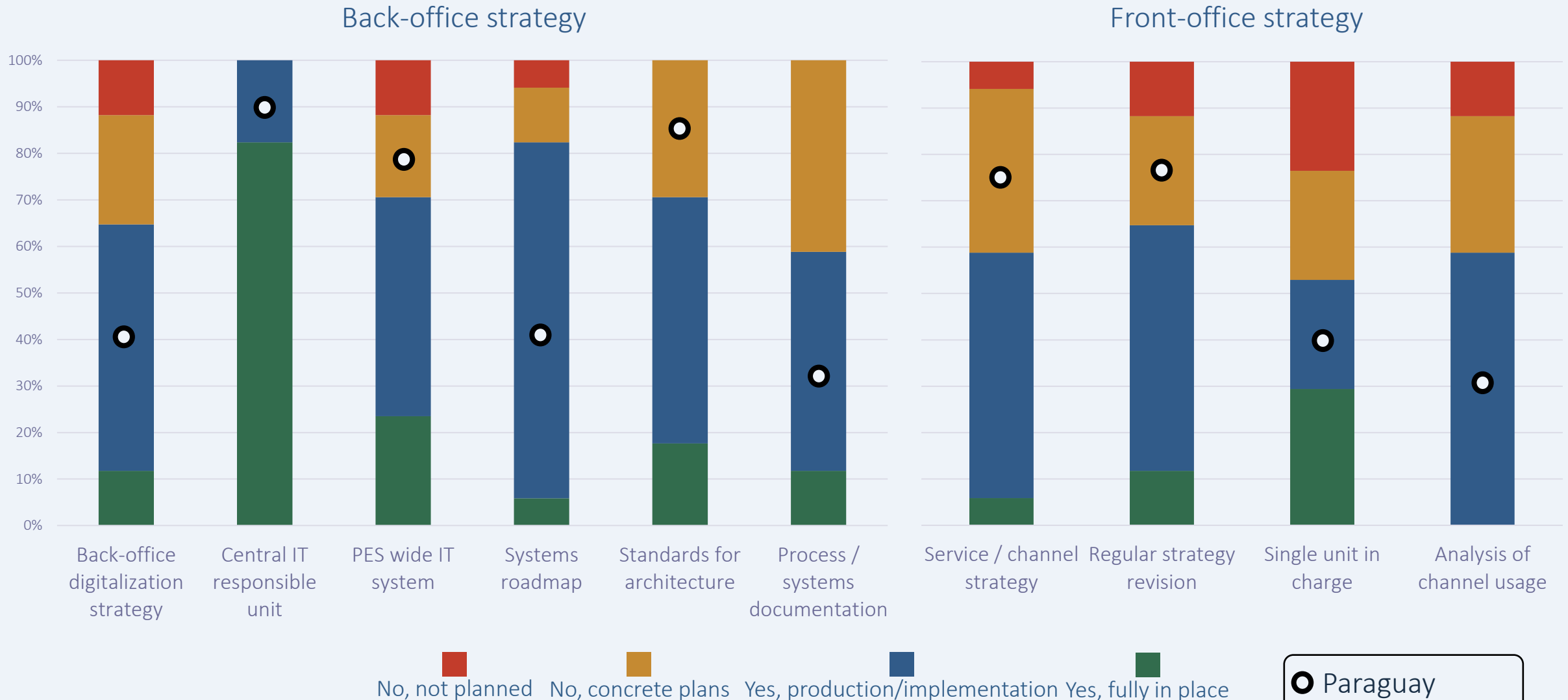
# Digital strategy

All countries & Paraguay



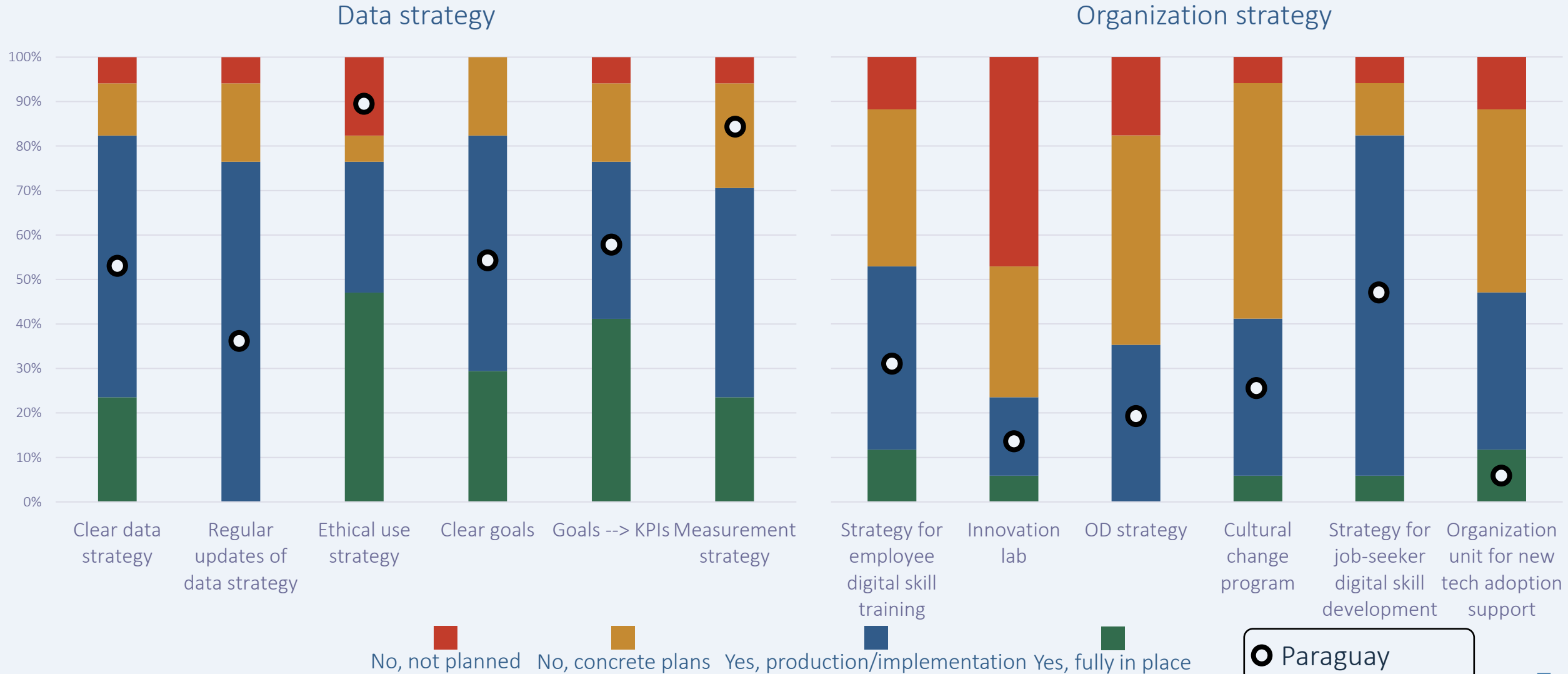
# Back-office & Front-office strategy

All countries & Paraguay



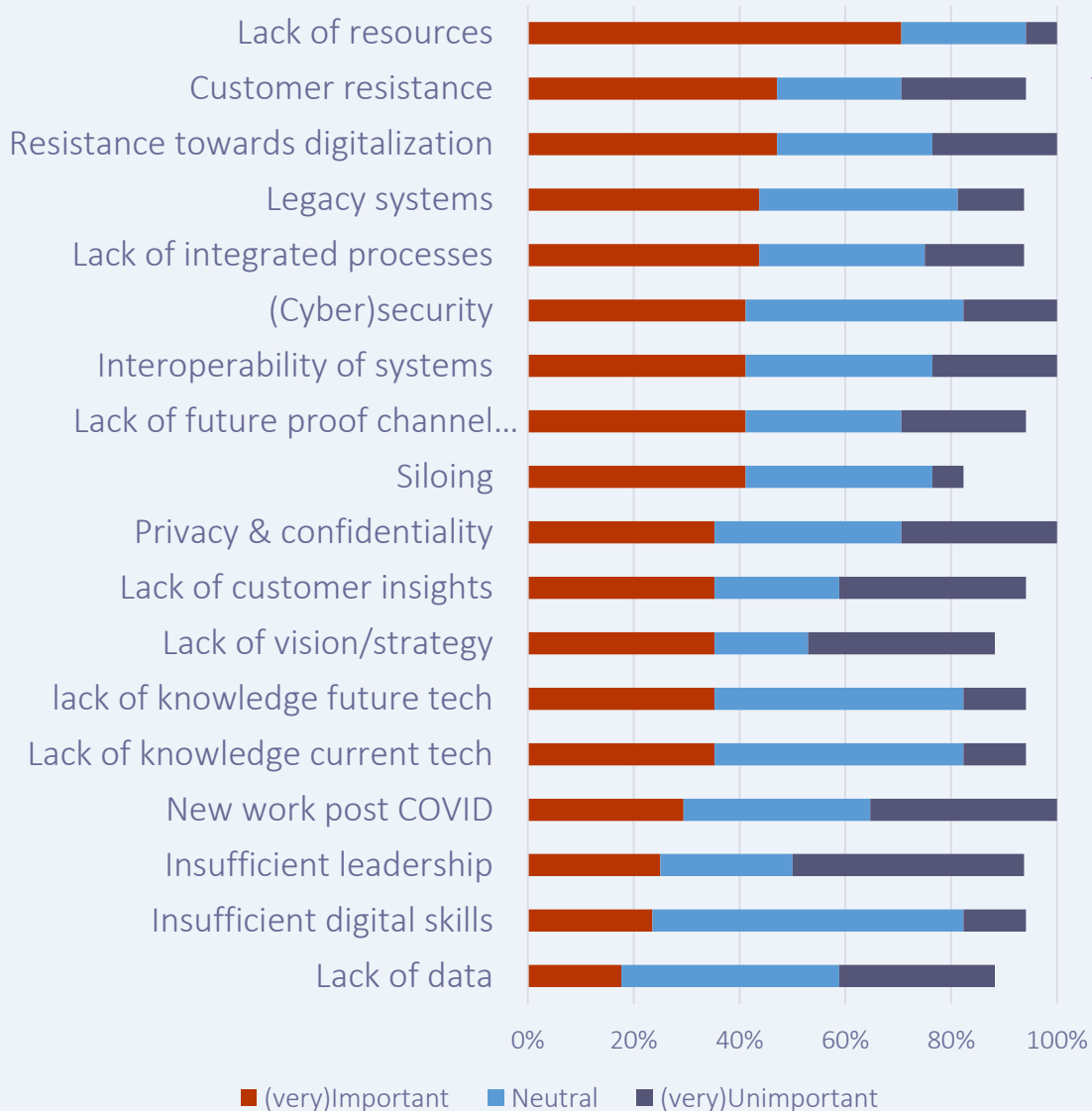
# Data & Organization strategy

All countries & Paraguay



# 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.

Paraguay lists five obstacles as important (none as very important).



Important
Lack of resources
lack of knowledge future tech
Customer resistance
(Cyber)security
Privacy & confidentiality

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



# Data and Digital in LAC PES 2022

Workshop 18 October 2022 | Willem Pieterse

[willem@pieterson.com](mailto:willem@pieterson.com)