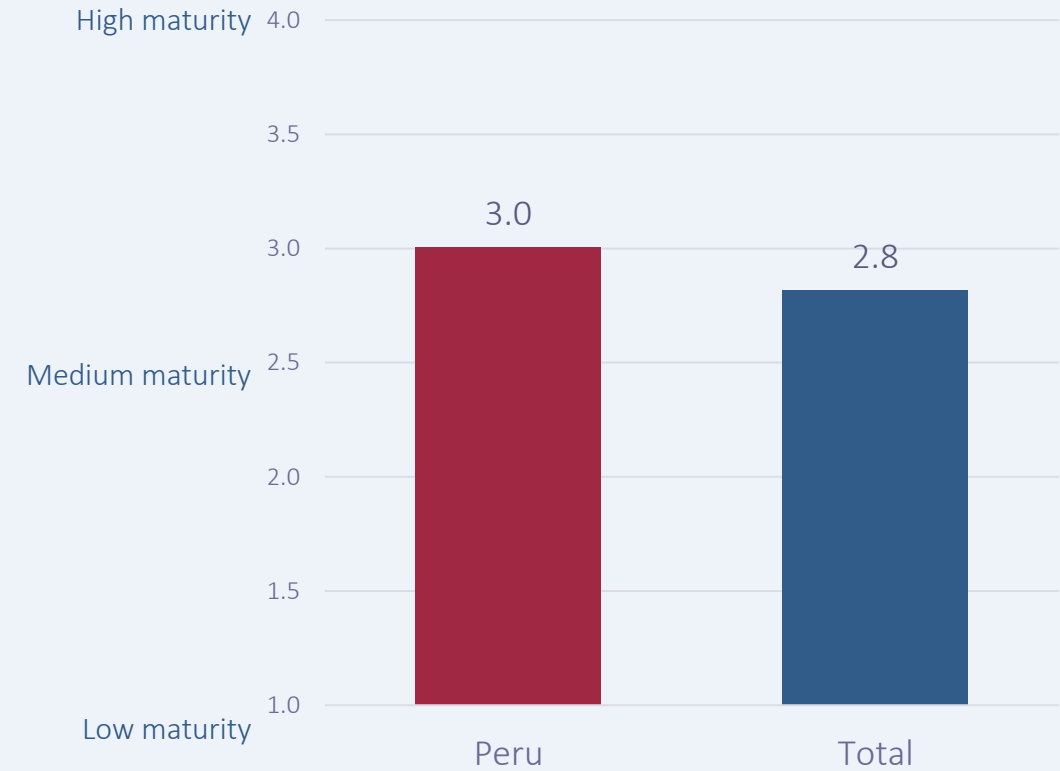
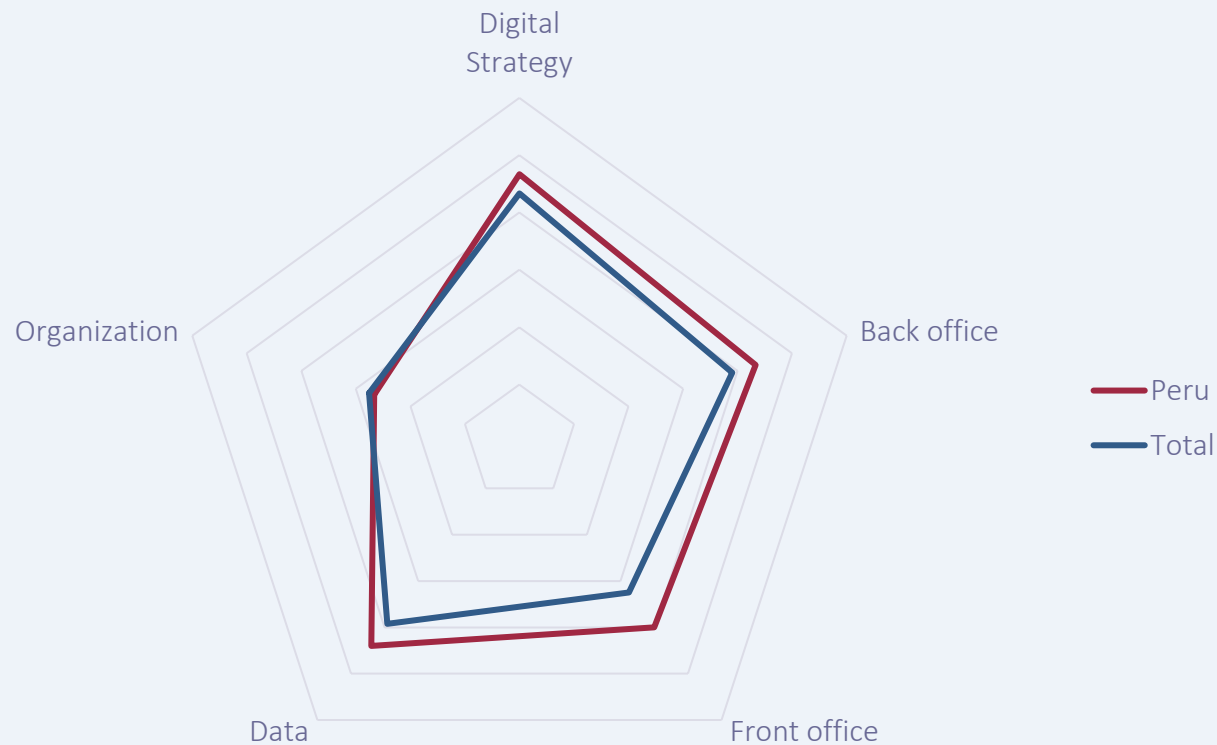


Data and Digital in LAC PES 2022 | Peru

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Overall self-reported status

All countries & Peru



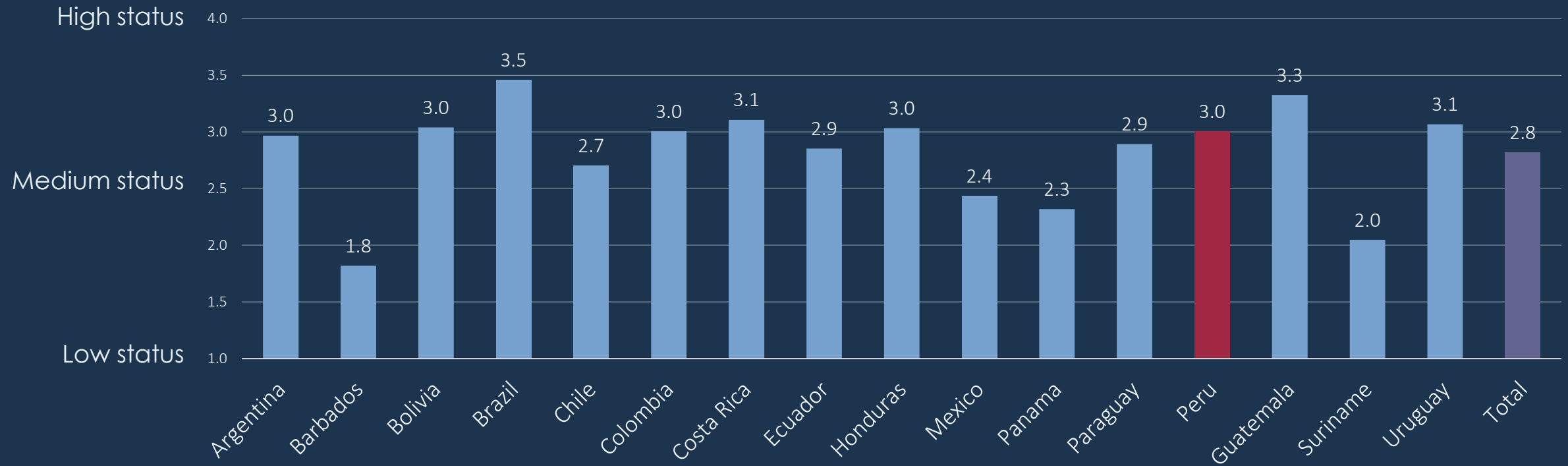
Overall, Peru scores above average compared to all other countries in 2022. In terms of the individual dimensions, Peru scores well on the front-office dimension. Especially the organization is an area of attention.



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

Overall self-reported status

All countries & Peru

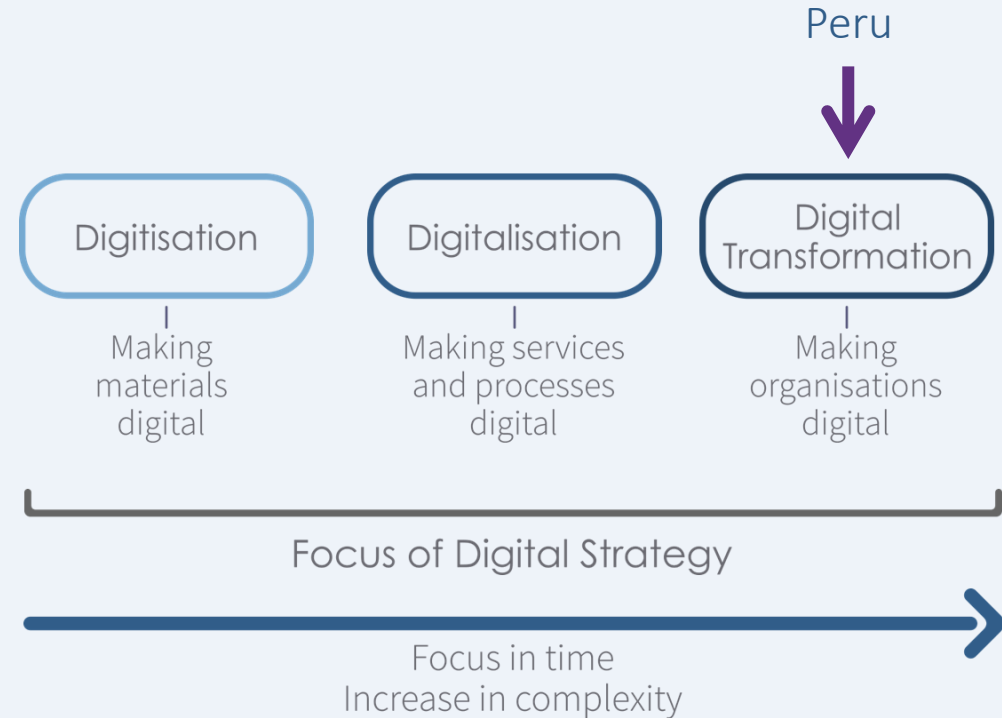
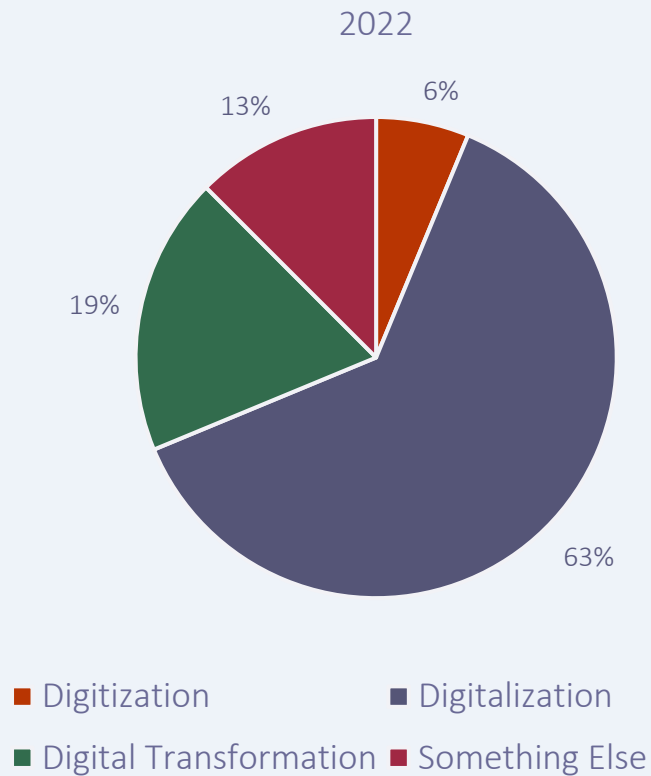


➤ Peru is scoring above average in 2022 compared to all other countries.

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

Focus of digital efforts

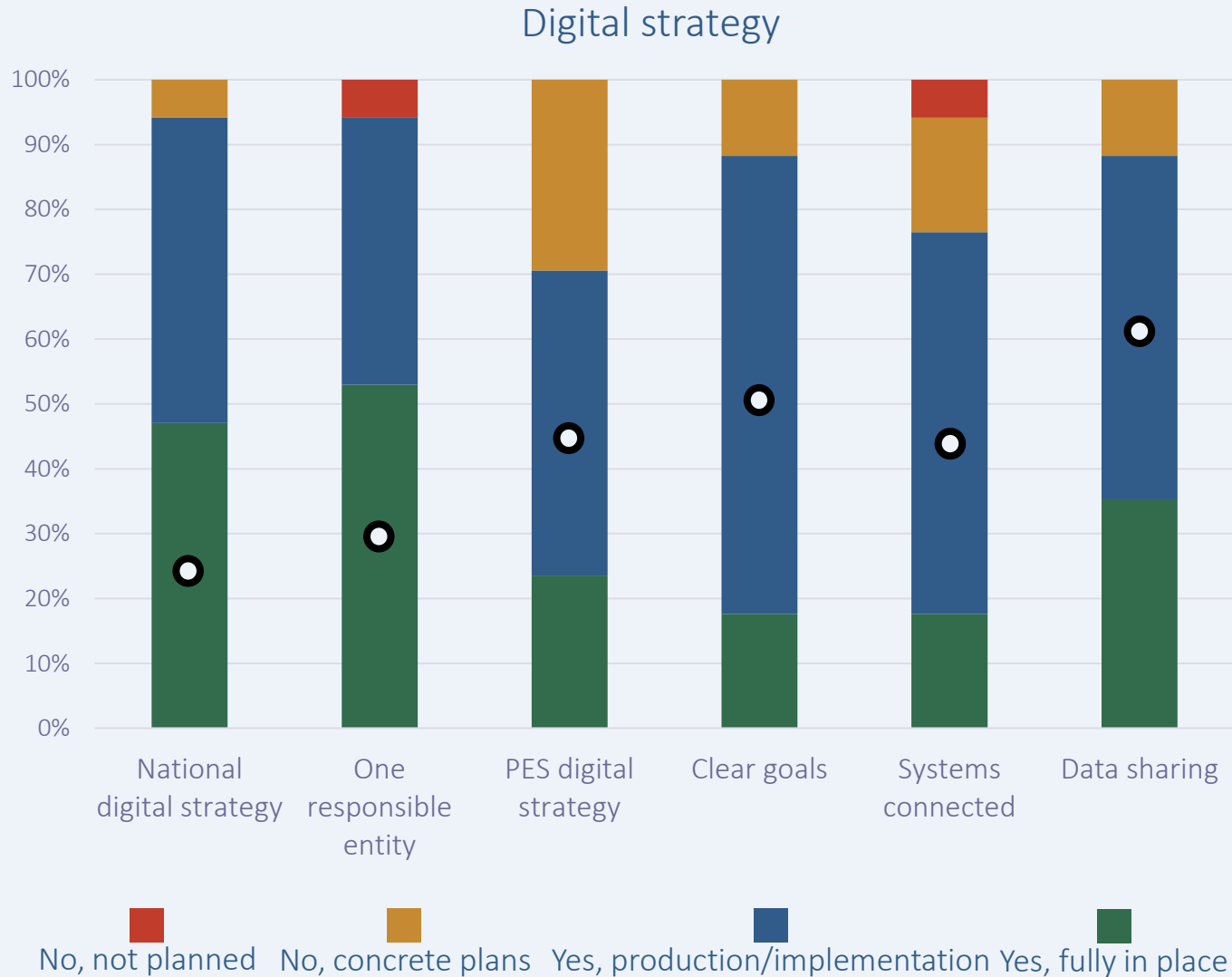
Where are countries in their digital journey?



- Most countries in 2022 focus on digitalization.
- Peru is focusing on the digital transformation of the PES.
- This makes Peru one of the few PES focusing on this type of digital strategy.

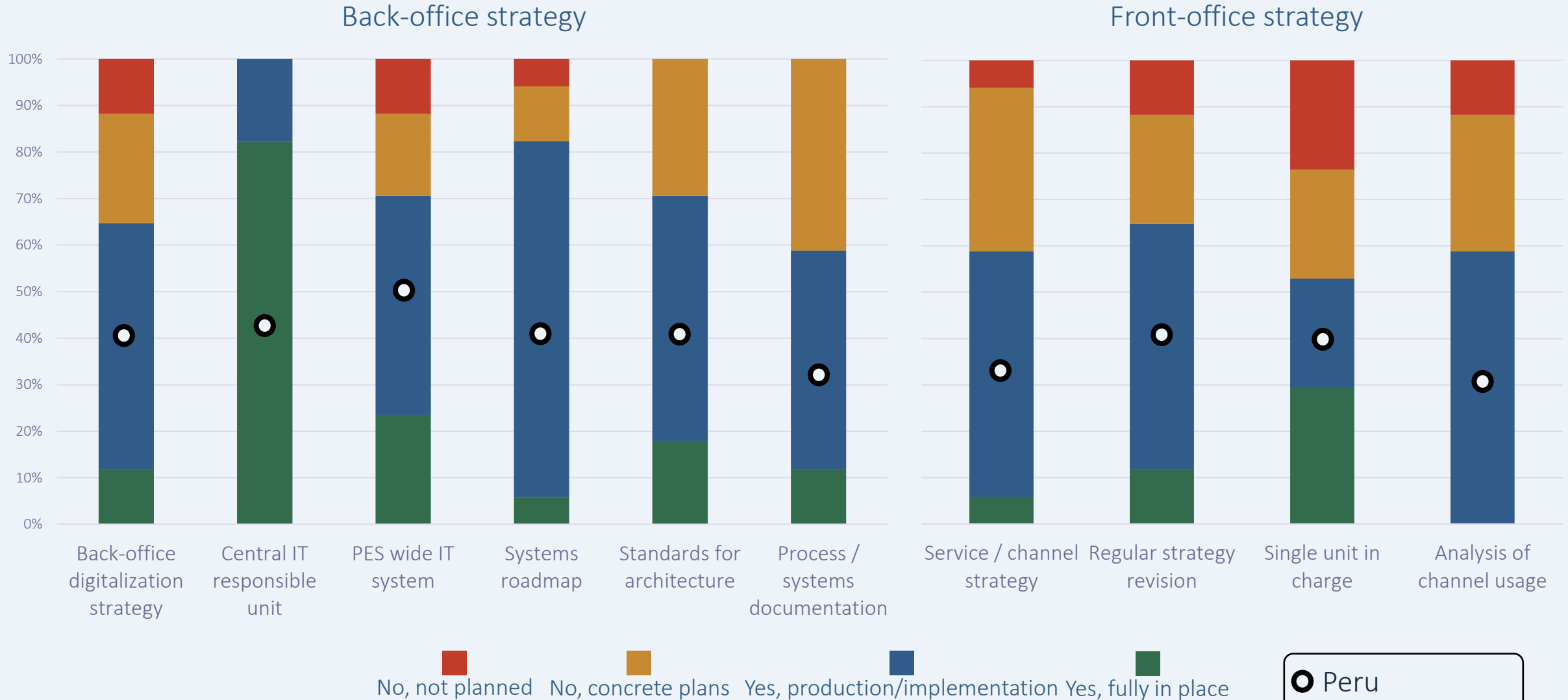
Digital strategy

All countries & Peru



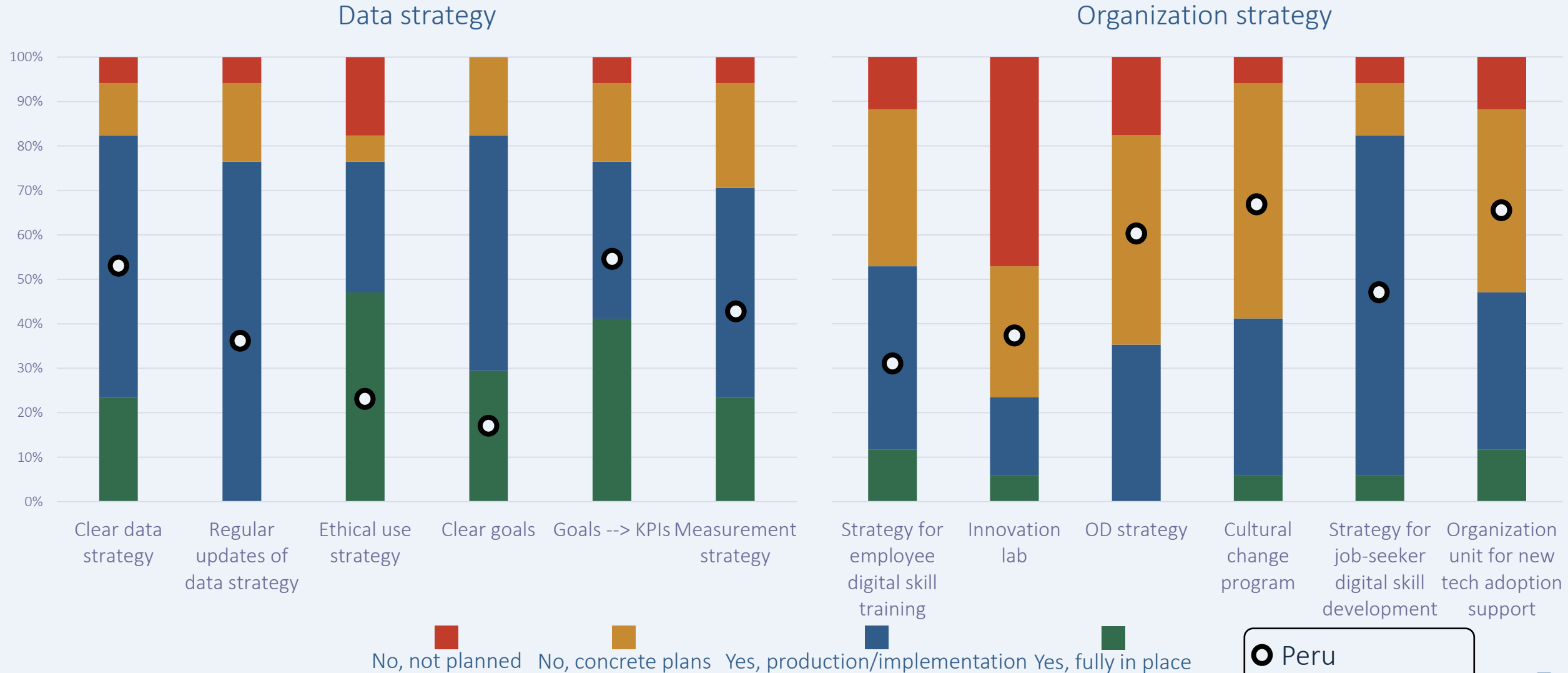
Back-office & Front-office strategy

All countries & Peru



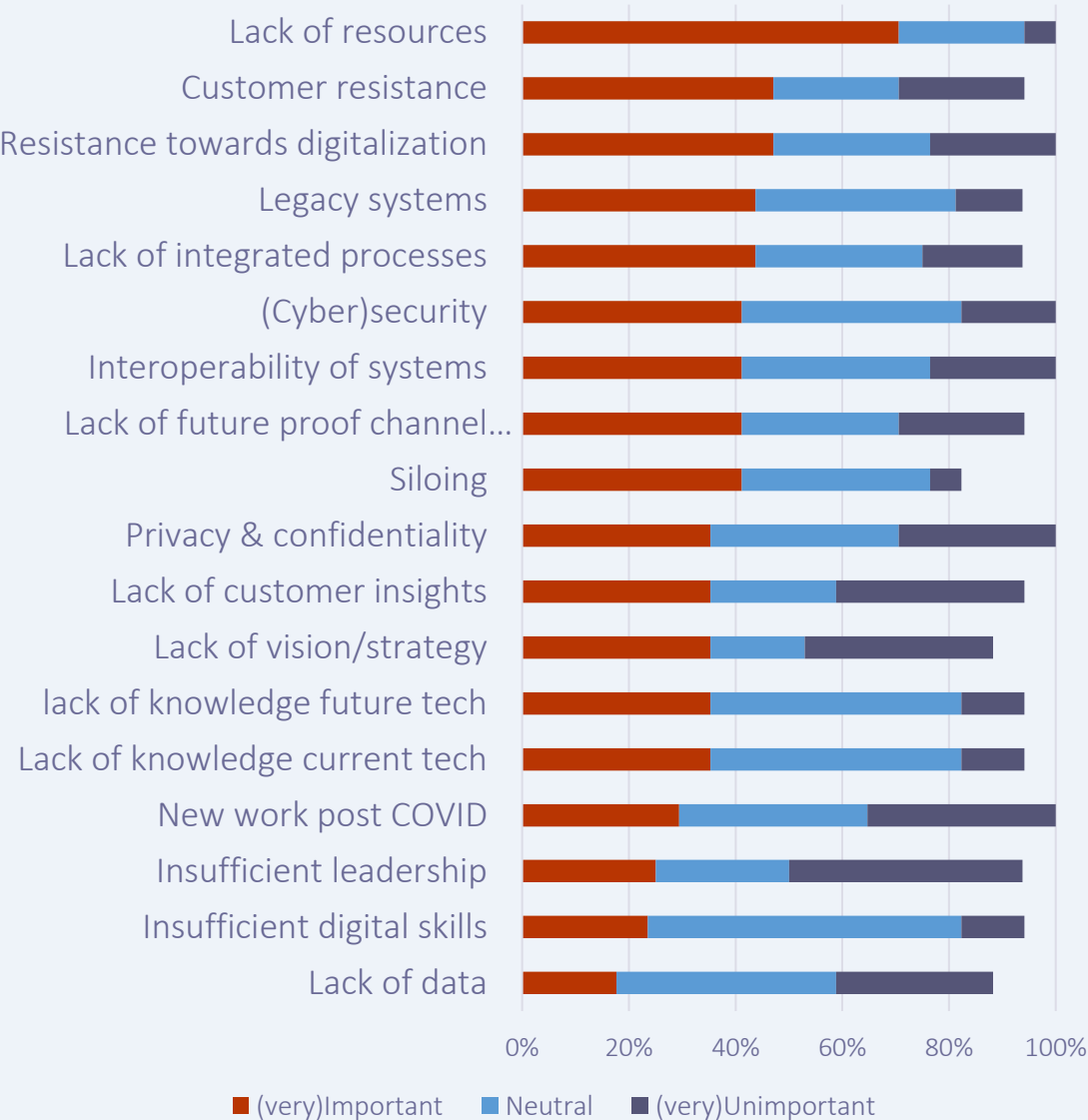
Data & Organization strategy

All countries & Peru



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.

Peru lists four obstacles as very important and four obstacles as important.

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



Very Important	
	Lack of resources
	Resistance towards digitalization
	New work post COVID
	Insufficient digital skills
Important	
	Siloing
	Customer resistance
	Lack of integrated processes
	(Cyber)security

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