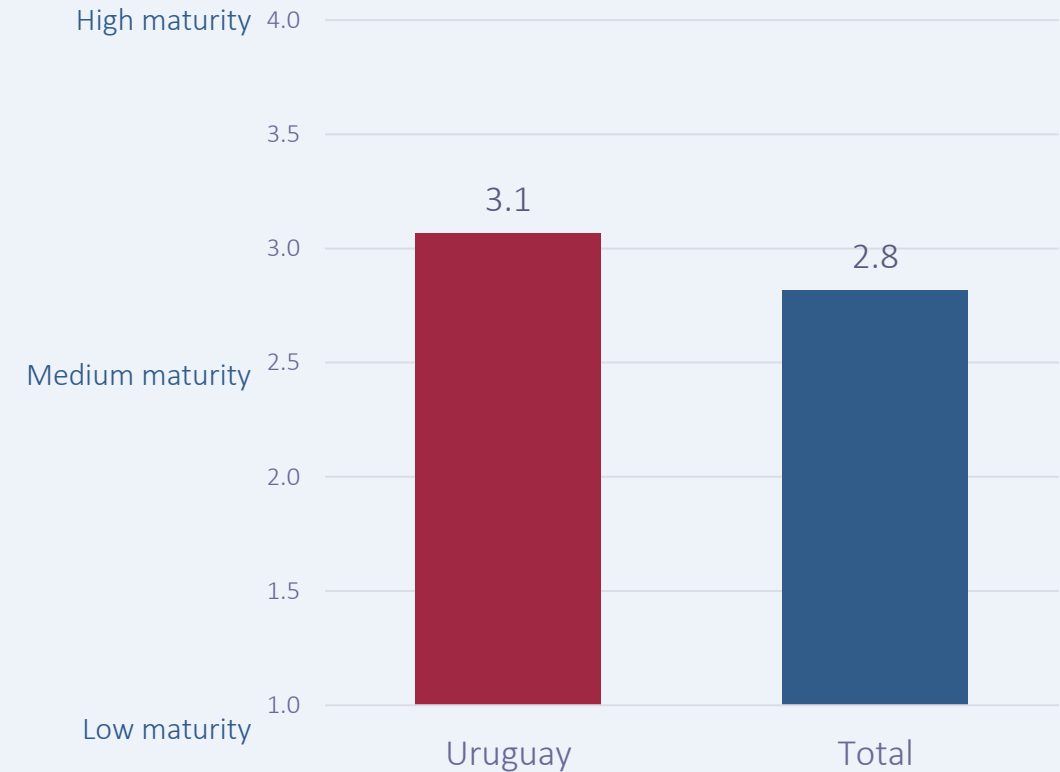
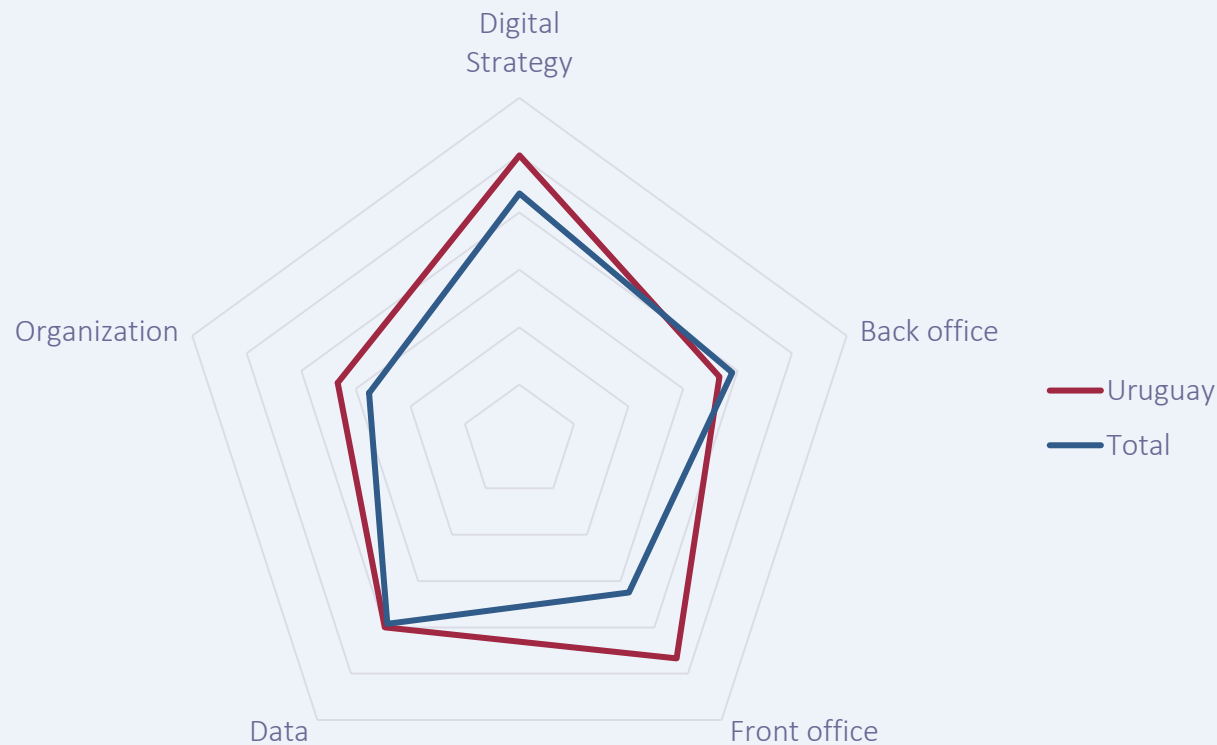


Data and Digital in LAC PES 2022 | Uruguay

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Overall self-reported status

All countries & Uruguay



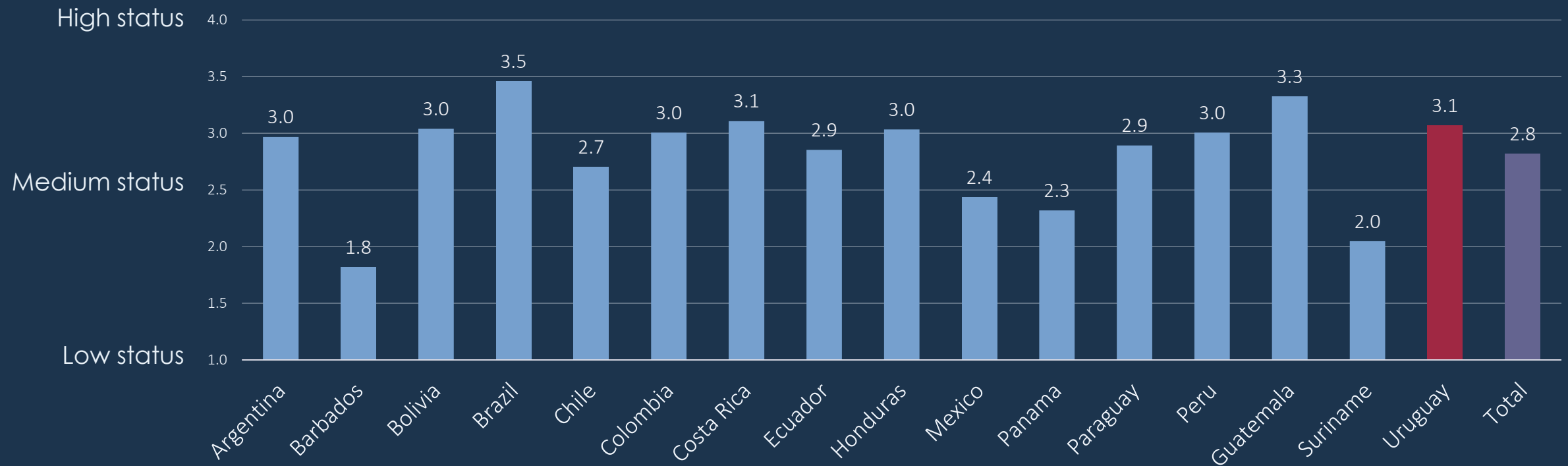
Overall, Uruguay scores above average compared to all other countries in 2022. In terms of the individual dimensions, the PES scores well on the front-office and strategy dimensions. The back-office and organization provide areas of opportunity.



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

Overall self-reported status

All countries & Uruguay

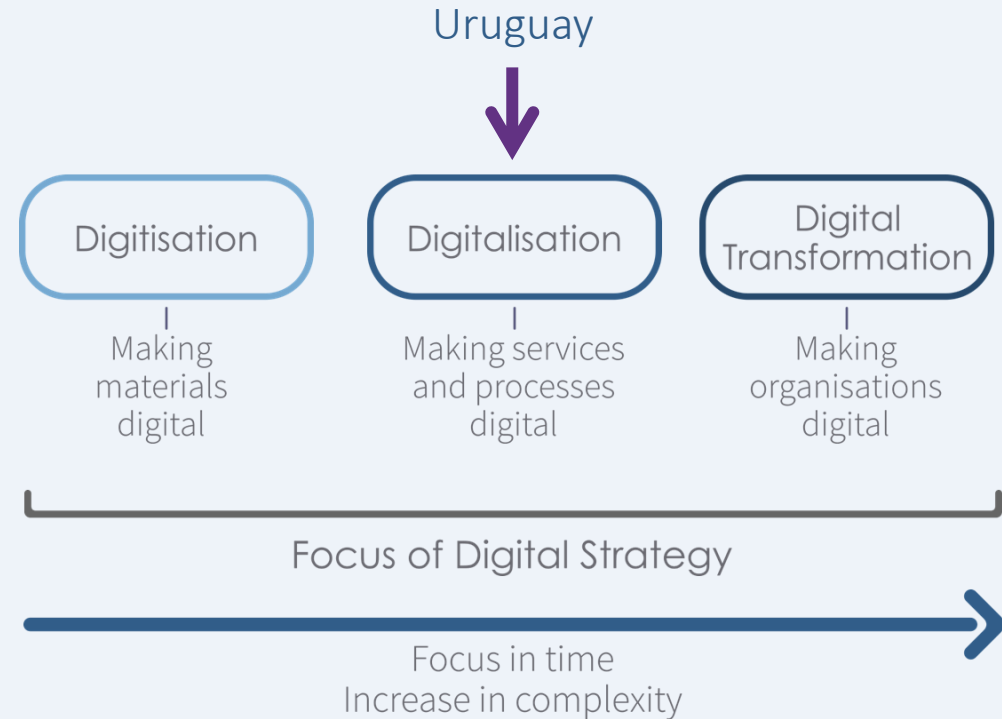
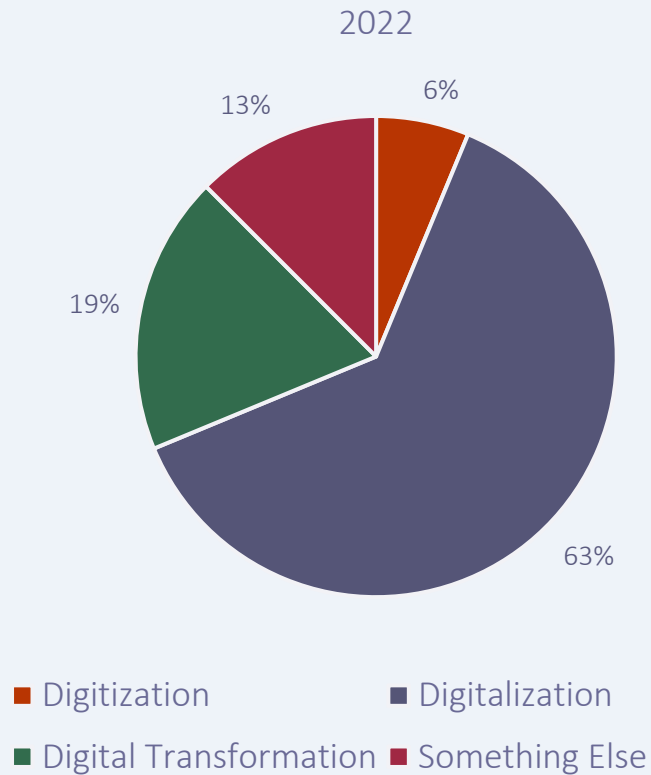


➤ Uruguay is scoring above average in 2022 compared to all other countries.

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

Focus of digital efforts

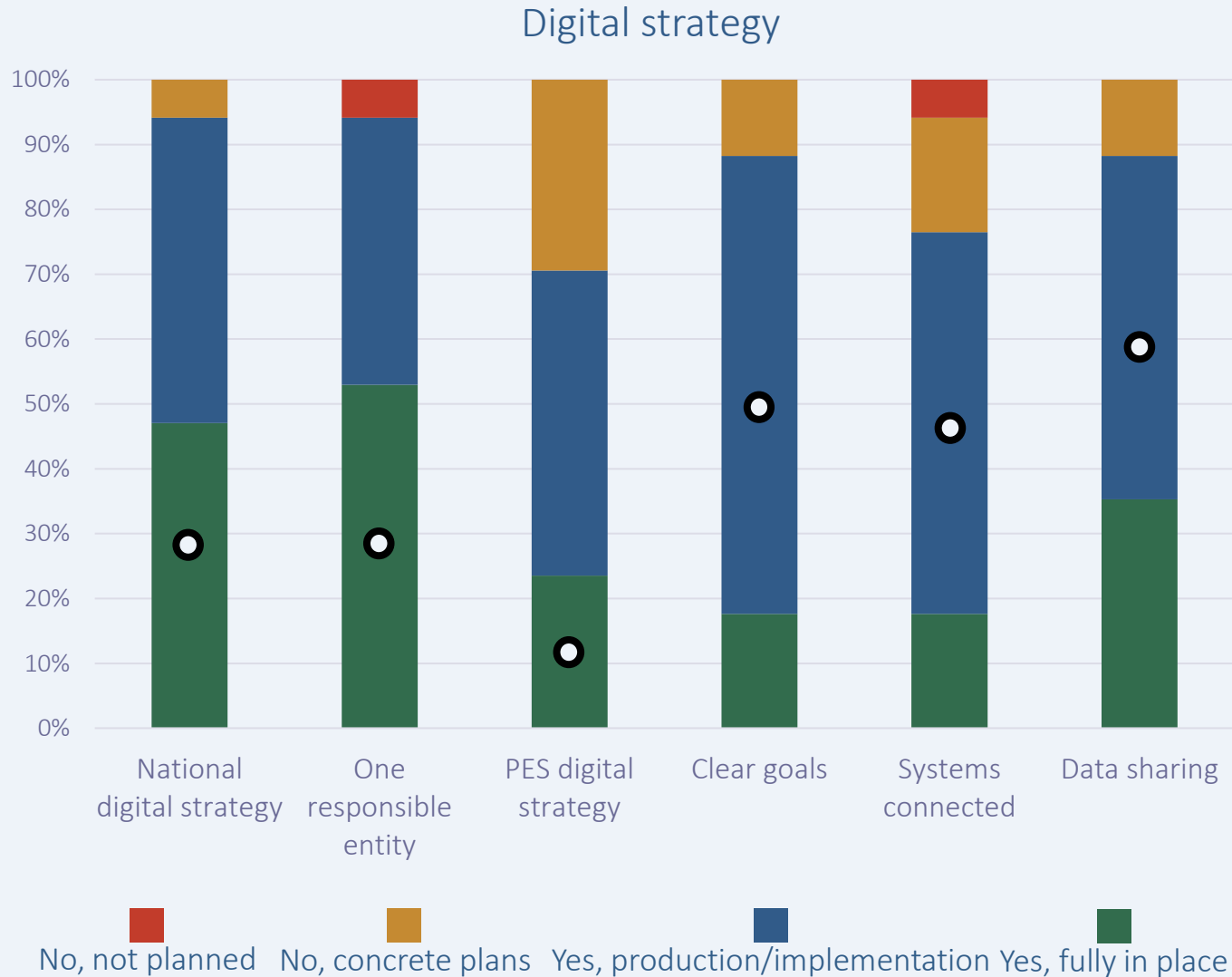
Where are countries in their digital journey?



- Most countries in 2022 focus on digitalization.
- Uruguay is also focusing on the digitalization of processes and services.
- This highlights the potential for Uruguay to improve in the future.

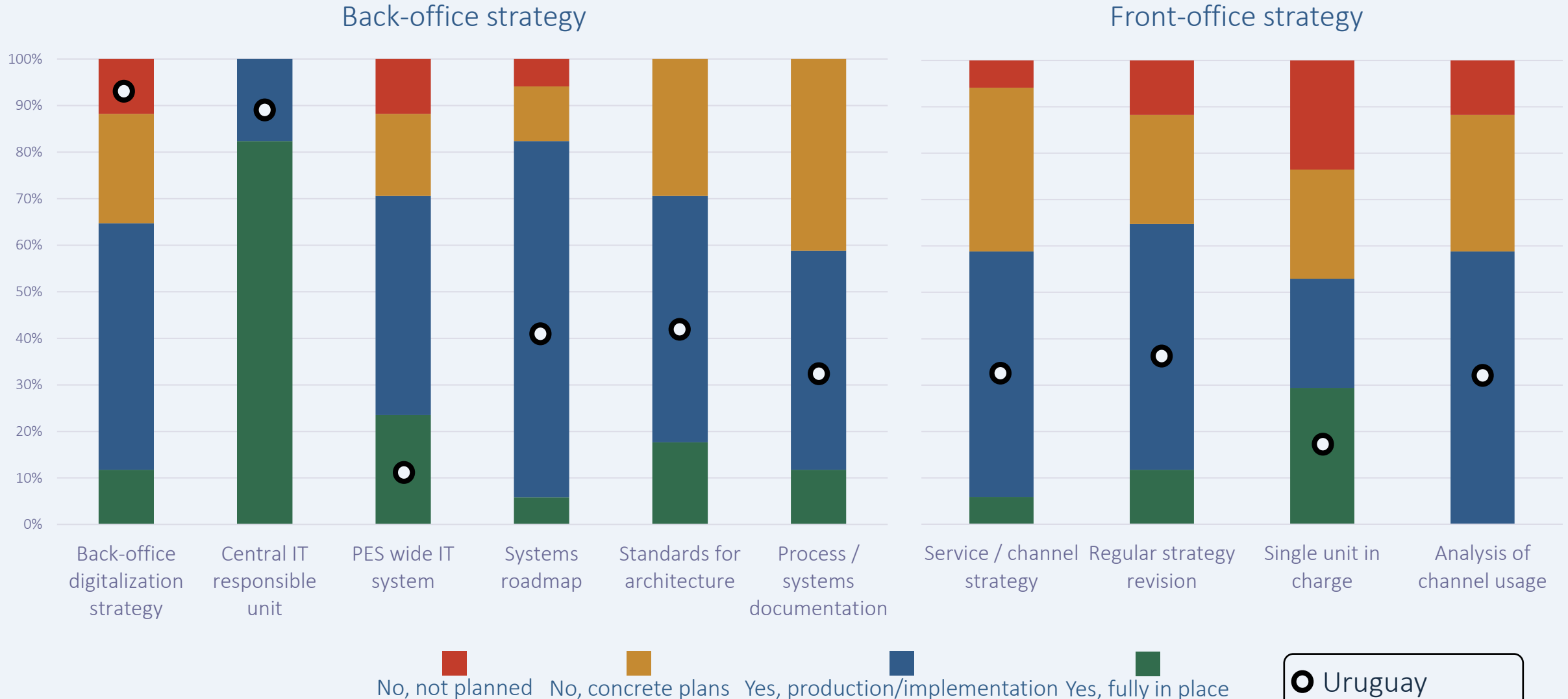
Digital strategy

All countries & Uruguay



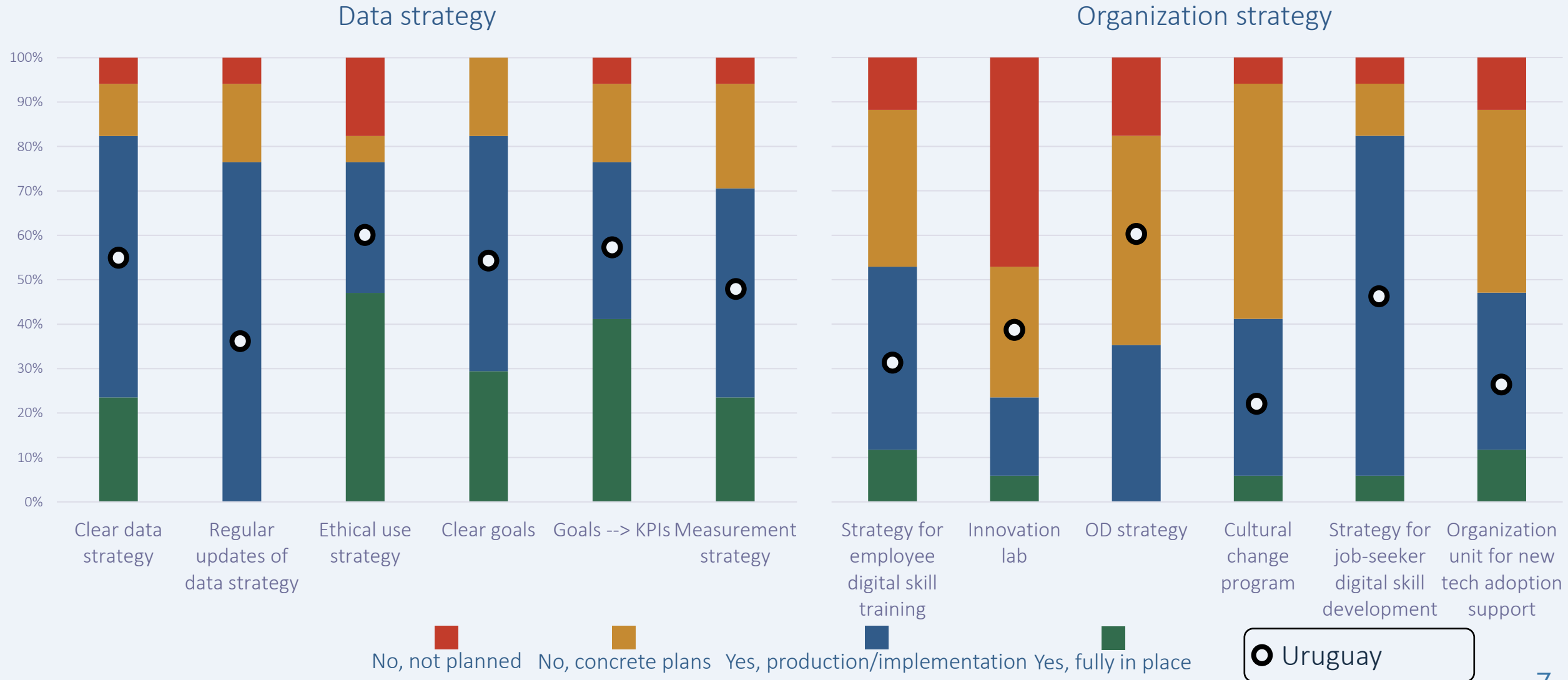
Back-office & Front-office strategy

All countries & Uruguay



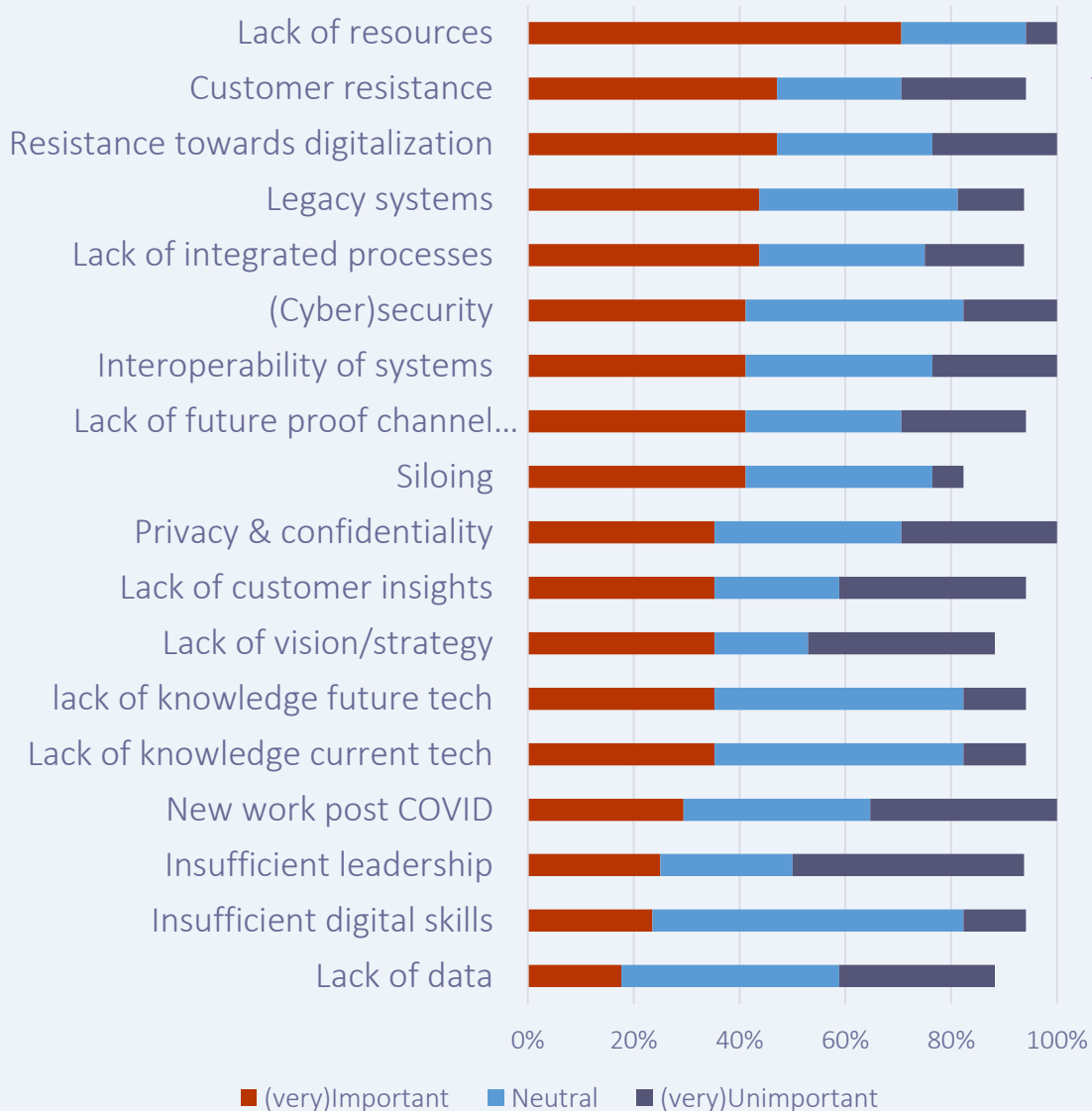
Data & Organization strategy

All countries & Uruguay



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.

Uruguay lists no obstacles as (very) important. Six are listed as moderately important (neutral).

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



Moderately Important
Siloing
Lack of resources
Legacy systems
Insufficient digital skills
Interoperability of systems
(Cyber)security

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