



TRANSFORMATION WEEKLY - March 21

This Week's Digital Transformation News

Every week we curate the most valuable transformation, compliance and operational excellence insights from our network of contributors and deliver them directly to you.

This week guest blogger Paula Bell, a Business Analyst, Leadership and Career Development coach, consultant, speaker and author with 20 years of experience, explains why [focusing on the customer experience critical for success](#).

And much more. Enjoy!

[**Why Do Transformation Projects Fail?**](#)

Transformation. It's a concept that is everywhere these days. Unfortunately, many of these transformation initiatives eventually fail. According to recent IDC research, 6 in 10 CEO's are under pressure to deliver a successful digital transformation strategy. Yet IDC's research also showed that many organizations get stuck at the implementation of the strategy – where they must optimize and scale the solution across the organization. [Read on](#) to find out why.

[**Review: 5 Practices That Will Help Drive Successful RPA Deployments**](#)

In case you hadn't noticed, RPA is all the rage. It's such a buzz that we have people come up to us at trade shows saying that "they need RPA" or that "their boss says that they need RPA," but when asked what task they'd like to automate we often get blank stares. [Keep reading](#) to clear up some of the confusion surrounding RPA.

What's New in Transformation This Week

- The 7 principles of flow: [A guide for digital business transformation](#)
- How The COVID-19 Pandemic Is [Fast-Tracking Digital Transformation In Companies](#)
- [Move beyond digital transformation](#) — and improve your ROI

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