

## TRANSFORMATION WEEKLY - April 25

### 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 Scott Francis, CEO at BP3, explains the [how to turn ROI into ROMG with RPA](#).

And much more. Enjoy!

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### [Customer Experience for Continuity and Resiliency](#)

There are lots of ideas about journey mapping floating around. The customer experience is driving many businesses strategies and decisions, as well it should. If you want a template, a search of Google will return a couple hundred pages of “the best” customer journey examples. The problem is that most customer journey exercises are narrow in focus. [Keep reading](#) to learn more.

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### [Driving Effective Business Continuity & Resiliency thru a Process-Centric Approach](#)

Over the last few weeks the entire globe has been thrown into a bit of chaos and uncertainty. And it really doesn't matter what industry you work in. Many organizations are encountering the real threat of production delays, supply chain failures, having to realign their workforces, missing revenue projections and overall mass business disruption. [Read on](#) to see why having a process centric approach is a fundamental requirement of business continuity and resiliency.

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### What's New in Transformation This Week

- A strategic approach to [automating modern digital businesses](#)
- What [business continuity means](#) during and after COVID-19
- Banking & Payments Predictions 2020: [Robotic Process Automation \(RPA\)](#)

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