

Total Decision-Making Ability Score Ranked by Industry

- 1  Mining
- 2  Professional, Scientific & Technical Services
- 3  Transportation, Postal & Warehousing
- 4  Construction
- 5  Financial Services or Insurance
- 6  Manufacturing
- 7  Accommodation, Hospitality & Food Service
- 8  **Electricity, Gas, Water & Waste Services**
- 9  Wholesale Trade
- 10  Healthcare & Pharmaceuticals
- 11  Retail Trade
- 12  Government, Education & Non-Profit

Digital Transformation Decision-Making in Utilities



How does decision-making shape digital transformation outcomes in the utilities industry, spanning the provision of electricity, gas, water and waste services? To find out, Telstra surveyed 3,810 executives in 14 markets and 12 industries worldwide.

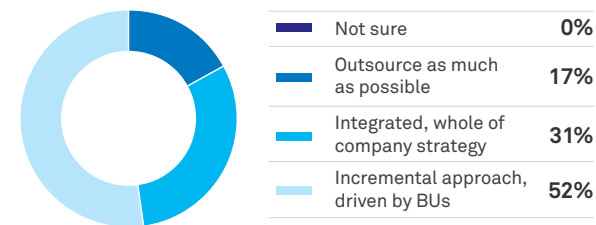
How do utilities compare with other industries?

The utilities industry ranks relatively poorly in digital transformation decision-making, ranking eighth of 12.

How can utilities make better digital decisions?

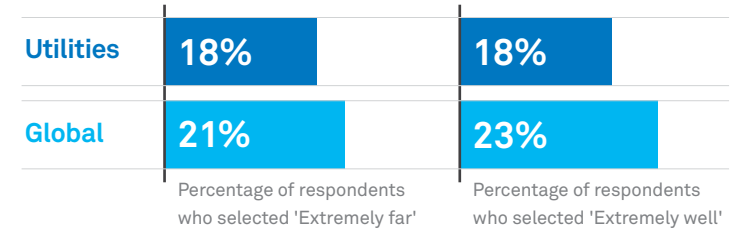
Move beyond an incremental approach to digital transformation.

Utilities firms' digital transformation projects are driven mainly by individual business units.



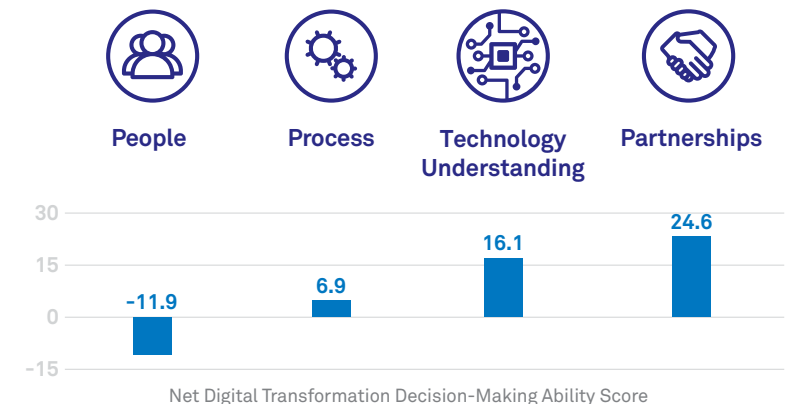
How far along the digital transformation journey are you?

How well do you make digital transformation decisions?



More focus on people for digital decisions.

Utilities firms pick their partnerships over other decision-making factors when evaluating their digital transformation ability – while their people are ranked very poorly.



Closing the digital priorities performance gap

Utilities firms struggle to meet some of their top digital transformation priorities – in fact their top priority, ‘Protecting our digital assets from cyber threats’, ranks 15th out of 17 in terms of performance.

Top three digital transformation priorities



#1

Protect our digital assets from cyber threats

Rank in performance
15th



#2

Optimise our technology to be more competitive

Rank in performance
5th



#3

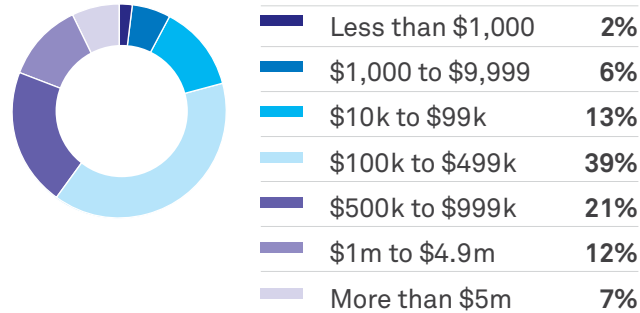
Ensure we are managing risk and are compliant

Rank in performance
2nd

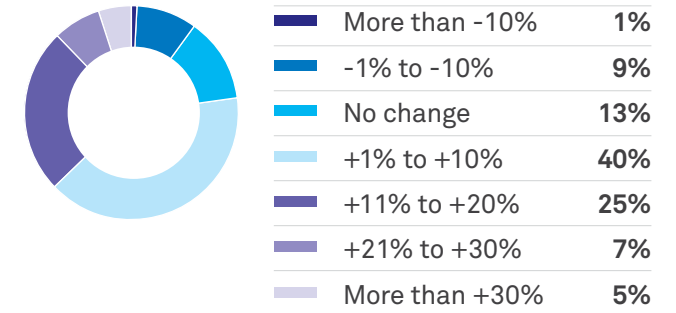
Utilities IT spend (USD) expected to rise

Three quarters of utilities firms say they will increase their IT spend in the next three years. Four in ten spent more than \$500,000 in the previous year.

Previous year IT spend



Expected change in IT spend for next three years



Top utilities partner attributes

Utilities firms seek digital transformation partners that understand their technical requirements and have insight into their challenges.



Ability to understand my company's technical requirements



Deep knowledge of our business challenges and how IT can help



Ability to determine which IT model best fits my company and my needs



For more insights, visit telstraglobal.com/disruptive-decision to download the Disruptive Decision-Making white paper.