

Transformation support & change management

Recognising potential, initiating change and strengthening the organisation

In the digital age, banks have to change on various levels. Digitisation, changing regulatory conditions, new players in a diverse competitive landscape, innovative product offers and changing customer needs are just a few areas in which banks are being forced to question their current ways of working and anticipate future opportunities. How do we spot the right areas of potential for our organisation? How do we create a sustainable transformation process? How can we enable managers and staff to identify with the changes? What work structures do we need for the future? And how, in general, do we develop a culture in which change is embraced? These questions are becoming increasingly important. Swisscom Management Consulting will help you find the answers in your individual situation and make sustainable changes in your organisation accordingly.

Our contribution to your success

We will offer you comprehensive transformation support, including:

Maturity check:

- › Identify the opportunities and risks of digital transformation
- › Demonstrate potential readiness for change

Sustainable transformation strategy and flexible implementation:

- › Support with devising a transformation strategy
- › Implementation planning tailored to your needs
- ›

Participation and strengthening of the organisation:

- › Creation of an environment of participation within the organisation
- › Development of managers as change leaders
- › Strengthening of employee identification with the change and the organisation

Target-group-specific customer participation:

- › Include customers in the transformation process
- › Understand customer needs and embed this knowledge within the organisation

Change management:

- › Strengthen the impact of change through appropriate change management measures, e.g. target-group-specific communication measures, dialogue events, enabling workshops
- › Make the success of change transparent through regular change controlling activities

Your benefits

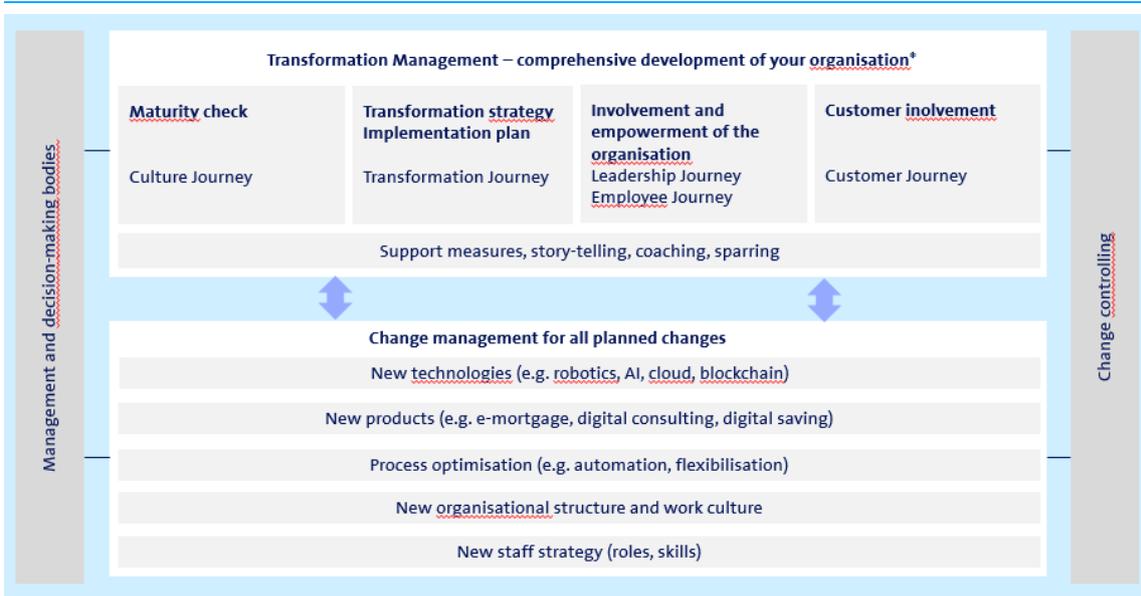
Thanks to comprehensive transformation support and corresponding change management measures, you can:

- › move your bank sustainably towards digital transformation by identifying the right levers for success;
- › address the most important stages of the transformation in a holistic way: from analysis to strategy to implementation to the sustainable anchoring of changes in your company;
- › understand the needs of your employees and managers in relation to the different elements of the transformation, and know how to take them into account;
- › establish a culture in which change is embraced. This will strengthen your organisation's ability to spot potential early and use it successfully;
- › involve your customers directly in the transformation process and thereby enhance your employees' understanding of customers.

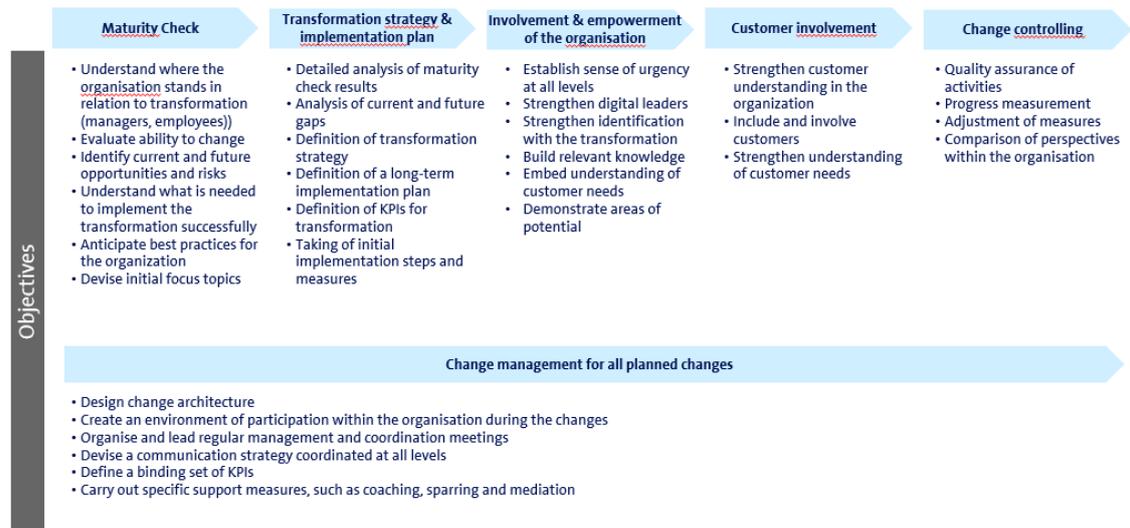
How we stand out as a partner

- › Swisscom Management Consulting offers you a plan tailored to your specific needs.
- › Our primary goal is to involve your managers and employees meaningfully in the transformation process.
- › Thanks to our long-standing experience of supporting companies through strategically relevant changes, you can rely on the support we provide.
- › As a digital innovator, leading IT service provider and BPO provider, we have an extensive understanding of the many facets of the banking industry. This means we can help you meet all the different challenges you face.

Our process



Our process in detail



Your contact



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