



DIGITAL TRANSFORMATION TRAINING

DIGITAL TRANSFORMATION SKILLS.

#SkillsForTheDigitalAge





Are you Ready for Digital Transformation?

Do more with less

The world is becoming ever more digital and we recognise that this not only affects commercial businesses, but equally, government and not for profit organisations. Customers are demanding more immediate, more accessible, more user-centric ways of accessing information, completing transactions and forming good on-line relationships with with customers and prospects.

Digital is becoming the means for organisations to drive cost savings and increase efficiency and in parallel meet the ever changing needs of customers. In short, Digital Transformation is a way of achieving 'more with less'.



The Digital Change Imperative

'Disrupt - or be disrupted'

At QA we understand that today's business environment is more dynamic, more disrupted and more technology driven than at any other time. It truly is the 'Digital Age', where your customers are demanding more convenience, more solutions and more flexibility leading to a greater reliance on technology. The movement from niche to mainstream technologies; such as Cloud, Cyber Security, Big Data, Web, App and Mobile is resulting in a far higher demand for these skills across all businesses.



Achieving successful Digital Transformations

Top down and bottom up change

Digital Transformations are complex, challenging and unique. Each organisation has to design and implement their own programme of change to meet their specific needs. The most successful Digital Transformations are driven by senior leadership that are 'digitally literate' and willing to champion change 'top down'.

At QA we offer a range of education and guidance for senior leadership, enabling companies to develop both their long term digital vision and short term change plans.



Customer centric Digital Transformation

Experience matters most

Digital Transformation is focused on the customer. The interaction between an organisation and its customers is one of the cornerstones of Digital Transformation and continuous improvement is vital to success.

Skills that are core to achieving this are at the centre of what QA provides, including:

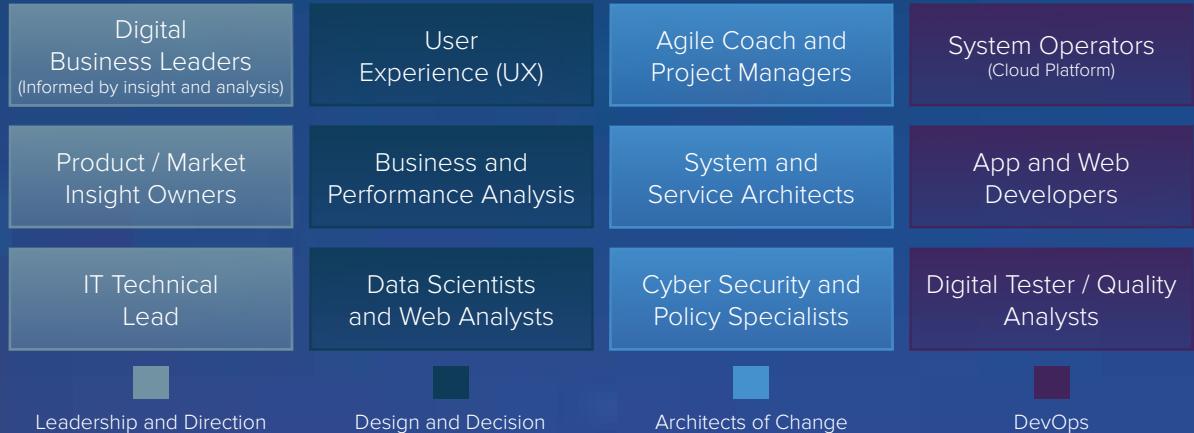
- Simplifying contact processes and improving the overall customer experience (UX)
- Increasing the ease of and security of digital transactions
- Providing personalised, real-time, content and UX, at the right time, on the right device
- Lowering transaction and process costs by using new technology to create efficiencies
- Creating new sources of value for customers by collecting and using big data
- Developing the appropriate, agile, technical development culture in which to deliver continuous change (DevOps).

THE SOLUTION



The right skills for the right role

The complete learning solution for digital skills



Digital Transformation and QA

Develop key technical, culture and leadership skills

The QA solution is not a standard digital leadership offering. We provide end-to-end training that helps organisations develop technical, culture and leadership skills required to deliver Digital Transformation.

Working with technology experts, Digital Transformation specialists and our sector wide partners, QA is uniquely positioned to understand and interpret the rapidly changing technological landscape and convert this into a purposeful learning solution for organisations by:

- Focusing development on relationships - not just transactions
- Focusing development on outcomes for the customer
- Focusing development on full service re-design and 'cultural shift' rather than just 'channel shift'.



Skills for the digital age

What you can learn with our unique offering

We view Digital Transformation as a shared responsibility within an organisation that affects all levels. Our skills solution is holistic, customisable, flexible and cost effective for customers.

QA is able to help you deploy learning capabilities to more easily improve BOTH Leadership understanding and to solve complex and deep technical adoption issues such as: Cloud Computing, DevOps, Big Data, Cyber Security and Agile working practices



PROFESSIONAL SKILLS FOR THE DIGITAL AGE

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Talk to QA and learn to do more with less.

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