



LET'S LEGO PLAY for Digital Transformation

WORKSHOP OBJECTIVES

This workshop have the main objective to understand and define the Digital Transformation Vision inside and outside the organization covering the 3 key points of that strategy (Digital Customer Xperience, Business Process Transformation, IT Application Decoupling).Apart of it, will be defined a Digital Transformation Roadmap covering those 3 pillars mentioned before.



AUDIENCE

Cx0, Business Areas VPs, Customer Care Responsibles, Channel Responsibles, IT / Operations Director



DELIVERABLES

Digital Transformation Target Model for the Organization + Digital Transformation Roadmap covering:

- Digital Transformation Model for Digital Customer Xperience.
- Digital Transformation Model for Process Transformation.
- Digital Transformation Model for IT Transformation.
- Digital Transformation Roadmap.



WORKSHOP DURATION

5 Days 5 Hours a day

Let's Lego Play have more than **200 customers** worldwide where we have contributed to the Digital Transformation Challenge with these workshops.



Chile | Colombia | Costa Rica | Ecuador | Spain |
Mexico | Panama | Dominican Republic |
United States | Venezuela