



NEVER NORMAL ERA EPISODE 3 INSIGHTS: ENSURING SYSTEMS ARE ENABLE TO MAKE RAPID CHANGE, MAHESH ZURALE

VIDEO TRANSCRIPT

So, when your physical channel shuts down and you want to take people through your digital channels, it can't just be a website. The entire supply chain has to be reconfigured. Whether this is about reconfiguring the customer experience supply chain, ultimately, your systems need to be able to drive that rapid transformation and rapid change. Which is why, resilient systems and processes become very important.

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