

Sustainability Must Be in the DNA of Digital Transformation Strategies

Digitalization and business process automation enable organizations to achieve greater productivity and profitability through efficiency gains. Simultaneously, they help to shape and advance internal sustainability/CSR goals and to ensure overall ESG compliance.



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The Power of Possibility

Business Process Outsourcing and Automation Drive Growth and Can Help Achieve Environmental, Social, and Governance (ESG) Compliance

Digitalizing and automating the workflow furthers the sustainability cause by:

- Reducing hardware, paper consumption, carbon emissions, transport and logistic costs, and commuting through hybrid working
- Automating business processes and optimizing workflow, thus eliminating costly and unnecessary process steps and driving greater productivity and profitability gains

“ Worldwide document workflow automation optimization revenue will expand at a compound annual growth rate (CAGR) of 1.7% to reach \$11.9 billion in 2027.

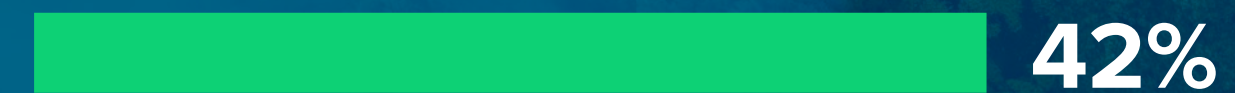
Source: *Worldwide Document Workflow Automation and Optimization Forecast, 2023–2027* (IDC #US50128923)

“ Worldwide business process outsourcing (BPO) services spending will expand at a five-year CAGR of 4.7% to total \$273 billion in 2027.

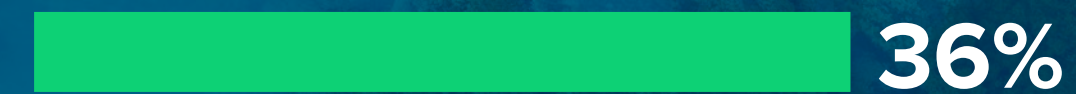
Source: *Worldwide and U.S. Business Process Outsourcing Services Forecast, 2023–2027* (IDC #US49161723)

Why are businesses reducing printing?³

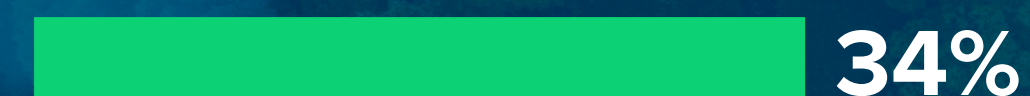
To reduce costs



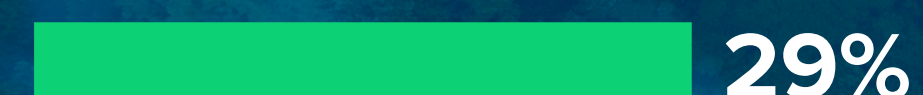
To support sustainability/reduce paper consumption



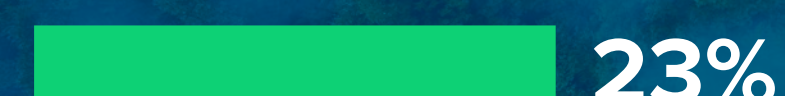
Digitization/Automation of workflow/business processes



Hybrid working



To improve info/data security



3

ESG Compliance Has Shifted from a Nice-to-Have Differentiator to a Critical Business Imperative

ESG represents a set of standards for measuring a business's impact on society and the environment and how transparent and accountable it is. Source: United Nations Development Program (UNDP)



By 2026, **60%** of large organizations will require a carbon neutrality strategy as a standard part of enterprise technology procurements and RFPs, as compared with 40% today.⁵

By 2027, companies most advanced with sustainable business transformation (~10–20%) will have sustainability embedded across the organization, and CSOs will have only a coordination role.⁵

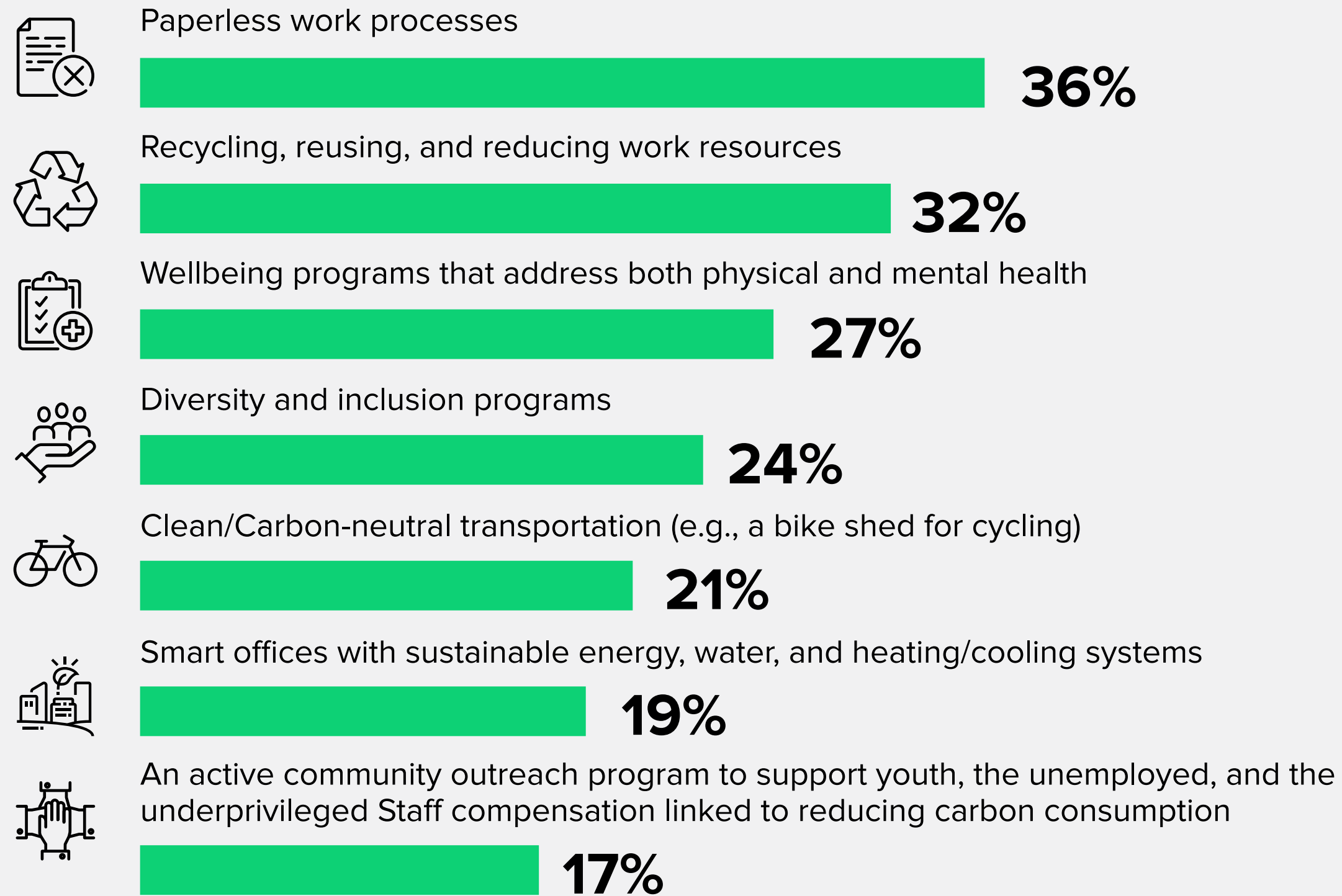
By 2027, to meet their sustainability ambitions, G2000 organizations' business and IT leaders will dedicate at least 20% of their digital tech spending toward sustainability initiatives.⁵

By 2025, **80%** of companies will track social capital KPIs (e.g., human rights management) in real time to reflect the increasing demand from external stakeholders to address social sustainability topics.⁵

To mitigate legal risks and enhance their brand and competitive advantage, nearly half of CIOs will be motivated to automate regulatory compliance and ESG by 2025.⁴

Corporate Social Responsibility (CSR) Initiatives Enhance the Employee Experience and Contribute to ESG Compliance

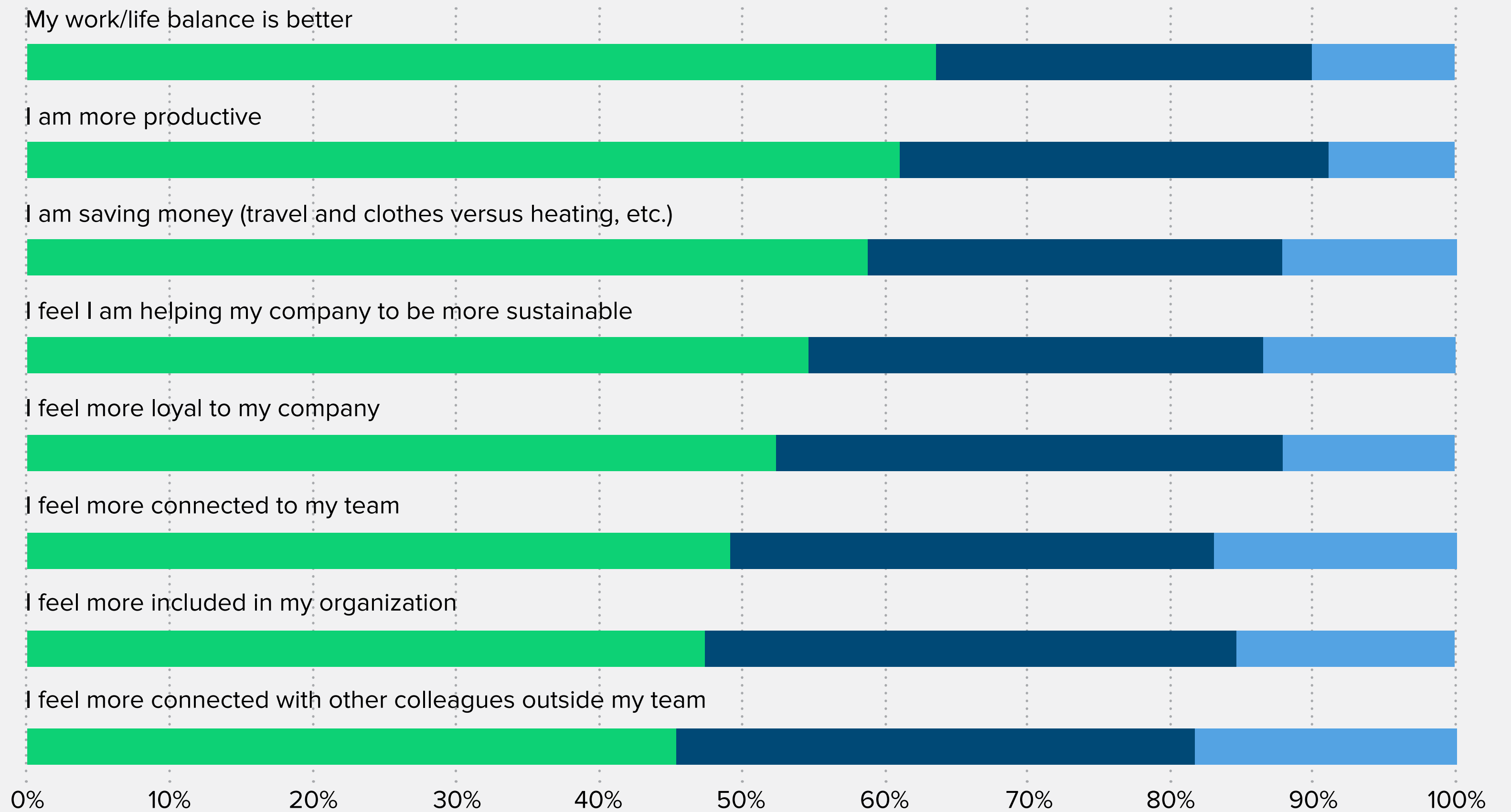
Which workplace CSR initiatives are being implemented to enhance employee experience?⁶



Sustainable Hybrid Working Enhances Both the Employer and Employee Experience

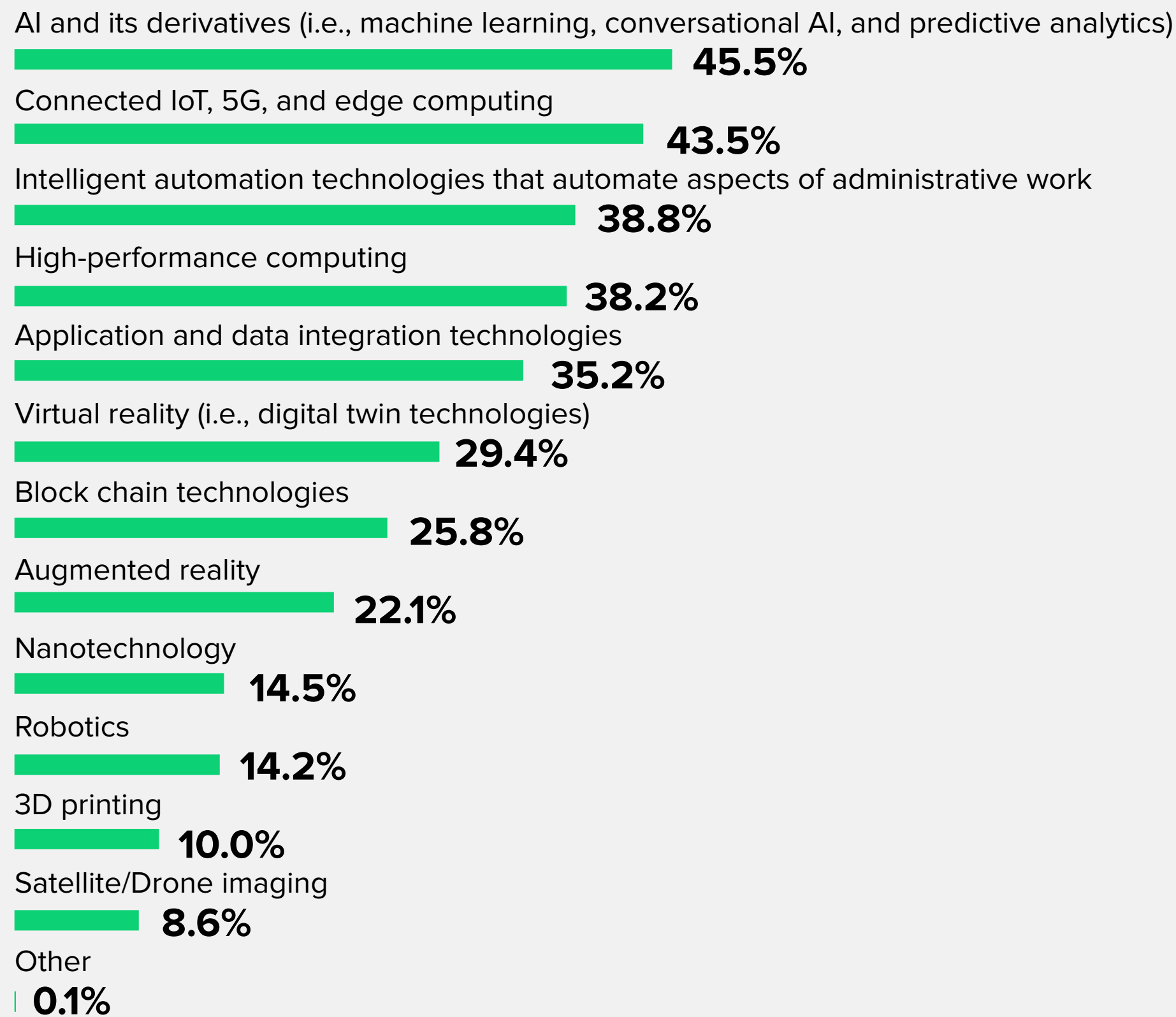
Please rate your level of agreement with each of the following statements regarding the impact of hybrid work on your work life and personal life.⁹

- Agree
- Neutral
- Disagree

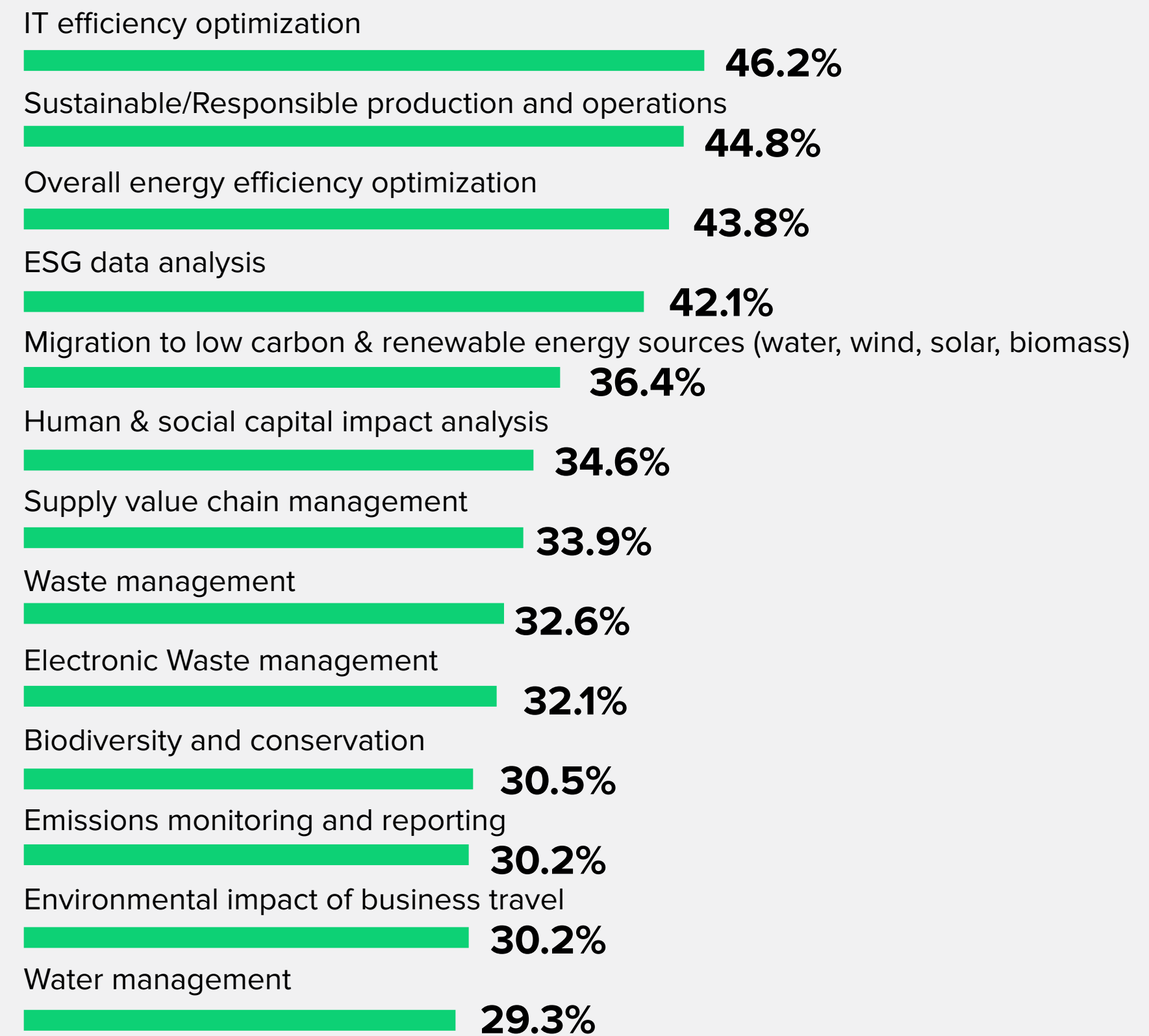


AI as an ESG/Sustainability Enabler

Which of the following technologies (IT and OT) does your organization consider to be the most relevant in meeting its ESG/sustainability objectives?



Which of the following are the most important areas for implementing GenAI to help operationalize your organization's ESG/sustainability strategy?



Digital Technology, AI, and ESG Are Inextricably Linked and Organizations Need Help

Digital Technology



By 2024, **65%** of CIOs will face pressure to adopt digital tech such as GenAI and deep intelligence, but limited IT support will diminish the benefits and heighten risks.⁴

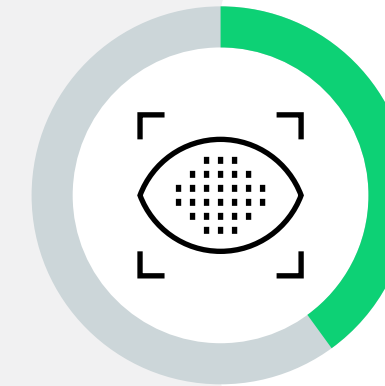


By 2024, **35%** of CIOs will embrace GenAI, securing an early short-term advantage over competitors while cultivating a foundation of talent, experience, and training data.⁴



By 2024, **85%** of CIOs will leverage organizational changes to harness AI, automation, and analytics, driving agile, insight-driven digital businesses.⁴

ESG



By 2024, **40%** of ESG review boards globally will include ethical and responsible oversight of AI efforts in their purview.⁵



By 2024, **35%** of organizations will advance their ESG metrics and data management beyond reporting capabilities, using AI to generate sustainability-driven cost benefits and competitive advantages.⁵



By 2026, AI-powered demand forecasting will reduce excess inventory levels by **20%** minimizing waste and lowering carbon emissions from excess production.⁵

Message from the Sponsor

At SPS, we believe that the future of business is not just digital, but also sustainably digital. Our mission is to lead by example, demonstrating that digital transformation can go hand in hand with environmental stewardship and social responsibility. We are proud to assist our clients in adopting flexible, eco-efficient practices that enhance their service quality without compromising our planet's health. Join us in this revolution, where your digital advancement is our commitment to a sustainable future.

**SPS. Where Efficiency Meets Innovation.
The Power of Possibility.**



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Sources

1. *Worldwide Document Workflow Automation and Optimization Forecast, 2023–2027* (IDC #US50128923)
2. *Worldwide and U.S. Business Process Outsourcing Services Forecast, 2023–2027* (IDC #US49161723)
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