Understanding and Managing Digital Transformation (New generation technologies - Cloud, Analytics and Intelligent Automation) in Enterprise Organizations

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Abstract: Digital Transformation of Information technology will order modernization. The point of this paper is to give expert knowledge of Transition, Management, and Governance of New generation and rising innovations in the Digital Transformation period, and to propose roads for future research in Digital Transformation. Utilizing a precise writing survey of 50+ articles, this paper gives a review of the writing. The article centers on how organizations are reshaping client offer and changing Operating models utilizing Digital innovations for Greater consumer loyalty and coordinated effort. The article additionally centers on the adjustment of procedures, tasks management and openings and difficulties of Digital Transformation. The effective exchange of IT frameworks from a customary IT condition to new generation innovations relies upon a characterized governance plan. Moreover, while the Digital Transformation has stretched out to all divisions of activity there are a few territories with more prospects of improvement later on.

Keywords: Digital Transformation, Cloud Computing, GRID Computing, Automation, Agile.

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I. Introduction

Charles Darwin stated in his “Theory of Evolution by Natural selection” that:

It’s not the strongest or the most intelligent of the entities/species that will survive, but those who adapt, change and transform in relation to the dynamics of their surrounding/ecomystem.

The world is changing quicker than any time in recent memory. The New generation advances like Cloud, IOT, Blockchain, and Fintech are driving companies to the following level of Digital Era and IT-empowered administrations. In a general sense in each industry, digital advances are achieving phenomenal transformation and changing the manner in which IT is Driving customer value recommendation. With the ascent of new digital advances, firms in basically all enterprises are directing numerous activities to investigate and misuse their benefits. This much of the time includes transformations of key business tasks and influences items and procedures, and in addition hierarchical structures, as companies need to set up management practices to oversee these unpredictable transformations. To add to the expanded interest from customers, companies are confronting ever harder rivalry because of globalization and putting a strain to go digital before others do, trying to survive and achieve upper hands. The digital transformation of our overall population changes the way in which we live, work, learn, give, and collaborate. This tricky change related with all information systems and structures that are basic business enabling impacts for the digital transformation since years back.

In the event that we run back to the sources of business development, we watch 4 unmistakable development stages viz., Agrarian, Industrial, Digitization/Automation and Digital (that is characterizing the following decade). Throughout the years, associations in the digital period attempted to keep up the upper hand, construct scale and always advance to change themselves and remain relevant in view of expanded customer desires, testing economic situations like the worldwide retreat.

We are lucky to encounter this imperative transformational journey where digital advances affect human lives, businesses, and undertakings around the globe. With developments occurring at a bewildering pace, the digital period including keen machines as robots, rambles, associated autos, associated wellbeing, and assembling has unfolded upon us. The interruptions of the previous decade have been completely awe, yet they are only a prelude to numerous more developments that we are yet to understanding and see.

The new age associations are in a consistent condition of motion. They are utilizing Digital advances like social, versatility, cloud, examination, IoT, Robotics to give the best in class customer encounter, personalization, value chain development, items, and administrations.

Undertakings that use frontline digital stages and answers for gather significant profound bits of knowledge (both prescient and prescriptive) by calculating logical, social, and hierarchical data to empower them increase vital preferred standpoint through workforce, customer and accomplice enablement, operational perfection, inventive digital arrangements, store network development, governance and hazard management are digitally develop and are known as a “Digital Enterprise”.

As the days pass, an ever increasing number of endeavors are adjusting the Digital Transformation methodologies to change their business. The potential value that a venture gets from a digital transformation activity is colossal. It basically empowers the ventures to additionally build up the skills which spin around customer centricity, advancement, nimbleness, streamlining forms, capacity to use chances to disturb the norm and gain knowledge into the rising field of digital advances. To the uninitiated, Digital Transformation is the utilization of technology that altogether enhances the execution and reach of the association by utilizing digital advances, for example, examination, portability, web-based life and IoT (Internet of
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Things) alongside the consistent changes and developments on customary innovations like ERP which reshape the customer connections, value recommendations and interior procedures.

Current problem that the industry is facing is Lack of Strategic vision, Decision model, Structured Framework, Roadmap and Limited research on Adoption, Management and Governance of New Generation IT (Cloud, Grid, Machine Learning – Smart Automation and IOT) in Enterprise organizations is resulting in delayed decision making for CIOs and CTOs in Digital transformation of IT Infrastructure. Ever increasing gap between Business expectation and Information Technology delivery and Lack of holistic Strategy on New technology adoption is resulting in enterprise organizations losing competitive edge in Market Place.

The journey in which a traditional enterprise reimagines itself by inculcating the Digital DNA with clear focus on value and customer experience is called Digital Transformation.

II. History of Digital Transformation

With the world buzzing with the keyword digital transformation, the question arises when it started and how the future is going to pan out?

Digital transformation is an actively discussed topic these days, but this was also true in the late 1990s and again in the mid-2000s. We started to computerize processes almost 30 years ago, and many organizations have implemented digital activities in their organizations.

15 years ago, we were still shopping in the department stores, driving 20 miles away and picking up the goods in monthly or weekly basis. We started to enjoy surfing the internet and choose our favorites from on-line shopping since early 21st century.

Today we are sliding the smart phones and refreshing the shopping apps for every single hour or even minute. Our shopping behaviors have been changing so much for the last decades. It becomes much more frequent and digital. The direct result of these changing behaviors online leads consumers to use digital currencies, payments as well as online banking services. We are seeing these changes now. More and more banks are giving up physical branches and providing so called “digital banking”.

Digital disruption was the concept that birthed digital transformation!

Digital disruption isn’t a withdrawn event yet is something that has more than once happened throughout the latest three decades, with different waves happening across over different sorts of industry sections. At first, in the 1990s, divisions, for instance, music, photography, and video were out and out aggravated by new members and new players who were getting a handle on digital technology.

The impact of digital disruption can be broad. The music business was one of the first to feel the brunt of the digital upheaval. With the institutionalized mp3 organize for digitized music and the accessibility of broadband associations for Internet conveyance, the truth of industry disruption wound up obvious to all. Customary music companies are relied upon to lose in excess of 35 percent of value somewhere in the range of 2003 and 2012, with aggregate incomes for the period anticipated that would drop from US$12 billion to $8 billion. And yet, different parts of the music biological community – all the more nearly receptive to the customer – experienced huge development. This incorporates shopper hardware companies that make digital music players, show promoters and makers of other live occasions.

Another model is - Blockbuster had a chance to buy Netflix yet turned it down, as it wasn't seen as an engaged peril. In this way, it missed a vital possibility. As more undertakings felt the impact of digital disruption, Blockbuster’s fortunes vanished. It's key, subsequently, that the noteworthiness of digital disruption can't be ignored and the need to respond and make a move is fundamental.

III. Present day scenario

The present world displays a quick creating instance of hyper-digitization. Progressed numerical investigation, controlled by concentrated figuring frameworks, gives extraordinary chance to release the value of interconnected data.

Digital advances have changed businesses in totally new ways, offering essential upgrades in personalization, productivity, and security. Be that as it may, we have just begun investigating the digital chances, and this digital transformation has just barely started. Sooner rather than later, digital developments and activities will bring us into new transformation stages, conveying energizing changes to our lives and reshaping the worldwide economy.

These days of related and instrumented technology, businesses approach unending floods of data and telemetry from devices, applications, and customers. Bringing this data and metadata together brings an association or an organization towards digital transformation, where data can be used to improve nonstop information and to revive fundamental leadership.

In the first place, digital channels or sites, associated companies and their customers were the first point of consideration. From that point onward, digital procedures developed to help customer communications. As companies' digital aspirations rapidly developed, they before long required committed digital groups to oversee new social and versatile channels. This empowered associations to use digital data all alone exercises and connections. Associated with customers, providers, and different partners, companies understood that they worked in digital systems.

To improve utilization of the immense measures of information, companies began to interface all procedures and gadgets into systems. Seeing potential in availability, associations concentrated on digital stages interfacing all framework players instead of the conventional strategy for working together through middle people. Companies started to explore different avenues regarding new digital methods for working together, attempting to use data all the more successfully, make more noteworthy spryness, and hold ability.

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IV. Introduction to the Technology – Digital transformation, Cloud Computing, IOT, Analytics and Intelligent Automation

Digital transformation includes utilizing digital innovations to change a procedure to wind up more proficient or powerful. The thought is to utilize technology not simply to imitate a current administration in a digital frame, yet to utilize technology to change that administration into something altogether better.

Digital transformation can include various innovations however the most blazing points right presently are Cloud computing, The Internet of Things, big data, Analytics, and Intelligent Automation.

Cloud Computing: Cloud computing is the utilization of remote servers over a system. These servers can give usefulness like stockpiling, preparing, security, examination etcetera. For digital disruption to occur an organization needs to reform its present business process and use innovations like the internet of things (IoT), chatbots, enlarged reality, machine adapting, big data investigation and so on. Every one of these advances requires overwhelming computing force, stockpiling, and IT foundation. Cloud computing gives these administrations dependent on an organization’s individual necessities.

From Digital transformation point of view, Cloud is the establishment for this new agile business world. It’s the platform for empowering agile application advancement. A cloud-based framework is critical to conveying adaptable, on-request access to the assets supporting these new digital business offerings. It enables organizations to scale framework as expected to help changing business needs while decreasing the dangers of squandered IT assets that hindered past interests in new digital administrations.

Cloud computing is the operator of digital disruption, and we can see that there are noteworthy advantages to be had by businesses that seek after both Digital Transformation and Cloud methodologies pair, “ expressed Alex Hilton, CEO of CIF. This isn't showcasing publicity, Cloud computing and Digital Transformation go as an inseparable unit. 85 percent of businesses with a Digital Transformation plan have profited from an unmistakable upper hand. Cloud administrations, which successfully offer boundless and dynamic IT assets, frame the establishment of Digital Transformation and can encourage fast business change. In any case, it is additionally obvious from our research that Digital Transformation techniques serve to specifically improve the viability and advantages of Cloud usage in their own right.”

The Internet of Things (IoT) is the following big and up and coming thing in budgetary administrations. It is a system of associated gadgets through the Internet, which get and send data. On a very basic level, it is the extension between the physical and the electronic world.

The Internet of Things is the internetworking of physical gadgets, vehicles, structures, and different things that empowers these articles to gather and trade data. The Internet of Things focuses on sensors to screen and recognize physical occasions, and on the communication of data about these occasions to help either computerized or human basic leadership.

Along these lines, to the point. How is IoT pertinent to the capital markets industry? Consider physical items dealers trying to enhance their coordination. Knowing the correct area of a vessel, the correct weight and track incredibly empowers these articles to gather and trade data. The Internet of Things focuses on sensors to sc

The investigation will assume a significant job in streamlining the conveyance of a bank mark involvement progressively to every customer, in light of a wide assortment of data from multitudinous sources.

The most well-known variety of workforce mechanization is Robotics Process Automation (RPA). In circumstances like this, manual errands are completely computerized and this diminishes the length of timetables. These additionally keep up a safe workplace and maintain a strategic distance from mistake totally. Also, robotization cuts task costs essentially and decreases the quantity of fizzled/rejected exchange.

With controls creating and innovations surfacing each day, firms are applying their assets to mechanizing administrative reports. It would be amazingly costly for capital market firms to supplant their longstanding frameworks with more up to date advancements and a large portion of them don't have the financial backing to try and endeavor such a patch up. Computerization is a route around this since it can draw out the efficiencies without requiring high expenses of execution.

Empowering agents of digital transformation:

Agile: Methods that assistance to construct and convey items incrementally; convey an incentive to clients rapidly, and keep improvement work lined up with business needs.

DevOps: The procedures and working practices to help IT improvement and activities groups to team up over the technology lifecycle, from advancement to generation and support.

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Smart Automation: Automation is seeing huge drift from traditional way (To replace human labor) to more advanced and sophisticated interactions to replace human intelligence. For e.g. Research Automation and Algorithmic based automation that direct or advice customers or Robo Advisors (Robo Trading in Capital markets)

V. Summary of the Literature Review

72 per cent of organizations are expected to roll out Digital Transformation strategies within the next two years, finds the Cloud Industry Forum

Over the years, digital transformation has penetrated through every industry sector and has helped organizations garner enormous business success in the course of adoption. The millennial generation has seen a colossal flood in the implementation of digitally empowered technology for exercises as straightforward as hailing a navigate to broadened adventures like a business improvement. The fast development has likewise prompted the revelation of endeavors like web-based life, internet shopping, digital monetary forms, and e-wallets among others, which have today turned into a way to survive. Digital transformation blossoms with one straightforward objective: making everything open at the push of a catch. As indicated by IDC gauges, the digital market would earn a speculation of $1.3 trillion this year, or, in other words of 16.8 percent over the $1.1 trillion out of 2017. Examination predicts that the market speculation will twofold by 2021 coming to over $2.1 trillion. In spite of the way that the endeavor field is developing massively in the digital space, it is difficult to dissect the genuine capability of digitization. With steady research and advancement, the digital period anticipates observing the eventual fate of technology and its worldwide effect.

Organizations need to develop to address the changing business scenes. In a perfect world, IT spending is driven by the need to meet business necessities. Business pioneers need IT to be centered around business results, development, and consistent change. Digital transformation can be characterized as the speeding up of business exercises, procedures, skills, and models to completely use the progressions and chances of digital innovations and their effect in a vital and organized way. Truth be told, digital transformation is business transformation. Some like to utilize the term digital business transformation, or, in other words, line with the business part of the transformation. These digital business transformations are impacted/driven by the accompanying variables: Technology development, customer conduct, and request, and outer natural components.

Digital business transformation setting, every one of these angles: business capacities, forms, exercises, resources, models, and exercises are interconnected. This is a fundamental part of digital transformation: the interdependency and between happiness of everything. From business procedures and models to business exercises and each and every movement of the organization.

Digital business transformation is a definitive test in change management. It impacts industry structures and key situating as well as it influences all levels of an organization (each assignment, movement, process) and even its expanded inventory network. Business pioneers should always challenge their organizations to guarantee this change can open efficiency gains and critical upper hand all while conveying remarkable customer encounter.

Gartner made the idea of Bimodal IT to enable endeavors to address this test. Mode 1 perceives that there are zones of your undertaking that have assurance, clear goals and an anticipated arrangement. Mode 2 perceives that in different territories of your venture, prerequisites are vague, changing, and less comprehended toward the beginner. Bimodal isn't an either/or suggestion – the two modes need to exist together. Be that as it may, to achieve quicker improvement with control, you require the correct platform and compositional standards to help your Processes, People, and Portfolio, with a Bimodal methodology at its center.

In the present digital economy, ventures rely upon the powerful utilization of technology to help to progress business forms, as well as to drive new wellsprings of focused separation.

Cloud is the establishment of this new agile business world. It's the platform for empowering agile application improvement. The cloud-based framework is vital to conveying adaptable, on-request access to the assets supporting these new digital business offerings. It enables organizations to scale foundation as expected to help changing business needs while lessening the dangers of squandered IT assets that repressed past interests in new digital administrations.

Role of Cloud Computing in Digital Transformation

As all of you realize that Cloud Computing is only the utilization of shared computing assets like servers, applications, systems, stockpiling and add-on services. Cloud-enabled businesses to utilize these services on-request instead of contributing time and cash on building own framework. At whatever point any business goes over the need to set up the digital foundation they can do effortlessly with the cloud in pay-as-you utilize premise. As cloud began advancing in IT business, offering identified with cloud arranged into Software-as-a-Service (SaaS), Platform-as-a-Service (PaaS) and Infrastructure-as-a-Service (IaaS).

In any case, that is about cloud services which are offered openly by vendors like AWS, Azure, Google, and so forth. Other adaptation of cloud rose which empowered the business to set up comparable services for interior or private utilize. For this cloud adaptation, businesses need to enlist master assets or re-appropriate management of it to outside vendors. Additionally pushing forward, blend (Hybrid) of both sort of cloud is likewise made conceivable because of the need by companies to have touchy data or activities process inside organization premises and utilize the open cloud for particular undertakings or to simply go about as valuable in requesting circumstances.

With every one of these sorts of condition offered in cloud computing field, businesses and numerous areas accomplished a tremendous lift in their guide for digital transformation. Around the year 2000, numerous organizations began utilizing new technology developments to change their business models. At first, businesses consolidated digital innovations in back-end and front-end activities for better customer management. Organizations inside open spaces (medicinal services, back, protection, government, and so on) began utilizing the intensity of IT framework which expands
on cloud and with the utilization of portability and social advancements. The reason is to fundamentally enhance operational execution and reach of organizations.

Cloud assumed an indispensable job in the majority of the advancements done. Utilizing cloud abilities was the base for having the worldwide effort for businesses and organizations.

**Big Data and Cloud**

Big Data essentially is the term for a huge volume of organized, semi-organized and unstructured data sets. To process such data customary database applications are insufficient. Also, big data requires a colossal measure of capacity and computing abilities to run capacities like questioning, refreshing, make perceptions, and so forth. For a cloud, by and large, an open cloud which itself is a data focus framework worked by huge vendors and shared among customers over the globe. The measure of capacity and computing abilities requested for big data is nearly impractical in the cloud. In any case, it is as yet conceivable to use cloud benefits in hybrid cloud demonstrate. Companies can convey on-premise cloud to have command over big data stockpiling, tending to security and protection worries alongside exploiting open cloud framework for examination activities. Tech mammoths including IBM, Microsoft, Dell, AWS, Google, Teradata, and so on are offering propelled data examination services.

**IoT and Cloud**

Cloud is conveyance demonstrate for It services which give on-request assets whenever and anyplace. To get to cloud assets you simply need to interface with a system (any internet association) and make utilization of data focus abilities. Cloud is a basic part in the design of any sort of IoT based arrangement demonstrate. IoT includes the system associated gadgets (sensors) which gathers and procedures information from coordinated gadgets (for e.g. portable, auto, robots, and so forth). Because of advancements and development in different innovations, the number of associated gadgets has expanded which are creating an extensive measure of data to store and process. Far-reaching and simple to-get to nature of cloud computing enables each one of those gadgets to gain admittance to cloud framework utilizing an internet association. This empowers organizations to convey checking services and store data gathered from gadgets for examination reason.

**Man-made brainpower and Cloud**

Man-made brainpower is biggest disruptor in technology area and we will see real upheaval in how endeavors were utilizing creative advances in activities. As indicated by expectations by Forrester research firm AI based experiences driven businesses will take $1.2 trillion income every year by 2020. That is gigantic. Essentially, cloud computing is framework given on interest and AI is methods for utilizing those assets. Cloud encourages AI with information to learn and create. With cloud computing, businesses can use AI capacities on computing gadgets. Driving cloud suppliers are offering AI services in two flavors: cloud machine learning platforms (Azure Machine Learning, AWS Machine Learning and Google Cloud Machine Learning) and AI cloud services (IBM Watson, Microsoft Cognitive Services, Google Cloud Vision).

It has been talked about now that AI will change cloud framework too. Cloud itself will be AI-first cloud. As of now, cloud suppliers are furnishing machine learning platforms yet with new flood of AI, cloud will have propelled abilities like executing programs in profound getting the hang of programming system and after that adjust these capacities to ensuing offerings under open cloud SaaS umbrella. Cloud will be spine of AI in the majority of the utilization cases. For e.g. in digital security, data put away on cloud condition will be utilized by AI applications to learn and react in agile way. Any rupture occurs the world over will be experienced. Occupation for people (researchers or designers) will be to show AI frameworks how to track and react to breaks.

**Social Media and Cloud**

Individuals around the world can interface, share data (photographs, recordings, and so forth) and speak with one another utilizing social media. Development and extension of social media channels was the key transition in digital transformation journey for number of organizations. Social media channels are taking big preferences offered in cloud, for example, cloud stockpiling, data reinforcement, on-time, advantageous access to applications and data. With just any kind of internet association one can undoubtedly sign in to social media channel and begin getting to applications, data, sharing photographs and recordings continuously way. Developments like 3G, 4G and now 5G are creating an ever increasing number of data to store in cloud with decrease of conveyance of uses and services to gadgets.

Aside from putting away and conveying data over the globe, cloud computing offers real favorable circumstances for businesses. Furthermore, this preferred standpoint is highlight for digital transformation. Cloud computing administration and conveyance models changed with advancement in innovations. Administration and organization models of cloud computing is run promote with headways. Big data examination and AI capacities disturbed the cloud foundation and administration models. Open cloud suppliers are currently giving examination and machine learning services for their customers. Data wanting social media data sets are fundamental for companies to comprehend client attitude, likenings and propensities. Gaining from this sort of data is turned out to be exceptionally essential for companies to make either new items, offerings for customers or roll out improvements to existing offerings. Mix of cloud computing and investigation enabling any organizations to more readily serve their customers and increase upper hands. With cloud and investigation companies began better understanding the customer introduction and in like manner changed their activities and customer commitment.
Management and Governance of New Generation and Emerging technologies
- Digital transformation maturity model
- Governance lifecycle – Plan, Define, Implement, Monitor
- IT Governance Policy
- Governance Vision
- Governance Principles

Critical Success factors (CSFs) for Digital Transformation
- Time and Cost sparing because of Digital transformation of IT: One of the most vital CSFs for Digital transformation is Reduction in expense. While we can likewise quantify accomplishment through the income development the extent of this article is the decrease in the Operational use of IT.
- Resource Optimization: Innovation and optimization limit are foundations of digital transformation.
- Operational Improvement: Operational brilliance and excellence incorporate a few business components. Digital transformation projects should be taken up in every one of these individual components to realize operational execution change.
- Return on Investment: Digital transformation isn't a project, it is a journey with iterative developments. return for money invested must be estimated toward the finish of every cycle.
- Customer Experience: How the new digital scene, surpass customer desires and enhance the general customer experience. Measure here can be changed in the CSAT quarter on quarter.

VI. Recommendations for effective Digital Transformation
- Define Chief Digital Officer Role: In the quick moving toward Digital world, the job of Chief Information Officer or Chief Technology officer is evolving to "Boss Digital Officer". The job of CDO is to Put together business and technology in a way that enables the business to take a jump forward.
- Define Digital Vision: Most organizations utilize a bottoms-up way to deal with their digital Initiatives, appointing them to IT. I'm my feeling, the Vision must be Top-down, driven by the Chief Digital Officer.
- Realize this is a journey, not a project. Digital business transformation is a multi-year, multi-layered Organization level exertion, expecting assets to help the system, execution and proceeded with development. Furthermore, once you accomplish your goal(s), you should set new ones. Technology progressions are continuous and your customer conduct is continually evolving. The organizations ought to work constantly to remain ahead.
- Navigate the Unevenness among Legacy and Digital Operations
  One of the biggest difficulties in social revamping is overcoming any issues among heritage and digital activities, as the previous often sub-enhances or kills important interests in the last mentioned. This happens in light of the fact that there are huge contrasts in working models, speed of business, nimbleness, ease, and customer inclusion.
- Instigate Practical automation of the activities and technology stack: Automation Initiatives were driven the Agile way it the route forward for IT.
  A surefire approach to expand speed, diminish costs and enhance control norms for different procedures is to receive a computerized framework. Relatively few organizations anyway have started executing it since vast scale adoption doesn't come without its difficulties.

VII. Conclusion
Expanding the number of gadgets, development of High-Speed systems, and several developments being used of social media applications on cell phones are creating a gigantic measure of data to store and process in cloud computing condition. Examining the data, create examination out of it, utilizing investigation for improving interior activities, presenting or refreshing item offerings and serving customers is base for digital transformation for each organization.

From the endeavor viewpoint, Digital transformations require some serious energy and often move slower than companies might want. They are troublesome in light of the fact that they require an organization to continue working while likewise rolling out immense improvements to their business display. Getting input, utilizing the cloud, looking outside your companies might want. They are troublesome in light of the fact that they require an organization to continue working while likewise rolling out immense improvements to their business display. Getting input, utilizing the cloud, looking outside your industry, adjusting interfaces, and man-made brainpower are terrifically critical parts of a fruitful digital transformation system.

With the above survey, It is demonstrated that the New Generation and rising advances in Cloud Computing, IOT and Intelligent Automation are the key parts of Digital Transformation. The private cloud remains the best decision for venture firms, all things considered, conveying a protected situation to a careful industry and easing a large number of the worries firms have customarily had with respect to cloud computing services. Firms hope to make progress in the coming a very long time as the cloud bears them better data management capacities and enhanced asset use – eventually giving them the apparatuses they have to center around their essential speculation choices. It will intrigue perceive how the rate of cloud adoption develops sooner rather than later and in what new and energizing ways firms start to utilize the cloud to upgrade their businesses.

Technology developments like cloud computing, AI, big data, IoT and social media are giving speeding up to digital transformation. Among all developments, the intensity of cloud computing is used in each advancement because of its span and scale.

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