

The Capability Mindset: A Spotlight On The Americas

THE PATH TO TRANSFORMATION EXCELLENCE



Transformation projects are executed well within individual departments but lack an integrated, enterprise-wide strategy

Building a repeatable transformation capability must address execution gaps, including the following:



Disparate data sources and analytics tools lead to inconsistent, hard-to-trust insights



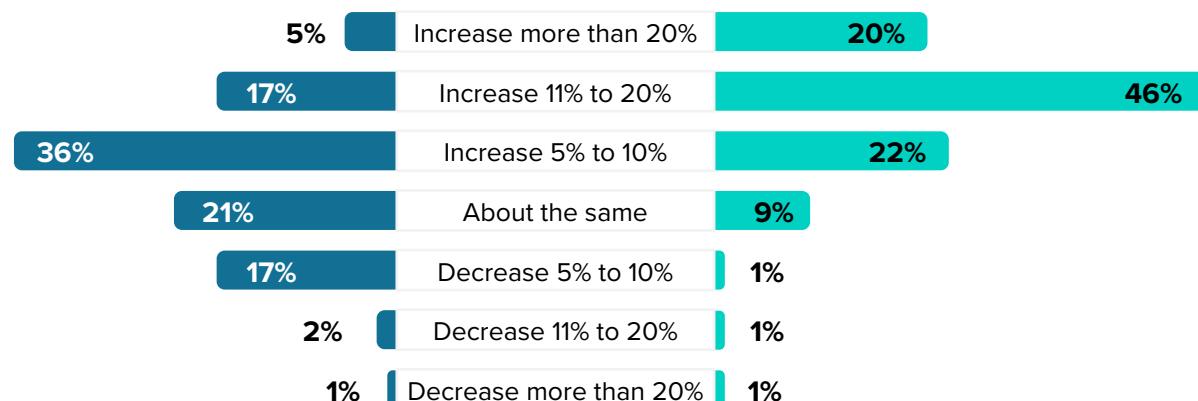
There is low user adoption of new tech and an underdeveloped digital adoption capability

TRANSFORMATION IS ACCELERATING

Firms are doubling down on transformation.



CURRENT YEAR



THE JOURNEY TO TRANSFORMATION MATURITY

Transformation is happening but few firms have made it repeatable and scalable.

● Beginner 33% ● Advanced 19%

● Intermediate 41% ● Leader 7%



BENEFITS OF DOING TRANSFORMATION RIGHT

Organizations that build a transformation capability expect to see real business impact, including:

65% Increased ability to pivot in response to market shifts or disruption in the next 12 months

64% Faster execution of strategic initiatives

62% Greater adaptability to change among employees

61% Improved scalability and flexibility of IT infrastructure

61% Faster upskilling and reskilling of the workforce

Base: 285 Americas VP-level-and-above decision-makers for transformation strategy at companies with 5,000+ employees
Source: Forrester's Q3 2025 Business Transformation Survey [E-64636]