

Building business resilience

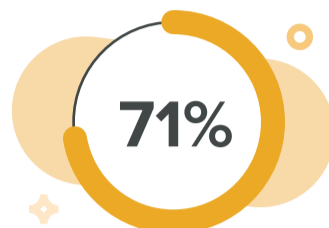


In 2017, BSI teamed up with Cranfield School of Management and defined organizational resilience as the ability of an organization to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions in order to survive and prosper.¹

Why Organizations need to be resilient



World Economic Forum research suggests the impact of resilience (or lack of) on annual GDP growth is 1 percent to 5 percent globally²



of professional services firms view dependence on legacy applications as a primary barrier to driving innovation in their organizations³

The need to adapt and move quickly to overcome one challenge after the next continues to speed up as we face:



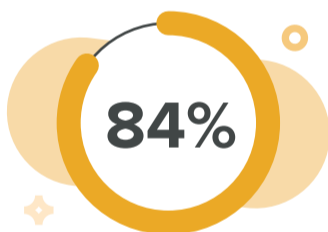
- A shortage of talent
- High inflation
- High interest rates

While the economic and political factors may change, organizations need to become resilient to stay competitive.



The Benefits

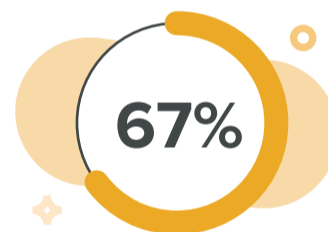
For businesses that have pushed ahead with digitalization, flexible working practices, and technology adoption that drives organizational resilience, benefits have been huge.



stating that staff are more productive⁴



citing greater collaboration across their organizations⁴



stating their ability to be resilient as good⁴

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At the end of the day we're now in a digital business world, and we have to recognize that to get there is not an easy journey, so don't just look at the investment. Look at the trade-off you'll get by removing your technical debt, as well as bringing your employees up to the next level to compete in the digital business world. It's all about real-time information and using that to run your business.

Mickey North-Rizza, IDC⁵

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Ready to learn more?

[Read now](#)

Check out the findings from the SPI 2023 Professional Services Benchmark Survey to learn how service-based organizations are investing in their organizational resilience.



Sources

¹ Denyer, D. (2017). Organizational Resilience: A summary of academic evidence, business insights and new thinking. BSI and Cranfield School of Management.

² Resilience for sustainable, inclusive growth | McKinsey

³ PAC EMEA Survey 2022

⁴ Unit4 – The Business Future Index 2022

⁵ Mickey North-Rizza, IDC, Inspiration4U podcast NYC – Business resilience and the true cost of doing nothing

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