

Digital Transformation (DX) is a corporate management strategy itself. A new coronavirus infection has brought change to the world. In order to survive this situation, we need to utilize digital technology. The key to realizing DX is the concept of CX, which is based on the needs of customers and society. Unfortunately, Japanese companies have not been able to make aggressive IT investments, and most of the IT investments are used to improve operational efficiency. They also face challenges in developing and securing digital human resources. In order to solve these issues and promote DX, we need to break away from the legacy corporate culture and continue to change quickly. I look forward to hearing from you today on various topics related to DX and CX.