A Review on Improving Performance Through Digital Transformation: A study of Best Technologies and Key Success Factors

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Abstract

Digital transformation is enabling the organization to deliver on commitments to customers partners shareholders and employees using technology to optimize every organizational interaction. However, organizations cannot be success with only transforming to a digital environment. The success depends on many technologies and success factors. An analysis of the literature was conducted to identify a gap within published articles between the years 2015 to 2020 that are relevant to digital transformation. Many authors emphasize on the importance of digital transformation when it comes to improve the organizational performance and also indicated that key technologies and key success factors that need to be followed in a digital environment. It is recommended that organizations should play an active role in ensuring that the implementing of key technologies and key success factors to triumph in digital transformation.

Keywords
Digital transformation, Organizational performance, Key technologies, Key success factors

1. Introduction

1.1 Background of the study

The Digital transformation is most common and must need term for nowadays contemporary organizations. With the technological advancements organizations are moving towards a must needed change to survive in the competition within and outside of the industries. Digital transformation is used for the organizations to give the change that organizations needed. "Digital transformation refer to the changes in the organization's structure, processes, products or services and business models caused by the adoption of digital technologies in order to radically improve its