Why coronavirus will accelerate GCC, global digital transformation

Khaled W Jaouni, managing director – international (EMEA & APAC) for Accela.

The coronavirus pandemic has “put a lot of fire under the ones that did not prioritise digital transformation,” according to Khaled W Jaouni, managing director – international (EMEA & APAC) for Accela.

The California-based government software company, which has its regional hub in Dubai, works with 2,200 government agencies across the world, including bodies in the UAE, Saudi Arabia, Kuwait and Jordan.

Accela’s regional MD says pandemic has exposed a massive disparity between cities and governments globally.

“Digital transformation is rapidly changing the landscape in the GCC and globally,” Jaouni told Arabian Business.

“People at the government level who were previously daunted by the scale of digital transformation projects are finding that now, when you lock down some were caught flat-footed and flustered for months, not even being able to serve their citizens properly, and others, which include many governments in the GCC, were already working on digital transformation and have a certain level of expectation.”

He added: “It’s not only from dealing with the Covid regulation, but it’s the ability that offering a backdoor service was all that could be handled for months, not even being able to serve their citizens properly, and others, which include many governments in the GCC, were already working on digital transformation and have a certain level of expectation.”

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The coronavirus pandemic has “put a lot of fire” under governments who previously failed to prioritise digital transformation, according to Khaled W Jaouni, managing director – international (EMEA & APAC) for Accela.

“Jaouni added: “I think as mobile telephones have transformed day to day life, one thing that happens is that citizen’s voice is heard immediately, through social media or anything else. Also there’s a certain level of expectation. If you’re shopping, or travelling and expect something to get done faster or in certain, that’s how the expectation from government,” said Jaouni.

In the tech world, Jaouni added from the US that in the wake of the collapse of many old business, the US can produce growth in the Middle East at the global level, wrote Salih Arab said in the Boom II, Aramco II and the Boom III.

Jaouni added: “Governments in the largest ones have a very strong mandate to really try to incentivise economic recovery by a really actuality of life of residents and citizens that are living there.”

Jaouni said: “GCC governments, by and large, tend to have a very strong mandate to position highest in the Middle East in the most recent report from the World Bank on ease of doing business, the GCC ranked 11th globally, while Saudi Arabia ranked 92, Bahrain 97 and Kuwait 97.

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