

Tholons Releases 2020 Global Innovation Index™

Innovation at Scale!

NEW YORK, LONDON, BANGALORE, August 3, 2020 – Tholons, today, released the “Tholons Global Innovation Index 2020™” (TGII), its flagship research report and ranking of the Top 50 “Digital Nations” and Top 100 “Super Cities”. Services Globalization (outsourcing) and technology industry has been shaken by the paradigm shift and big industry leaders are grappling to align their business model to the NEW NORMAL and the world of enterprise digital innovation and transformation. Ankita Vashistha, President, Tholons says “Successful companies are re-designing their consumer experience, bringing in innovative solutions and using AI and Intelligent Automation. Leadership will be defined by innovation and entrepreneurship.”

Tholons Global Innovation Index (TGII) is published annually and is the industry’s premier ranking of the **Top 50 “Digital Nations”** and **Top 100 “Super Cities”**.

The year 2020 with the global pandemic is unprecedented for most of us. Businesses are struggling to survive, thinking of recovery, and making plans to sustain and grow. Everyone is wishing that they could have been better prepared. Now is the time, when the leaders need to take care of the present, focus on recovery and prepare for resiliency in the future. We all have seen how the lockdown has decimated the traditional businesses and lives of each and every one of the seven billion global population. Many businesses have already made a decision that work from home will be the “NEW NORMAL.” Businesses are looking to automate using AI based solutions and digital workers, rather than human workers alone. Bringing in AI driven innovative solution is a must.

AI driven intelligent automation solutions, from Tholons (www.tholons.com), and the leading consulting and technology companies are being deployed by visionary businesses. We are living in a dynamic and exciting world. Let's go out there and re-design the experience, embrace innovators and drive change. You, as a leader have the fiduciary responsibility to your employees, customers, families and your business to act NOW!

You, as a leader have the fiduciary responsibility to your employees, customers, families and your business to act NOW!

Avinash Vashistha, Chairman and CEO, Tholons, says “The world has seen major global crisis right from the great depression of 1931, to the dot com bust in 2001, the financial meltdown in 2008 and the biggest of all, the Covid pandemic in 2020. These are times when leaders need to take care of the present, focus on recovery, get returns in less than six months and prepare for resiliency in the future. There are numerous examples of winners that should give us the motivation and sense of aggression for action.”

TOP 20 SUPER CITIES 2020		
RANK 2020	RANK 2019	SUPER CITIES
1	1	Bangalore
2	3	Sao Paulo
3	6	Toronto
4	2	Manila
5	5	Dublin
6	4	Mumbai
7	9	Singapore
8	30	San Francisco
9	27	London
10	29	New York
11	7	Delhi (NCR)
12	24	Sydney
13	10	Buenos Aires
14	60	Vancouver
15	12	Cebu City
16	15	Santiago
17	61	Los Angeles
18	23	Moscow
19	17	Johannesburg
20	16	Pune

TOP 20 DIGITAL NATIONS 2020		
RANK 2020	RANK 2019	DIGITAL NATION
1	1	India
2	3	United States
3	2	Brazil
4	4	Canada
5	6	United Kingdom
6	5	Philippines
7	7	Russia
8	8	Mexico
9	13	Vietnam
10	9	Singapore
11	16	Australia
12	11	Colombia
13	10	Argentina
14	12	Chile
15	15	Poland
16	17	South Africa
17	14	Ireland
18	18	Uruguay
19	19	Czech Republic
20	20	Indonesia

- **New Entrants to Top 10 Digital Nations:** Vietnam.
- **Top 5 Super Cities:** Bangalore, Sao Paulo, Toronto, Manila and Dublin.
- **Top 10 Super Cities New Entrants:** San Francisco, London and New York.
- **New Entrants in Top 100 Super Cities:** There are 8 cities who have shown exemplary movement in embracing digital and being relevant to the globalization of services. These cities are Melbourne, Tokyo, Raleigh-Durham, Amsterdam, Berlin, Tampa, Stockholm and Paris making in Top 100 Super Cities.
- Cities like Manila, Mumbai, Delhi, Buenos Aires, Cebu, Santiago, Chennai, Hyderabad etc., who have a significant amount of BPO and customer service work, have been hit the hardest and the industry has realized that they cannot only depend on human workers at the time of pandemic. For example, customer service in leading companies should have leveraged the digital technology to automate and contextualize a truly digital contact center with true omni-channel capability across chat bots and conversational AI.

Over the last decade, technology has disrupted numerous businesses across all industries. We all have seen how the lockdown has decimated the traditional businesses and lives of each and every one of the seven billion global population. Factories have been shut down, offices and retail shops have been closed, hospitals are limiting themselves to urgent and emergency care. All non-essential products and services are unavailable. Unemployment is at its highest ever in history. Customer service contact centers have huge volume of calls, but very few agents to take the calls. All businesses are working from home. We all wish that our applications were all hosted on public cloud like Azure, AWS, Google cloud that come with many tools which help automate operations. This would have enabled a seamless “work

from home.” Many businesses have already made a decision that work from home will be the new normal. Most of your processes should be done through AI and digital workers rather than human workers. There are many intelligent solutions available driven by AI. Bringing in AI driven innovative solution is a must. So, before you automate “as is”, stop and think. Ask yourself few questions:

- Dream the customer experience you want to deliver, without technology constraints
- Is there an “off the shelf” innovative AI based solution to enable the client experience? And you bet, there is!
- Can I completely automate the solution? And you bet, you can! Don't listen to people who give you multiple reasons as to why it cannot be done

Businesses who have embraced innovative technologies have done extremely well. Numerous examples of winners should give us the motivation and sense of aggression for action. We all wish, we would have been more prepared earlier. The good news is that each and every one of us in our respective businesses can still leverage numerous innovations and the new technology, to get our businesses on track in a fairly short period. We need to prepare for the recovery and get the return on investment in less than six months. Here is list of few solutions that are being deployed by clients across the globe to manage through the global crisis (www.tholons.com):

- Cloud Migration, DevOps, SecOps & WFH
- AI Driven Finance and Banking Solutions and Intelligent Automation
- AI Driven Healthcare Intelligent Automation Solutions
- Intelligent Supply Chain
- Digital Omni-channel Contact Centers with Conversational AI

About Tholons

THOLONS is a Global Strategic Consulting, Digital Industrial Innovation and Investment Advisory group serving Fortune 500 / Global 2000 clients. We help clients maximize returns on their innovation, digital transformation, business growth and global expansion.

Tholons advisors engage with government bodies to build compelling strategies for making countries an attractive destination for Technology, Business Process Management, Innovation and Digital.

MY SPACES, the Enterprise Innovation global network, powered by THOLONS is the global leader and platform in a collaborative ecosystem of Co-work | Co-innovate | Co-invest.

About Tholons Global Innovation Index (TGII)

TGII 2020 is the 15th edition since its inception in 2006 and is based on Tholons's proprietary location assessment framework, which uses both primary and secondary research. Data is collected and validated from an extensive network of industry stakeholders including enterprise buyers, service providers, governments, trade bodies and associations.

Innovation / Digital, Talent, Skills & Quality, Cost, Risk & Quality of Life, Business Catalyst and Infrastructure are the key metrics used to rate and rank Super Cities and Digital Nations.

Tholons introduced innovation, startup ecosystem and digital transformation as key components to define its index for Top 50 Digital Nations and Top 100 Super Cities 2017. Tholons is excited to present its perspective on digital, and how it will change the industry, and the future of economies and growth markets. In TGII 2018, additional digital parameters such as cybersecurity, digital skills, scale and global competitiveness were attributed. **This 2020 index** has a much higher emphasis on digital innovation attributes and assessment of how the various cities and countries have managed and are winning over the global crisis during the pandemic.

Media Contact

New York: Ankita Vashistha | ankita@tholons.com

London: David Jones | david@tholons.com

Bangalore: Anthony Rajesh | rajesh@tholons.com

www.tholons.com