



REPORT FOR ACTION WITH CONFIDENTIAL ATTACHMENT

Digital Transformation - Current and Future State

Date: October 28, 2019

To: Digital Transformation Committee and the Board of Directors of TO Live

From: President & CEO

REASON FOR CONFIDENTIAL INFORMATION

A plan to be applied to any negotiations carried on or to be carried on by or on behalf of the Board of Directors of TO Live.

SUMMARY

The purpose of this report is to present the current and future state of TO Live's customer experience.

RECOMMENDATIONS

The President & CEO recommends that the Board of Directors of TO Live:

1. Receive this report, Confidential Attachment 1 and Attachment 1 for information.
2. Direct that Confidential Attachment 1 remain confidential in its entirety as it pertains to a plan to be applied to any negotiations carried on or to be carried on by or on behalf of the Board of Directors of TO Live.

FINANCIAL IMPACT

The financial impact is unknown at this time.

DECISION HISTORY

At its August 28, 2019 meeting, the Committee received the Digital Transformation Onboarding report.

2019.RQ1.1 - Digital Transformation Committee Onboarding
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.RQ1.1>

COMMENTS

TO Live has embarked on a digital transformation process and, with the guidance of the Committee, has developed a report (see Confidential Attachment 1) that examines each brand touchpoint across the customer journey (see Attachment 1). The report outlines the customer experience in terms of how it is currently delivered (current state) and how we hope to improve the delivery (future state) with respect to digital strategy.

The report is an initial step in building a roadmap, which will in turn guide the implementation of new technology and internal processes for TO Live, integrated across departments.

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SIGNATURE

Clyde Wagner
President & CEO

ATTACHMENTS

1. Confidential Attachment 1 - Digital Transformation: Current and Future State
2. Attachment 1 - Customer Journey Map