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# SMART TECHNOLOGY ENABLING & SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS

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CPA PNG, LAE CONFERENCE 2018

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# INTRODUCTION

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<https://www.youtube.com/watch?v=yamcOX-1afl>

Technology continues to drive the organisational change agenda, but now it's about making operations smarter and autonomous, defined primarily by the shift from humans consuming data, to machines consuming data and executing on a process.

Farsighted companies are already recognising the convergence of digital, robotics process automation, analytics, machine learning and artificial intelligence into never before contemplated organisational models that build on the awareness generated by digital, leverage automation through robotics and rethink processing with the help of machine learning and augmented intelligence.

How to determine whether your internal landscape can support different tools, core requirements, and the crucial role the state of your data plays in choosing the right solution.

**According to Keith Strier, Principal, Americas Digital & Customer Strategy Leader, EY:**

“The truth is that despite all the reports around the value of digitalisation, the vast majority of enterprises do not have a digital enterprise strategy nor a digital officer in place.”



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# INTRODUCTION

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As the technical landscape continues to expand, organisations are finding themselves on a transformative journey that started in the 1950s with Alan Turing , who proposed the concept of computers being intelligent, effectively spawning a new era of Computer Science. In the near future, organisations will learn to embrace (1) machine learning, (2) artificial intelligence and (3) automation in ways never before possible. The lower cost of computing, storage, and bandwidth, alongside amazing new tools, are rapidly enabling a truly intelligent enterprise.

Smart Digital technology is changing the competitive landscape faster than ever. Native digital companies are disrupting entire markets with smart innovative superior customer engagement and service. One thing is clear: To outperform the competition, your business must not only become digital, but also become smarter.

For companies to stay relevant and competitive in today's market, there is a growing demand to re-think entire business models and processes to create smart innovative superior Customer Experiences across the entire Customer Journey and Digitally Transform their business in compelling and unique ways.



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# TECHNOLOGY AND HOW ITS CHANGED BUSINESSES

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Technology has literally changed every aspect of the way any business operates and never before in history has that change occurred so fast. Eight ways in which technology has fundamentally changed business (for better or worse).

1. Mobile Solutions
2. Cloud Computing - <https://hbr.org/2011/11/what-every-ceo-needs-to-know-about-the-cloud>
3. Extreme Customer Segmentation
4. Connectivity
5. Decreasing Cost/Increasing Functionality
6. Changing Consumer Base
7. Social Impact
8. Decreased Downtime



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# CHANGING TECHNOLOGY AND IMPACT ON BUSINESS

## THE EVOLUTION OF TECHNOLOGY & Its Impact on the Development of Social Businesses



We are babies.  
**1960s**

Technology has **little impact**. It is a curiosity.

The company is king, but a benevolent king. Good focus on customer satisfaction, but customers have few options. Communications makes global business difficult so customers make geographic-based decisions.



We are still children.  
**1970s**

Technology is for academics and has **little impact**.

Greater focus on margins and revenue. Customers become concerned about monopolies as customer satisfaction has less importance.



We are still children, but we can pout to get what we want.  
**1980s**

Technology invades the home and starts to **change behaviors**.

Customers become increasingly concerned about company practices and **look** of customer satisfaction. Communications have improved to help customers make more informed decisions and to have better choices.



Like teenagers, we now have some control but don't know what to do with it yet.  
**1990s**

Technology is now everywhere. A great leap forward. It begins to **connect us** around the globe.

e-Commerce helps give customers a greater - and more informed - range of decisions. Companies use the web to make themselves more accessible but haven't begun truly focusing on customer relationships.



We are growing up, and feeling pretty cool about it.  
**2000s**

Technology enables more seamless communications across the globe. Growth is **explosive**, but like "explosions" is uncontrolled - all over the place.

Social Media allows customers to articulate their satisfaction with companies and make decisions based on the company's behavior, not just on price alone. Companies begin to react and change.



Welcome to adulthood!  
**2010s**

Technology becomes **fully intergrated** into our daily lives. We live more fully in a digital world.

Social Businesses are the evolution of companies now keenly aware that how they act and how they engage with customers can be more important than price, that the relationship is part of the value. Companies allow **greater transparency** into all aspects of the company and use social media channels to effectively engage with customers, but with a focus on **WHAT** the customer wants and **HOW** best to deliver it to the customer.



# SMART TECHNOLOGY ENABLING – AI & SMART TECHNOLOGY ENABLING

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WHAT IS AI?

WHAT IS SMART?

WHAT IS SMART TECHNOLOGY?

DIGITAL BUSINESS TRANSFORMATION STRATEGY

INTERNET AND WIRELESS TECHNOLOGIES

TELECOMMUNICATION SYSTEMS

CLOUD COMPUTING

CLOUDS, BIG DATA, AND SMART ASSETS: TEN TECH-ENABLED BUSINESS TRENDS TO WATCH

1. Distributed co-creation moves into the mainstream
2. Making the network the organization
3. Collaboration at scale
4. The growing 'Internet of Things'
5. Experimentation and big data
6. Wiring for a sustainable world
7. Imagining anything as a service
8. The age of the multisided business model
9. Innovating from the bottom of the pyramid
10. Producing public good on the grid

**SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS**

**INFORMATION TECHNOLOGY**

SMART BUSINESS SOLUTIONS

INTERNET

GOING DIGITAL

ONLINE



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# SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS

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## SMART BUSINESS SOLUTIONS

Having smart business solutions help businesses in each and every aspect of Information Technology. A proper study of your business is required and as per that suggest and design solutions for your Business.

From manual processing to automation and possibly to robots

- DOES YOUR ORGANISATION USE ANY TECHNOLOGY?
- IS YOU BUSINESS AUTOMATED?

- It basically starts with automation of common tasks to improve speed of business.
- Identify solutions to increase automation throughout your company or to meet other business goals.
- The ultimate goal of any business solutions is to reduce costs for existing project and proper business strategy to get more business by creating new plans and efficiencies.

Here are some basic factors to consider:

Automation of Manual Work

Optimisation of time and cost to correct existing problem or issue

Improvement in business responsiveness

Identification of new system which can help to attain business goal with increased turnover and profit

<https://www.sap.com/products/financial-management.html#video=0814e08e-5c7c-0010-82c7-eda71af511fa>



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# SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS

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Some services businesses may require:

**Enterprise Mobility**  
**Smart Business Solutions**  
**Supply Chain Management**  
**Application Management**  
**Reports & Data Management**  
**IT Consultancy & Outsourcing**  
**Infrastructure Services**  
**Training & Support**  
**BigData**  
**Management Services**  
**Digital Software and Solutions**



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# SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS – INTERNET

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1. News Going Online
2. Email
3. Social Media
4. Given Power To The People
5. Google & Information Transparency
6. Big Data
7. Privacy Wars
8. The Internet Of Things



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# SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS – DIGITAL TECHNOLOGY

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- Digital currencies - blockchain <http://theinstitute.ieee.org/technology-topics/computing/how-blockchain-technology-can-improve-the-way-companies-do-business>
- Botsourcing
- Smart dust sensors
  
- Networking
  
- Interfaces
  
- Increase productivity with multitasking
- The back office: A good place to begin
- Rise of the robots



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# SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS – GOING DIGITAL

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- 1. Experimentation**
- 2. Commitment**
- 3. Sharing Ideas, All the Time**
- 4. Consumer Behavior**
- 5. Consumer Journey**
- 6. Brand Presence**
- 7. Customer Service**
- 8. Digital Decision-Making**



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## THE FUTURE IS ONLINE TECHNOLOGY, WHY?

1. NEW ECONOMY.
2. INTERNET IS A PERFECT VENUE FOR BUSINESS.
3. COMPANY'S IMAGE.
4. PROVIDE BETTER CUSTOMER SUPPORT.
5. MAKE INFORMATION MORE EASILY AVAILABLE TO CUSTOMERS.
6. CUT COSTS.
7. ABILITY TO DO BUSINESS 24 HOURS.
8. LOW START UP COSTS.
9. YOU PHYSICAL PRESENCE COULD BE IN ANY LOCATION.
10. GO GLOBAL



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## CLOUD COMPUTING

<https://intellipaat.com/blog/what-is-cloud-computing/>

## CLOUD ACCOUNTING

### EXPLAINED BY XERO

<https://www.youtube.com/watch?v=hAiWuEab7fw>



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# SMART ONLINE MANAGEMENT BUSINESS SOLUTIONS

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## ONLINE TECHNOLOGY

Tech for storing online assets

Tech for managing stock-flow

Tech for managing invoicing

Tech for project management

Tech for packaging

Tech for accounts and bookkeeping

Tech for payments & banking

Tech for scheduling time

Tech for hotel, hospital management system



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## ONLINE TECHNOLOGY

<https://quickbooks.intuit.com/move-to-online/>



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# BEFORE TAKING ON A SMART DIGITAL & ONLINE STRATEGY

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## BUSINESS REVIEW

**Carry out a business review and assessment.  
Review your current business model and business strategies**

## RISK MANAGEMENT

**Use risk management to monitor business performance**

- 1. Identify risks that could impact your business performance**
- 2. Analyse risks to assess their impacts**
- 3. Evaluate risks to prioritise their management**
- 4. Treat risks to minimise their impact**
- 5. Develop and review your risk management plan**



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# SURVIVING IN THE CURRENT ECONOMY

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**Monitoring your business**

**Managing cash flow**

**Stock management**

**Pricing products and services**



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# SURVIVING IN THE CURRENT ECONOMY

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**Making customers a priority**

**Marketing strategies**

**Managing staff**

**Networking**

**Developing innovative practices**

**Seeking assistance**



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# CONCLUSION

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The pace of technology and business change will only accelerate, and the impact of the trends above will broaden and deepen. For some organizations, they will unlock significant competitive advantages; for others, dealing with the disruption they bring will be a major challenge. Our broad message is that organizations should incorporate an understanding of the trends into their strategic thinking to help identify new market opportunities, invent new ways of doing business, and compete with an ever-growing number of innovative rivals.



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# CONCLUSION

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## THE FUTURE

The following six transitions which will shape the future landscape of businesses.

#1. From Global to Personal

#2. From Hierarchies to Meshes

#3. From Fixed Assets to Fungible (replaceable) Assets

#4. From Devices to Connected Humans (and things)

#5. From Big Data to Algorithmic Business.

#6. From Resources to Smart Materials



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THANK YOU FOR LISTENING!

ENJOY THE REST OF THE CONFERENCE.



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