

# Digital transformation

Are you up for it?



Are you planning to go digital but not sure how? Digital transformation is on everyone's lips today. It goes for every company, small or large – also for the public sector. We hear about smart communities, smart factories, smart infrastructure, smart homes – and “smart everything” – and Artificial Intelligence, 5G, Internet of Things are hot topics.

So what does digital transformation mean for you? It depends on who you are, your business, your organizational structure, your customers, your processes and your employees.



- Process simplification
- Automation
- Cost savings / efficiency
- Better customer journey
- Customer facing apps
- Customer self-service
- Know Your Customer (KYC)
- New business models
- Future-proof IT infrastructure
- Cloud computing
- Wireless



## Short check list:

### **Your business:**

- Do you provide products?
- ... or services?
- Do you use external dealers or sales agents?
- Is your core business ICT-based?
- Do you use ICT mainly for backend systems?
- Is digitalization fully backed by top mgmt?

### **Your processes and infrastructure:**

- Do you rely heavily on manual or paper-based processes?
- Do you to a large degree have digital processes towards your customers?
- ... towards your dealers?
- ... towards your suppliers?
- Are your IT systems generally custom-built?
- Are your IT systems easy to upgrade?

### **Your customers:**

- Are you serving consumers?
- Are you in the B2B market?
- Do you have good customer insight?

### **Your company:**

- Do you have organizational units at different locations?
- Do you have sales staff in the field?
- Do you have technical staff in the field?
- Do you have a Customer Service department?
- Do you have an IT department?

### **Your people:**

- Are they digital natives?
- Are they open for change?

OpenSky Consulting has a practical view on digitalization. We are not the typical management consultants with long and rigid processes but have operational experience mostly from the telecom area. We offer advisory services on digitalization from a management angle.