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# RegDigPilot Program



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## Background

We are a professional services firm delivering AI-powered software and technical solutions to companies who want to leverage data and machine learning algorithms for business value. Focusing on predictive analytics, natural language processing, and computer vision, we help businesses innovate with AI, enrich customer insights, automate processes & be more cost-efficient. This is ensured by our proprietary technologies, exceptional customer care, constant investment into talent development and R&D.

## Introduction

RegDigPilot Program is a pilot project we are offering any company/institution that wish to **Digitalize** or tap into **Artificial Intelligence Technology**. The Fourth Industrial Revolution (4IR) has been accelerated by Covid-19 pandemic and we can all see changes general operations. As much as institutions have adjusted, there is still confusion with the way forward. We are offering a **Change Management Solution**, that will help to strategize on adaptation of this new technology.

## Digitalize



The digitization of the world of business is both inexorable and inevitable. A digitization strategy is a company's long-term plan to evolve with the rapid digital transformations taking place in their relevant sectors and markets. All companies need to have a clear strategy in place for how they will adapt to a rapidly digitizing world.

A proper digitization strategy is both a top-down and comprehensive model for how your business will be adapting to the foreseeable digital changes in your industry. Effective digitization strategies start with a detailed outlook for relevant digital sectoral and market changes over the next 5-, 10- and 20-year periods. Your digitization strategy should have a clear vision for your company's role in this changing market. Effective digitization strategies include a plan for the digitization of a company's core business model, operations and steps of value chain, such as marketing and customer support.

## Artificial Intelligence Technology



Global economy is transforming into a digital economy. What started out as an idea with potential, has now turned out to be a powerful force that has disrupted all industries across the globe. Today, more companies are using and becoming familiar with the implementation of Artificial Intelligence in their digital transformation processes as it has proven to have great potential for growth.

The dependence of digital transformation on AI is of utmost importance as it can help companies accelerate their Digitization processes. Artificial Intelligence is waiting in unsuspecting serenity, to pounce at us as the next disruptive technology. Although digitally mature, larger businesses have been known to adopt AI in their core activities, any brand, firm or government undergoing the Digitization process, can tap into the potential of AI to make their digital transformation smoother, faster and much more efficient.

## Change management solution



Performing digital transformation right is critical. The research shows that companies doing the digital transformation in a proper manner win market share while others have a negative ROI for their investments. To implement digital transformation successfully, it's wise to rely on a managerial discipline called change management. The evolution of change management as a discipline has been related to technology-driven developments and transformation in large corporations. Nowadays, as more and more companies make the most of digitalization, the role of change management needs also to be improved to meet new challenges. These issues involve deeper and broader human impact connected with digitalization, and the use of implementation methods such as user experience and design thinking.

## Training



When we contact an organization, the first step is always to make everyone understand the concept and what is being done. As all changes bring resistance, because of the fear on the unknowns. We have compiled an awareness program that is meant to help all stakeholders involved. Making everyone understand and prepare for the change in different ways, like acquire more relevant skills required. Our Digital Transformation course provides an overview of digital transformation that benefits everyone in your organization. It explains the critical factors for any organization to consider as well as the four steps to developing a digital transformation strategy.

Enabling digital transformation throughout your organization requires more than a general understanding of digital transformation, though. Business leaders, IT leaders, and the general workforce require uniquely tailored information to ensure they're building the right skillsets.

# Digital Transformation Courses & Learning Paths

## Training for Leaders



Understand the larger context for digital transformation efforts, identify your maturity level, and learn how best to keep a digital strategy on track for the long term. Technology transformation concepts need to be broken down to the leaders who make decisions. Breaking down to the level that makes sense and at the same time, showing the impact of the process.

Digital leaders are innovative and inquisitive, exhibit transformative vision, are open to new thinking, are disruptively entrepreneurial, are willing to go against the grain, cut through red tape, demonstrate new perspectives on emerging business models and transforming the customer (member) experience, relatable, able to inspire, motivate and foster collaboration.

## Training for Tech Leaders



Dive deep into the technologies that are driving digital innovation-cloud computing, big data and data science, machine learning and AI, blockchain, and IoT. Learn how to adapt software project management and security policies to support a digital transformation strategy.

## Digital Transformation in Practice



Strategy is critical, but digital transformation also relies on mindset shifts at organizational and individual levels. Increase digital literacy and learn how to work and collaborate in new, more productive ways.

### Training Duration

The whole program can fall under one week (Monday - Saturday). Depending on the facilities and the lockdown restrictions, training can be conducted via online platforms like Zoom, Teams etc. Training can also be conducted following lockdown rules on premises or on a venue. Since this is the vital part of the whole system, at least one group will be required to attend contact session especially leaders.

1. Training Leaders (2 days)
2. Training Tech Leaders (2 days)
3. Digital Transformation in practice (2 days)

## Assessment Framework



### Digital Urgency

Two-thirds of all business leaders believe that their companies must pick up the pace of digitalization to remain competitive. The organization recognizes the threats vital to organization. Processes and services with the acceleration of technology's compression on the business.

### Leadership

Executive/senior management leaders exhibit key characteristics of agility, flexibility, and collaboration; they embrace change and innovation with appropriate risk tolerance. These are experienced leaders executing daily business. Digital business also requires a new set of attributes and skills that allow you to operate successfully in a continuously changing world, like more frequent complex decision making, continuous problem solving, rapid pattern recognition and exception handling.

## Governance

To answer these new digital challenges (faster business cycles, new risks and need for more firm-level integration), companies need firm-level governance around their digital initiatives. Clear communication of strategy, new models are considered to make for a nimble organization with a value differentiation. Governance mechanisms implemented by companies around their digital initiatives have impacts of two different natures:

- Sharing: Local units use common capabilities and resources (including people and technology)
- Coordinating: Local units synchronize and align their initiatives (prioritization, compliance with standards and policies, etc.)

## Culture

Teams are cross-functionally empowered, not siloed, work collaboratively and learn from each other. Experimentation, entrepreneurship and continuous learning is encouraged to enable innovation. A digital culture empowers people to deliver results faster. A digital culture attracts and retains better talent. Organizations that ignore culture risk transformation failure.

## Talent

Contrary to popular belief, digital transformation is less about technology, and more about people. You can pretty much buy any technology, but your ability to adapt to an even more digital future depends on developing the next generation of skills, closing the gap between talent supply and demand, and future-proofing your own and others' potential. It's really quite simple: the most brilliant innovation is irrelevant if we are not skilled enough to use it; and even the most impressive human minds will become less useful if they don't team up with technology. The main implication is that when leaders think about investing in technology, they should first think about investing in the people who can make that technology useful. Puts people at center of digital by investing in education and learning; providing opportunities for people to develop and contribute to digital. Clearly identified roles and digital responsibilities for staff and volunteers.

## Management

Digital transformation is the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers. It's also a cultural change that requires organizations to continually challenge the status quo, experiment, and get comfortable with failure. Organization continues to reinforce its digital vision and plans in communicating well internally and externally; clearly define and communicate success metrics and KPIs; prioritizes investments and aggressively budgets.

## Customer Service

Digital transformation is forcing companies to change their business models and adapt to the new market reality. What's interesting about this is that it's not the companies that are driving this change. Instead, this change is being driven by the customer. Today, customers expect relevant content in relation to what they're doing anytime, anywhere and in the format and on the device of their choosing. It's their journey that dictates your strategy. And in order to keep up with this new kind of "always-connected" customer, your business must embrace technology to deliver an unmatched customer experience. Fortunately, putting the customer first is already at the center of many organizations' strategy. Allows digital agenda to be driven from outside-in; encouraging input and involvement in design; customer connectivity – improved customer experiences and organization engagement; customer-centric ecosystem based on dynamic market conditions and customer journey

## Data-driven Decisions and Insights

Accurate, complete, and timely data has always been required for success with digital programs. This is even more the case when it comes to large, enterprise-wide digital transformations. Yet, a recent (2021) New Vantage survey reported that just 24% of respondents they thought their organization was data-driven, a decline from 37.8% the prior year. Just as analytical tools are becoming in widespread use, requiring even more reliable data, it's becoming increasingly difficult to be a data-driven company. Systematically gathers and analyzes data and business insights to continuously inform and enhance the strategy; data used to support channel and key metrics to steer strategy, etc. Data-driven decision making embedded throughout organization.

## Products/Services and Features

Now, in the age of digital, the challenge is not just about selling something in a different channel. The goal and the challenges are two-fold:

- how to envision and launch digitally enabled products and
- for existing products as well as new digitally enabled products (virtual or real), what is the best way of enhancing the customer experience.

A digital service wrapper is to offer something to what is a hitherto brick and mortar service to make it more attractive to the existing and new consumers. New digital goods and services are completely innovative and are new regarding the product or service, the delivery methods, the core value proposition, a new business model or a combination thereof. For example, the Amazon did not buy yet another data center but completely innovated on digitizing and offering what a new way of hosting – the Amazon AWS. Recognizing traditional products and services can be disrupted and may benefit from broader audience; rapid deployment often skipping pilots, regular evaluation of



products and services with intent to sunset obsolete items; organization looks out and ahead re-imagining the organization building on mission and value.

## Assessment Duration

Minimum (1 week), compiling a report on the specific areas of the framework. The process is done on premises with areas of the program and requirements in place for interviews and assessments. The process can also be done using virtual platform, but at least 2 days are required on premises.

## Reporting



After the assessment, a detailed report is presented to the organization. This will be based on all areas of assessment for the organization. Each industry will have a benchmark on which it is rated on. The detailed report will extensively look at the competitors and environment in which the venture is operating on. Levels from provincial, national, regional and international will be considered in this report. Recommendations are provided. This will end the first version of the program. As the targeted organization can choose to opt out or continue with the program. Costing is also presented on solutions that the organization will require.

### Reporting Duration

2 weeks minimum

## Implementation



Understanding failure is imperative to bring about future success. When it comes to digital transformation projects, failure is not hard to find. Somewhere between 65-percent and 85-percent of attempts fail, leading to substantial loss of time, money, and effort. Contributing significantly to this high failure rate is the disconnect many businesses experience between their strategy and implementation. While related, these two concepts are separate projects.

A step-by-step guide for implementing your digital transformation strategy:

- Identify the main objective of the digital transformation project—lay this out specifically to set goals, identify guidelines, and understand what your ideal end result is. In other words, first define your scope.
- Begin your digital transformation project by properly managing your data—this is critical for effectively supporting the digital transformation, and will rely on the management of your external and internal data sources to help implement your new strategies.
- Create and use an intuitive data platform through which product and all software as a service are generated then pushed to end customers.



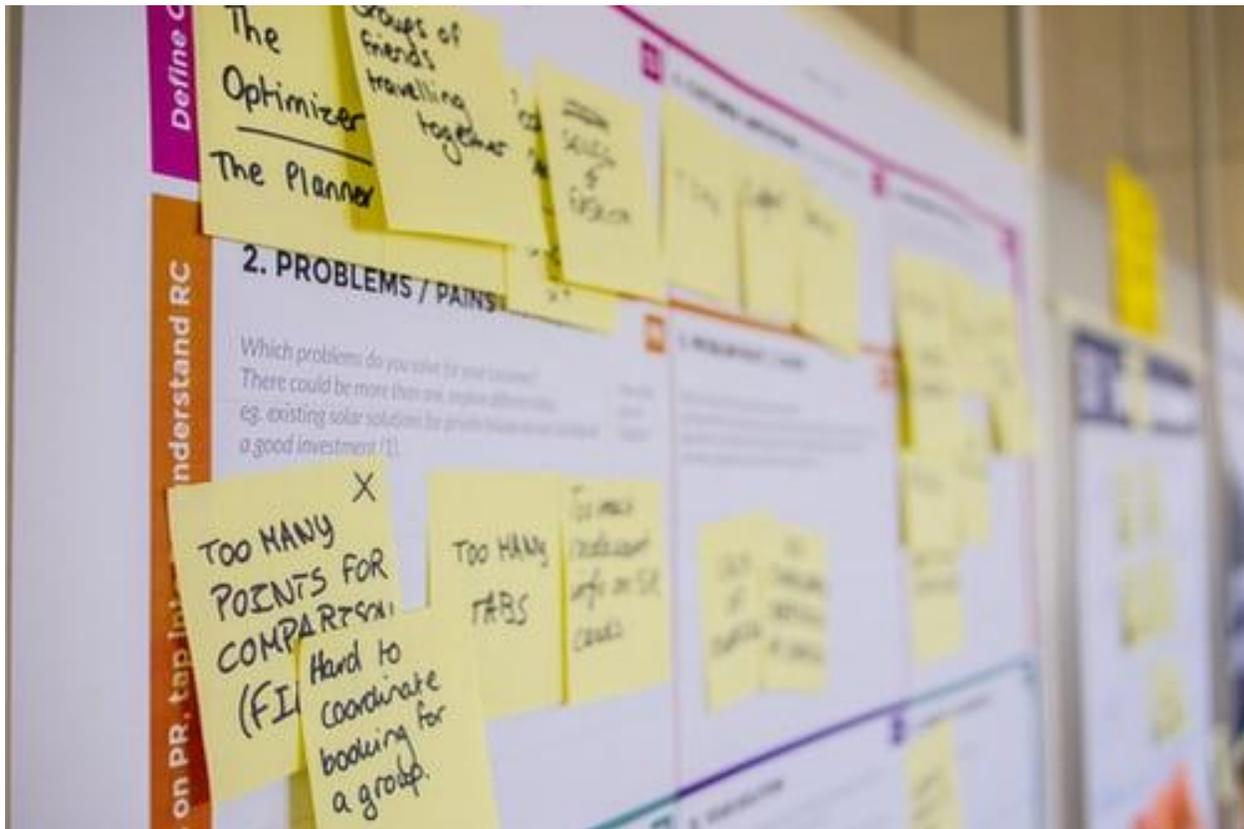
- Consider a thorough revision of your firm's operations and business models—new professional managing roles will need to be determined.
- A radical change in core capabilities might be necessary, so it's necessary to establish and grow partnerships with several types of stakeholders to create support.
- Employ artificial intelligence to adopt rapid insight and data exploration for your implementation process.

## Duration for Implementation

This is mainly based on the management and decision makers. Regina Analytics can be involved as an advisor in planning the timeline for the implementation of a strategy. The period needs to be stipulated for measuring success and also costing.

- Short term
- Medium
- Long term

## Workshops



The program creates a long-term relationship between Regina Analytics and the client, being it a private company or Local Government. The client will choose a package that will suit their operation. This package is calculated between a consultant and the client for an on-going continuous monitoring system through workshops. Learning and development (L&D) program that could help in the future operation of the business on how to adapt to (R&D) research and development. This will be based:

- Goals
- Measuring the impact of digital transformation
- Company values
- How aligned are our goals to our corporate performance measure?

## Partners and Clients

