THE INTELLIGENT ENTERPRISE

AI-POWERED TRANSFORMATION

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HOWDY

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AGENDA

- Introduction
- Current Landscape
- Defining Digital Transformation
- Trends in AI
- The Intelligent Enterprise
- Tools for Digital Transformation
- Conclusion

THE CURRENT BUSINESS LANDSCAPE

Shift in Perception of AI

AI is no longer seen as a distant future concept

It is now viewed as a present-day opportunity

Business Leaders' Interest in AI

Growing interest among business leaders

Focus on enhancing company performance through AI

Rapidly Evolving AI Landscape

AI landscape is changing quickly

Continuous advancements and innovations

DEFINING DIGITAL TRANSFORMATION

Material shift of digital capabilities in product, marketing, and operations.

- Material Shift

  A noticeable, measurable, and identifiable change

- Digital Capabilities

  Use of digital systems, applications, and platforms

- Product

  Tangible goods or services

- Marketing

  Promoting and communicating with customers

- Operations

  How an organization runs, including resource management and finances

THE IMPORTANCE OF A DIGITAL TRANSFORMATION ROADMAP

Guides the Digital Transformation Journey
Provides a clear direction and vision

Ensures all stakeholders are aligned

Helps in Resource Allocation
Identifies necessary resources and budget

Prioritizes tasks and initiatives

Mitigates Risks
Anticipates potential challenges

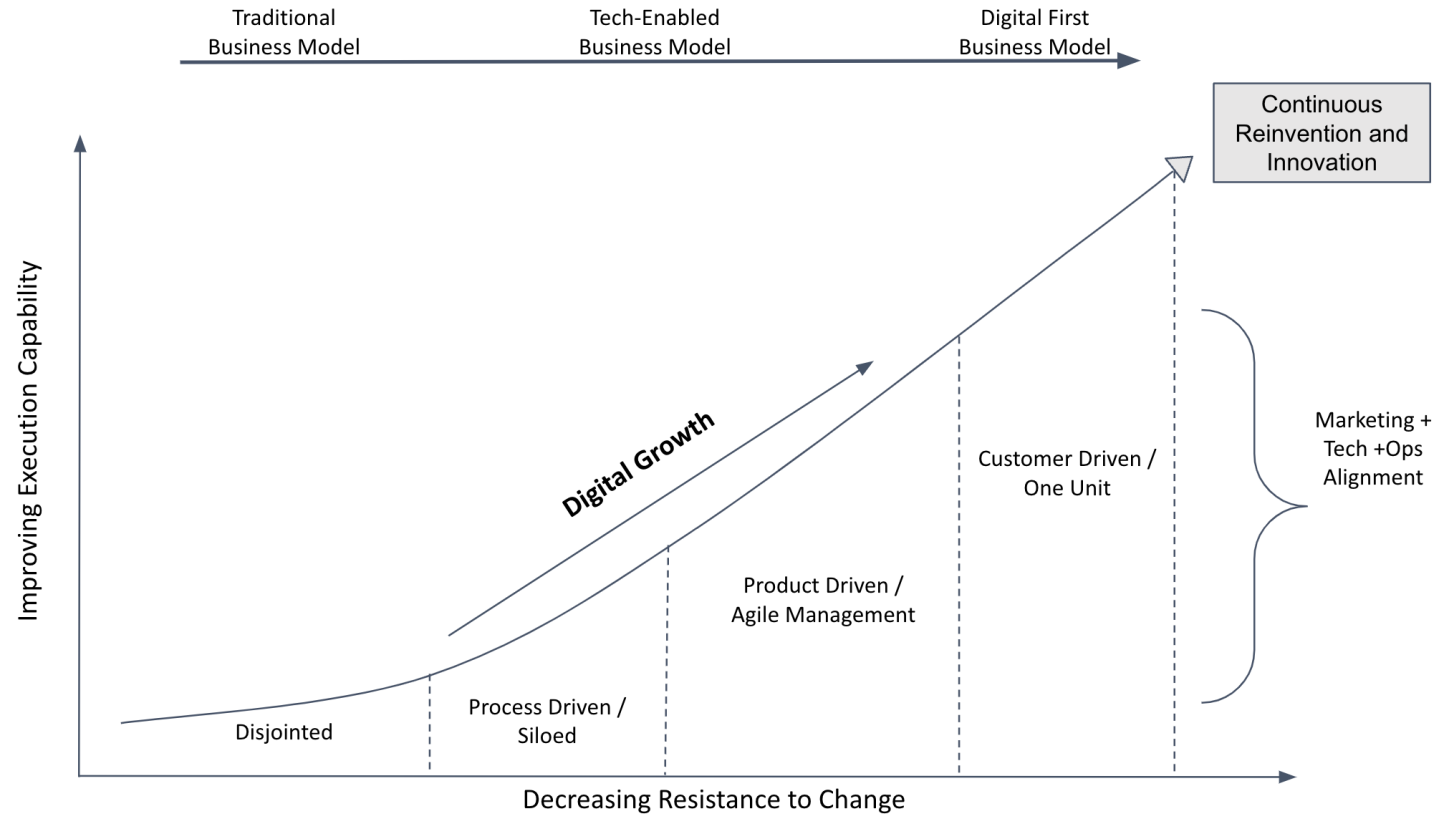Develops contingency plans

Measures Progress
Sets milestones and key performance indicators

Tracks progress and adjusts as needed
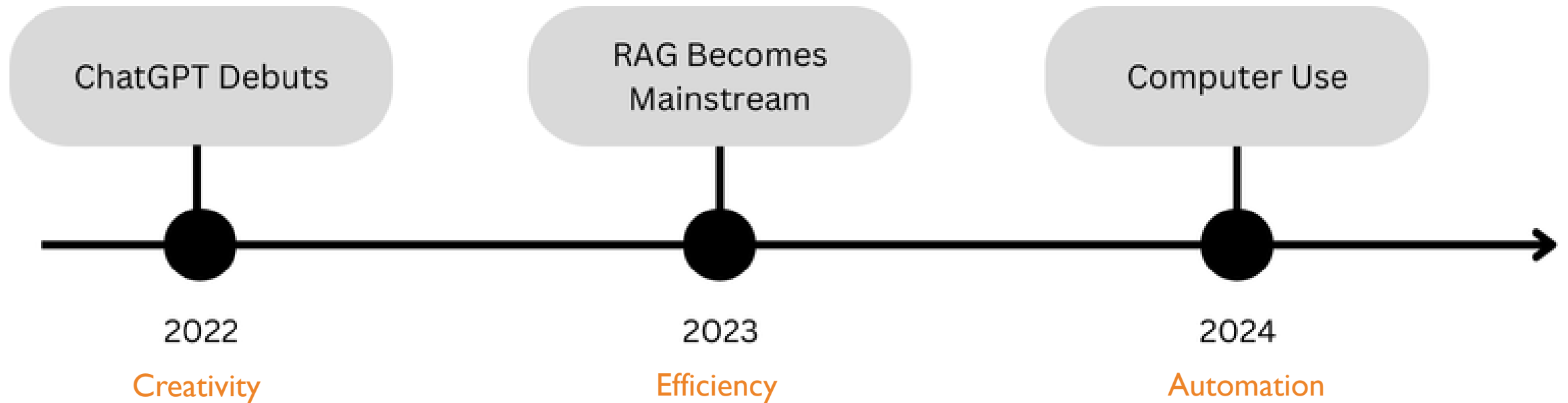
TRADITIONAL DIGITAL TRANSFORMATION

Main Focus:

- Improving Creativity
- Enhancing Efficiency

Generally, an improvement in efficiency is noted with the adoption of new practices.

Traditional Business Model   Tech-Enabled Business Model   Digital First Business Model

Continuous Reinvention and Innovation

Improving Execution Capability

Digital Growth

Customer Driven / One Unit

Product Driven / Agile Management

Process Driven / Siloed

Disjointed

Marketing + Tech +Ops Alignment

Decreasing Resistance to Change

Digital Growth Acceleration Model

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THE NEED FOR A FOUNDATION

Introduction to Digital Transformation

Essential foundation for modern enterprises

Key to staying competitive in the digital age

Focus on Intelligent Enterprise

How digital transformation enables intelligent enterprise

Integration of advanced technologies and data analytics

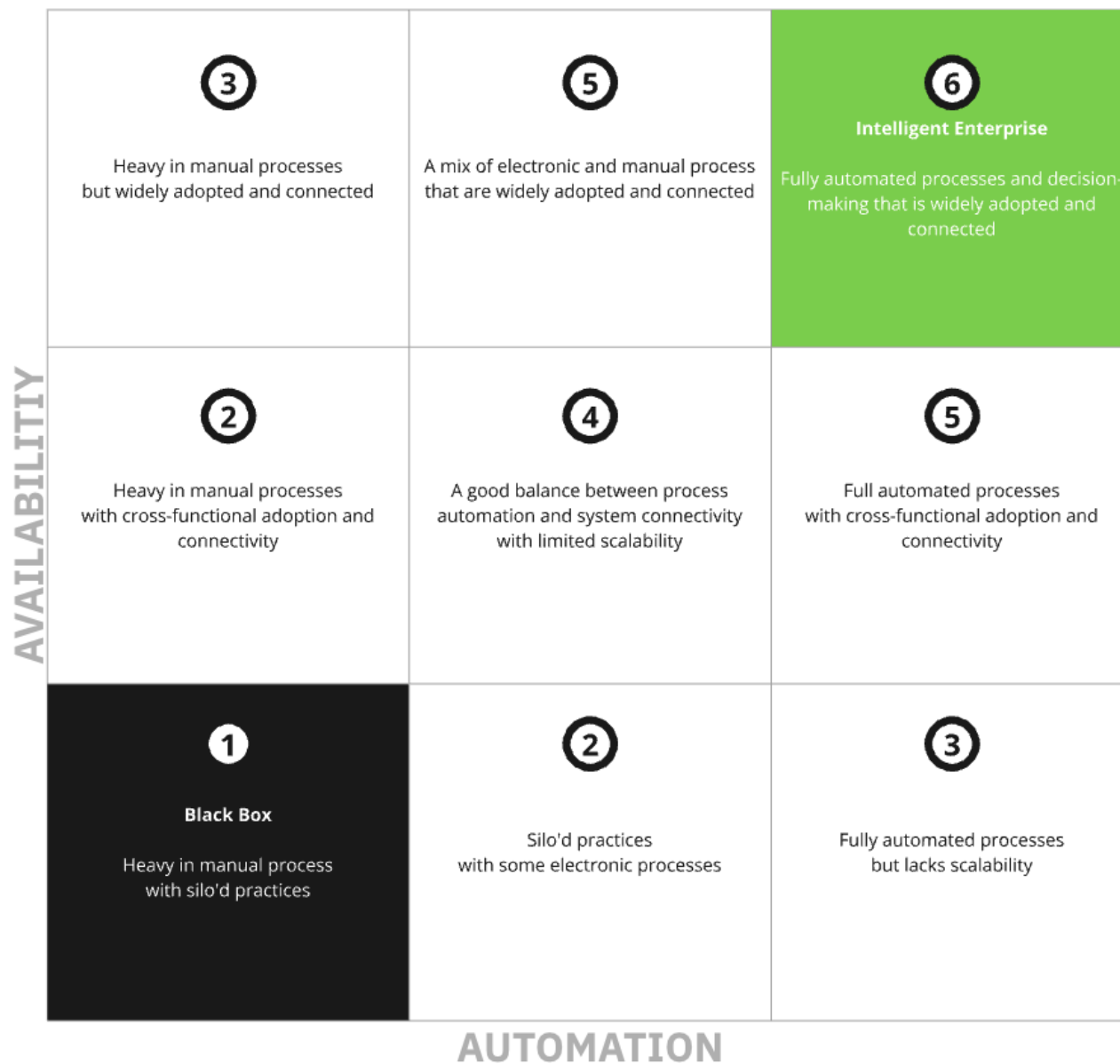# WHAT IS AN INTELLIGENT ENTERPRISE?

- Concept of Intelligent Enterprise
  - Ultimate goal of digital transformation adopted for the modern AI enabled enterprise
  - AI is more than generative Q&A.

- Definition
  - State of advanced digital maturity
  - Based on automation and system availability

- Automation
  - Shift from manual to digital processes

- Availability
  - Scalability and connectivity of systems

THE INTELLIGENT ENTERPRISE MATRIX

- A tool for assessing maturity levels of individual processes

- Hard scoring system quantifies progress

THE INTELLIGENT ENTERPRISE MATRIX
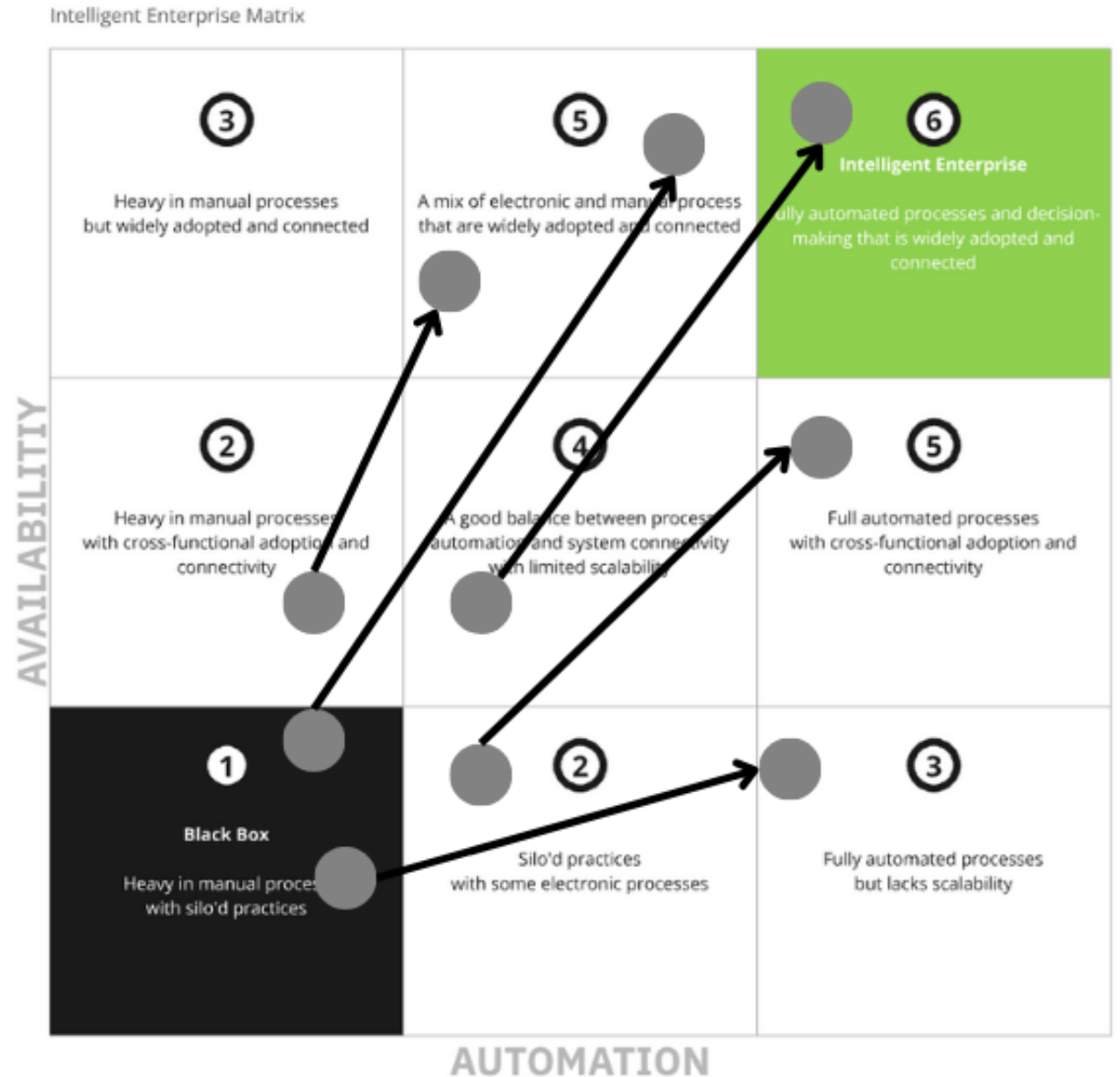
Intelligent Enterprise Matrix

DIRECTION OF TRANSFORMATION

- Emphasis on Transformation
  - Should move towards the top-right of the matrix

- Path of Transformation
  - May vary based on priorities
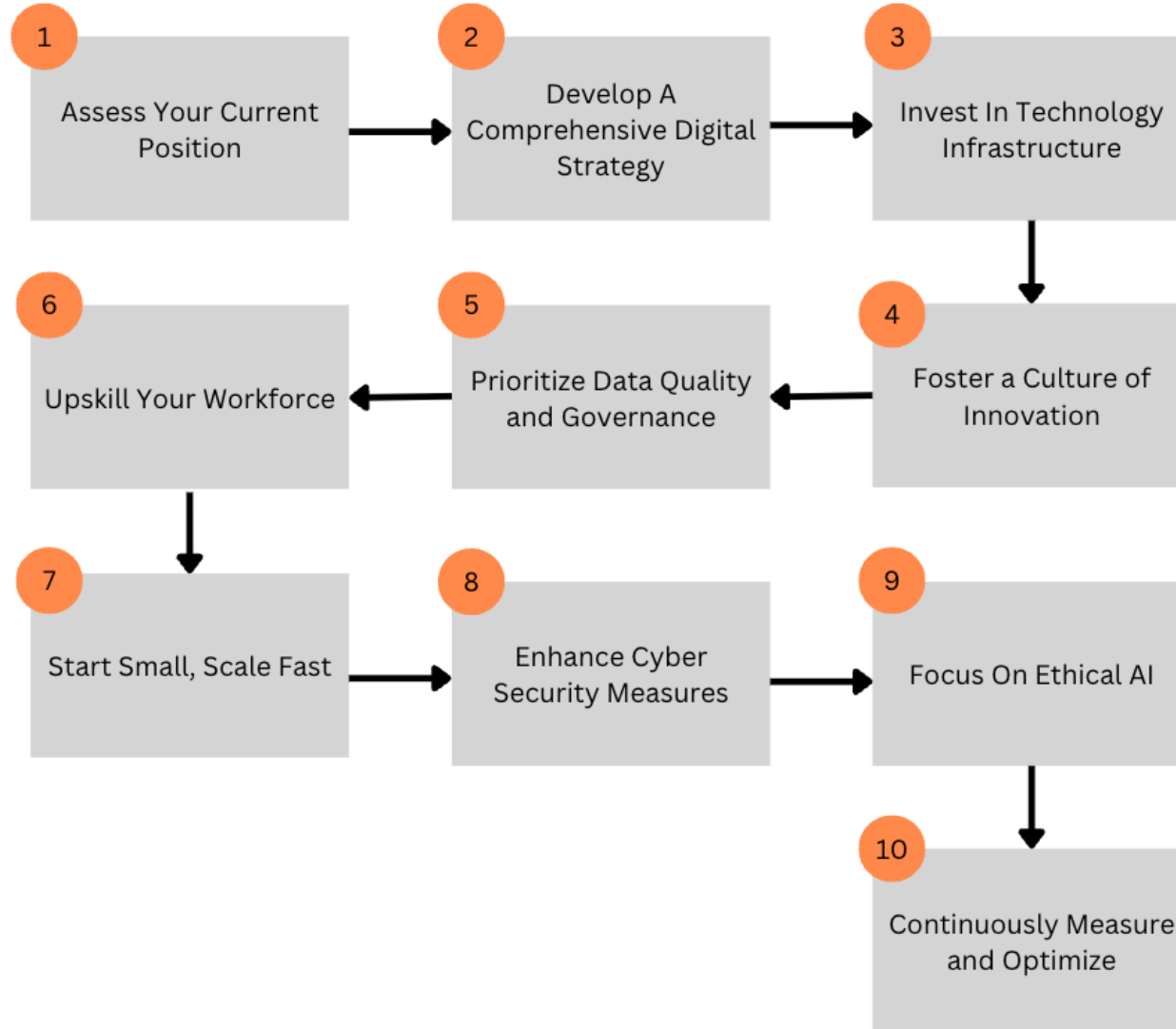 - Depends on feasibility
  - Influenced by viability

THE PROCESS
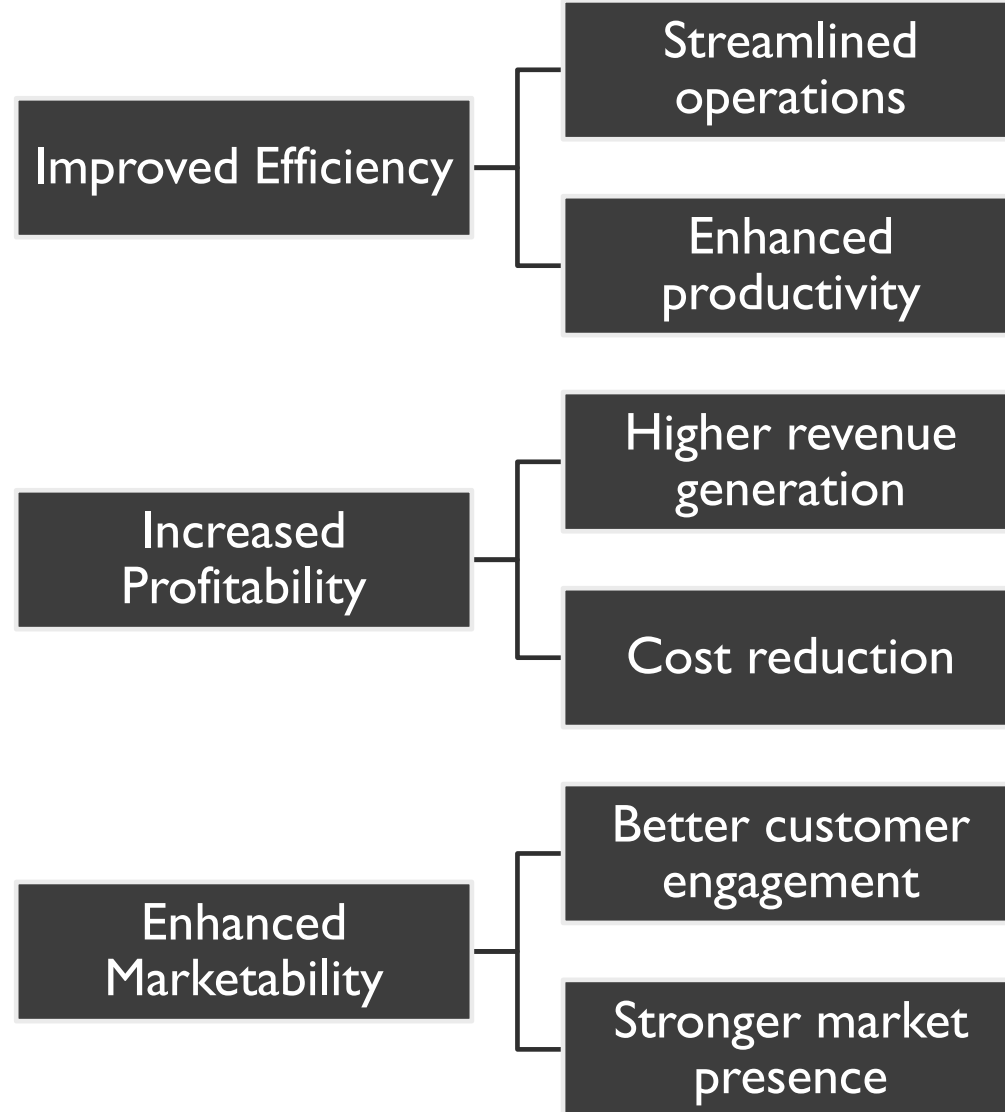
Move business process to areas of higher values.

Increase Availability.
Increase Automation.

Intelligent Enterprise Matrix

1 Assess Your Current Position

2 Develop A Comprehensive Digital Strategy

3 Invest In Technology Infrastructure

4 Foster a Culture of Innovation

5 Prioritize Data Quality and Governance

6 Upskill Your Workforce

7 Start Small, Scale Fast

8 Enhance Cyber Security Measures

9 Focus On Ethical AI

10 Continuously Measure and Optimize

10 STEPS TO ACHIEVE AN INTELLIGENT ENTERPRISE

BENEFITS OF AN INTELLIGENT ENTERPRISE

Improved Efficiency
- Streamlined operations
- Enhanced productivity

Increased Profitability
- Higher revenue generation
- Cost reduction

Enhanced Marketability
- Better customer engagement
- Stronger market presence

KEY TOOLS

- Solution Architecture Quadrant
  - Inventory of all technologies current and future state

- Service Blueprint
  - Visual representation of operations with a tech overlay

- Operating Blueprint
  - Broader view of entire org processes.

- Hyper Experience(s) Blueprint
  - Tailored solutions for specific areas

- Data Governance and Utilization Plan
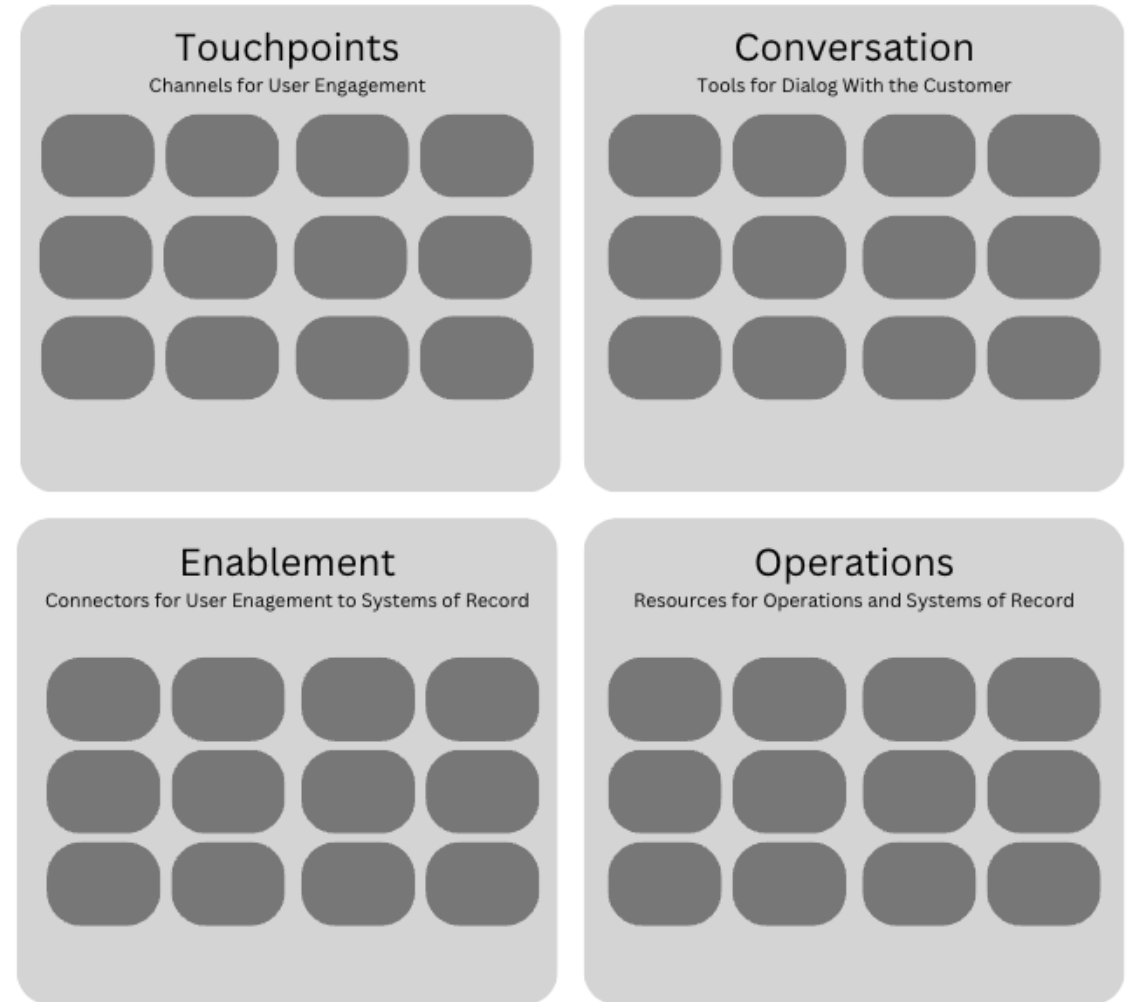 - Guidelines for data management

SOLUTIONS ARCHITECTURE QUADRANT

Touchpoints – User Engagement

Conversation – Dialog with Customer

Enablement – Data Flow

Operations – Where Data Lives

VERB:
Noun

Touchpoints
Channels for User Engagement

Conversation
Tools for Dialog With the Customer

Enablement
Connectors for User Enagement to Systems of Record

Operations
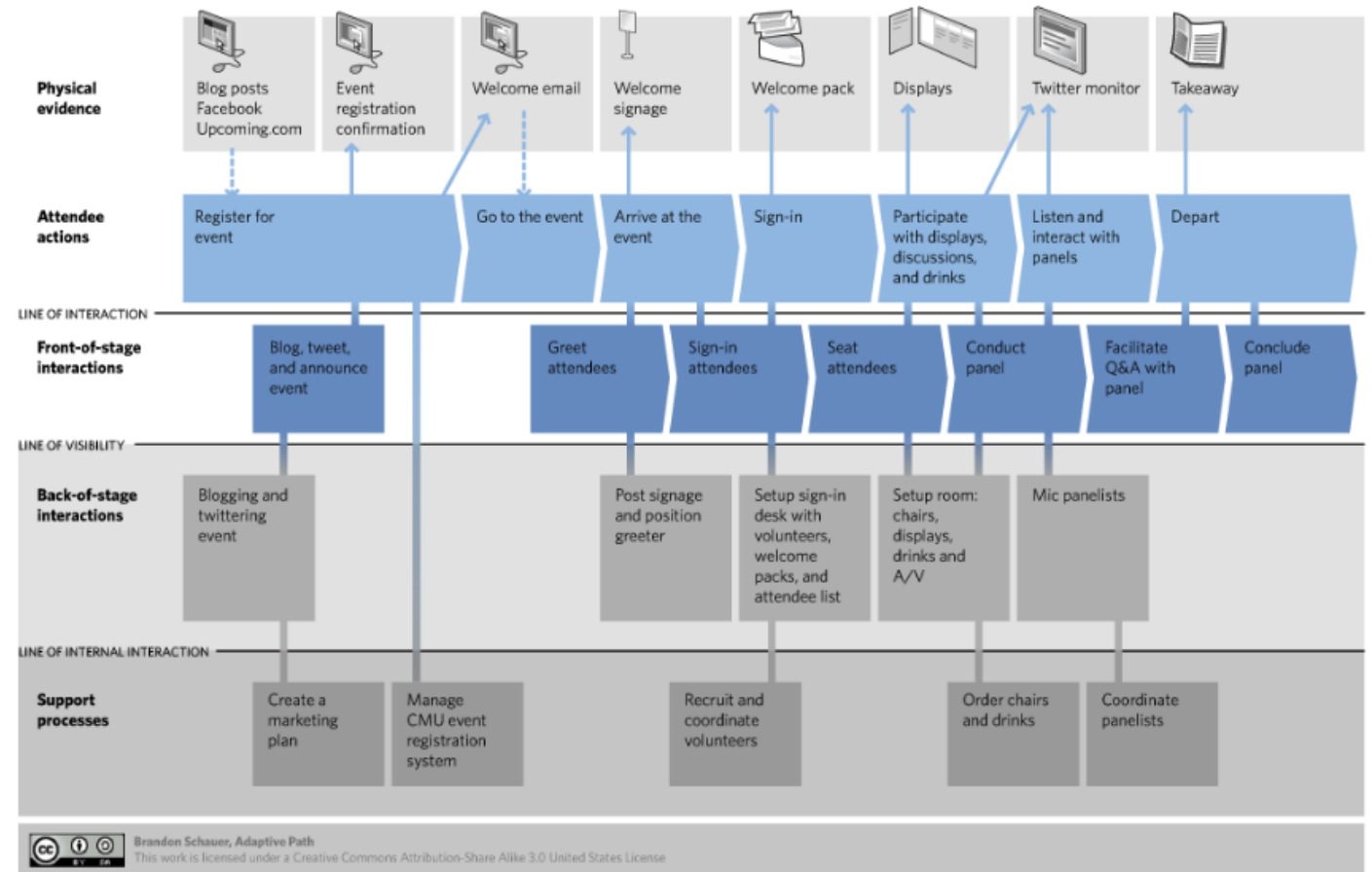Resources for Operations and Systems of Record

SERVICE BLUEPRINT

- Tracks customer journey and the actions / systems that support it.

- Typically, doesn't add the technology, but I think its useful.

- Map current and future states

Service Blueprint for Seeing Tomorrow's Services Panel
find out more: http://upcoming.yahoo.com/event/1768041

THE PATH TO BECOMING AN INTELLIGENT ENTERPRISE

- Assess Current Position
    - Evaluate where your organization currently stands
- Develop a Comprehensive Digital Strategy
    - Plan a detailed roadmap for digital transformation
- Invest in Technology Infrastructure
- Upskill Your Workforce
- Prioritize Data Quality and Governance
- Foster a Culture of Innovation
- Start Small, Scale Fast
- Embrace Cybersecurity Measures
- Focus on Ethical AI
- Continuously Measure and Optimize

THANKS

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