



CCS
technologies

Workflow Digitalization: Key Component in the Transformation Journey

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Introduction



Digital Transformation:

Digital transformation is not just a buzzword but a priority to high-potential organizations. Many top executives have bought into the value of initiating a digital transformation journey, and those who have started this journey have done so with all the fervor of those with a clear mandate. At the intersection of business and technology, however, how can you ensure that you initiate the proper roadmaps? How do you secure executive buy-in? And how can you ensure that you are getting the most ROI while keeping top-line costs low? These are some of the subjects that we will address during the course of this missive.

Key Takeaway - Digital Transformation Initiatives

Digital Transformation is very popular but is rife with potential pitfalls. The most successful projects are those closely tied to business objectives.





Opportunities for Change

Transformation Initiatives

Many larger US companies are looking hard at their current business models for change opportunities. According to Gartner, 87% of senior business leaders say digitalization is a company priority. Companies are now moving from reacting to markets and the elements that drives them to focusing on innovations that can propel their companies to become the change elements that can drive market demand. This is clearly seen by how CEOs view their companies. 41% of CEOs, an all-time high, see their company as an innovation pioneer. Digital Transformation initiatives are one of the many drivers of this new view of their corporate enterprises.



Digitalization Trending

Some of the greatest reasons why digitalization is so important is because companies are focusing on three large areas: Profit-saving efficiencies, investments in innovation and employee satisfaction.



01 - Efficiency

02 - Innovation

03 - Employee Satisfaction





01 Efficiency

..... Automation goes hand-in-hand with digitalization when it comes to improving efficiency. These efficiencies can occur when you automate operations and development in order to reduce costs and increase speed-to-market. These efficiencies are now being adopted and considered a part of how internal IT, Operations and technical partners proactively add value and prove its very existence.

Currently however, digitalization is being decentralized away from merely being an IT initiative but is now being funded via the various business units with central IT serving in the facilitation and mentoring roles. This change is because as business processes automate, the results are now being measured as gains in profit margins.





02 Innovation

..... As was previously stated, almost 41% of CEOs view their companies as innovation pioneers. The reason why they do so is because many CEOs believe that they have done the hard work of reducing operational costs and are now reinvesting these capital gains in innovation projects. These innovations are critical in keeping competition at bay, as well as to help the narrative in market leadership.

The funding of these efforts can be augmented by seeking the additional gains and reducing the staffing costs associated when workflows and tasks are digitalized.





03 Employee Satisfaction

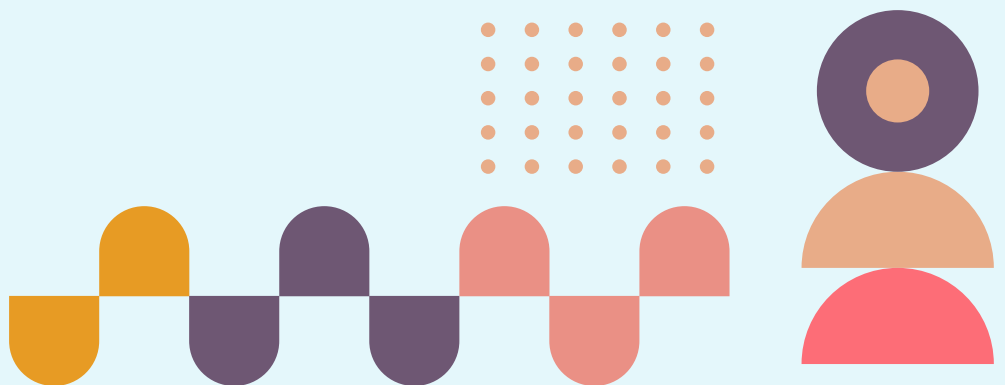
..... According to a global study commissioned by Automation Anywhere, manual tasks such as data entry is the most hated in offices (73%). Employees believe that these manual tasks reduce their productivity (78%) and gets in the way of them doing their primary job functions (69%).

..... Particularly in the USA, companies are struggling with attracting and retaining valuable talent. According to Glassdoor, it costs a company an average of \$4000 to hire an employee and about 52 days to get a position filled. Additionally, it can cost up to 2.5% of an average company revenue to bring new hires up to speed. Retaining employees results in revenue savings, and that's the main reason why employee satisfaction is a telling metric in the health of a corporation.



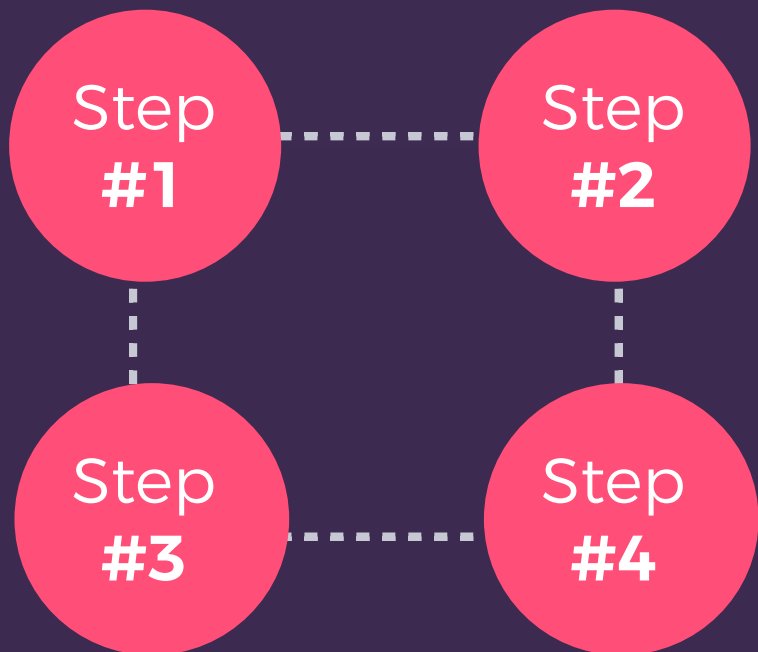


Digitalization helps management in employee satisfaction because it automates those mundane, repetitive tasks. According to the same study, 88% of those office workers surveyed would be happier if automation can eliminate those repetitive tasks. Any lack of automation can be viewed as a misstep for any employer because 85% of those workers would consider leaving their current employer to join an organization where the employer has invested in systems to automate mundane tasks.



Steps to Achieve Results

While each organization is different, there is a common approach to ensure that the digitalization project is successful, not just in terms of functionality, but also executive buy-in and cultural adaptability. The following steps are necessary to ensure that the project will also provide measurable ROI and achieve other desired results.





#1



Assessment of Processes / Applications and Platforms

- Review the processes from each business unit.
- Include customer/supplier/employee input in the review.
- May want to engage partners to provide unbiased assessment.

#2



Identify and Rank Digitalization Opportunities to create Roadmap

- Stack rank those processes that are great candidates for digitalization in terms of how they will ultimately impact business objectives.
- Provide agility within the roadmap to adapt to changing landscape.
- Establish internal champions to field political fallout and ensure enterprise buy-in.





#3



Assess Effort Estimation and ROI to create internal Business Case

- Internal business objectives need to be measurable and tracked at each stage of the roadmap.
- Effort estimation must include risks.

#4



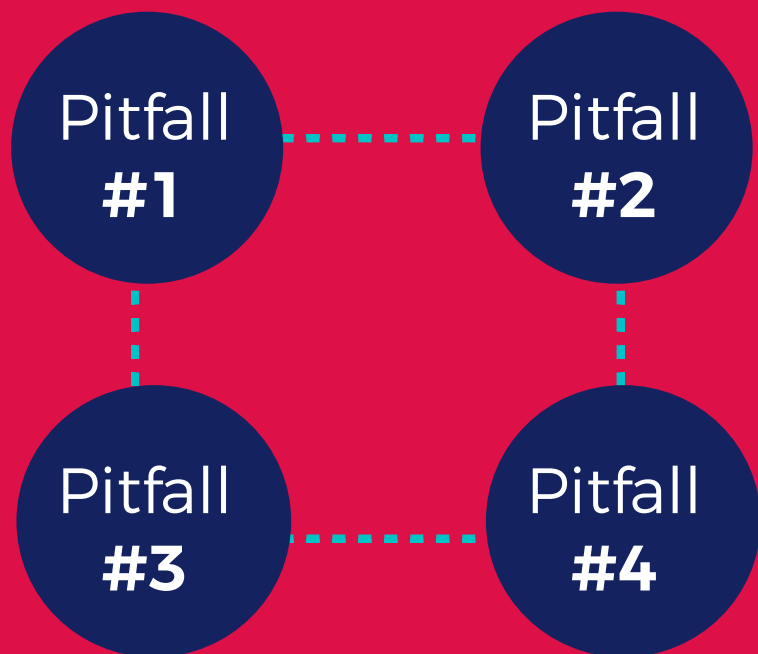
Proceed with Roadmap objectives w/ Agility to Respond to Change

- Create achievable milestones and communicate internally at pre-determined intervals.
- Start with a pilot initiative to gain traction and possible lessons learned.



Potential Pitfalls

According to Harvard Business Review, 70% of Digital Transformation initiatives fail to reach their desired objectives. This equates to an estimated \$900 Billion wasted. This can be avoided if companies are cautious of the below pitfalls.



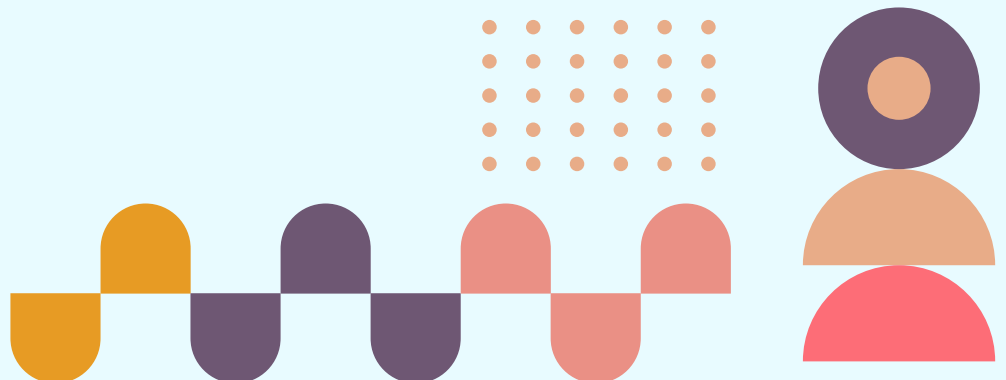



#1 Technology-Led Digital Transformation

- View digital projects as a business strategy and not just a technology one.
- Align your projects to fulfil business objectives prior to investment.

#2 Low/No Code Opportunities Ignored

- Seek these opportunities before investment in custom application development to reduce costs.





#3 Short-Term Technology Investment Outlook

- Use detailed analytics, customer, and employee insights to track the journey of customers, employees and partners.

#4 Culture Shock

- Take a hard look at cultures to eliminate siloes.
- Engage business unit leadership at each stage of transformational planning.

Key Takeaway - Pitfalls

Digitalization and automation journeys are essentially business journeys. Business Units must take a level of ownership to ensure success!



Conclusion

..... In conclusion, digitalization can yield the expected results if there is a discipline of tethering automation projects to business objectives. And the success of these initiatives can be well received if milestones and ROI is communicated well within the enterprise, as well as with customers and partners. Analytics is the key to confirm that these objectives are being met, as well as to assure that there can be quick reaction to changing market realities.

Need Assistance? Have Questions? Let's Talk!

Please feel free to download this document for your review with your staff. We will follow up to make sure that any questions are answered. In the interim, if you have any questions, please let us know by sending us a note:

[digital@ccs-technologies.com!](mailto:digital@ccs-technologies.com)





About the Company



CCS Technologies is a global Digital Business Solutions provider based in Kerala, India with a USA headquarters in Delaware. With over 40 years in the business, CCS Technologies has the experience and qualifications to partner with any technology and business initiatives.

*thank
you*

