

**Activity 6**

Item 10 of 14

Prepare a brief on your proposed solution. You may create your own brief or use the template provided to you in the assessment section.

(Answer between 150-300 words)

teacher, please check:
BSBCTR611-Applying_critical_thinking-MANUEL_PEREZ-TASK2.docx
and
BSBCTR611-Applying_critical_thinking-MANUEL_PEREZ-TASK2.pptx

Worlducation Solution Brief

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1st FEB 2026

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Issue being addressed:

A misalignment between increasing market demand and the company's current manufacturing capacity and supply chain

Proposed solution:

Cloud-First SaaS and B2C Model:
Transition to a cloud-first Software-as-a-Service (SaaS) and B2C delivery model, allowing customers to access educational software on their own devices.

Advantages:

Overall, the Cloud-First SaaS and B2C solution delivers clear operational, financial, and strategic advantages while supporting long-term sustainability and growth.

1. Reduced dependence on manufacturing and supply chains. By offering educational software through the cloud, the organization avoids the risks associated with factory closures, logistical delays, and geopolitical disruptions, thus improving operational resilience.
2. Service continuity and scalability. Cloud delivery allows the organization to continue offering products and services regardless of physical production limitations, while easily scaling to meet growing demand without requiring additional manufacturing capacity.
3. Greater financial stability. Reduced operating costs, lower inventory requirements, and recurring subscription revenue contribute to more predictable cash flow and sustainable profit margins.
4. Greater market reach and accessibility. The SaaS and B2C model enables greater market reach and accessibility. Customers can access the software on their own devices, expanding the target market beyond schools to include individual users and supporting the organization's social mission of increasing access to education.
5. The solution can improve the quality and innovation of products and services. Software updates, new features, and content enhancements can be delivered quickly and consistently, ensuring the product remains relevant in a constantly evolving technology market.

Risks:

While the Cloud-First SaaS & B2C solution presents the inherent risks of any technology, these can be mitigated through strong governance, cybersecurity controls, careful change management, and strategic planning.

1. Significant risks to cybersecurity and data privacy. Because the organization will rely heavily on cloud infrastructure, there is increased exposure to potential data breaches, unauthorized access, or system vulnerabilities.
2. Risks in implementation and transition. Moving from a hardware-centric model to a cloud-based delivery approach requires changes to systems, processes, and staff roles. During the transition period, there is a risk of service disruption, staff resistance to change, or implementation delays.
3. Financial risks exist during the initial investment phase. While long-term costs are lower, an initial investment is required for software redesign, cloud services, systems integration, and staff training. If adoption is slower than expected, the return on investment may take longer to achieve.
4. Reliance on third-party cloud service providers. Service disruptions, changes in pricing models, or contractual limitations could affect service availability and operating costs.
5. Customer resistance to change and market adoption, as some customers may prefer traditional hardware-based solutions or may face limitations such as poor internet connectivity, reduces adoption of the B2C cloud model.

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1. Human Resources

The solution requires qualified IT professionals, such as software developers, cloud architects, and cybersecurity specialists, to design, implement, and maintain the cloud platform.

Other human resources include content developers to adapt educational materials for digital distribution, customer support staff to assist B2C users, and training staff to train existing employees in cloud technologies and digital service delivery.

2. Technological Resources

Key technological resources include cloud infrastructure services, data storage, and security tools.

The company will also need to adapt or acquire an ERP system, website, and customer management platforms to support subscriptions, user access, and billing.

Also crucial are cybersecurity technologies, such as access controls, encryption, malware protection, and backup systems.

3. Financial Resources

Financial resources are required for the initial investment in cloud infrastructure, software redesign, systems integration, and cybersecurity enhancements.

While initial costs are moderate, long-term operating costs are lower than those associated with manufacturing and inventory management.

4. Administrative Resources

Administrative resources include project management to oversee the transition, updating policies to reflect cloud operations, and governance processes to ensure compliance with financial authorization, privacy, and documentation policies.

Legal and compliance support is also required to manage user agreements, data protection obligations, and service-level agreements with cloud providers.