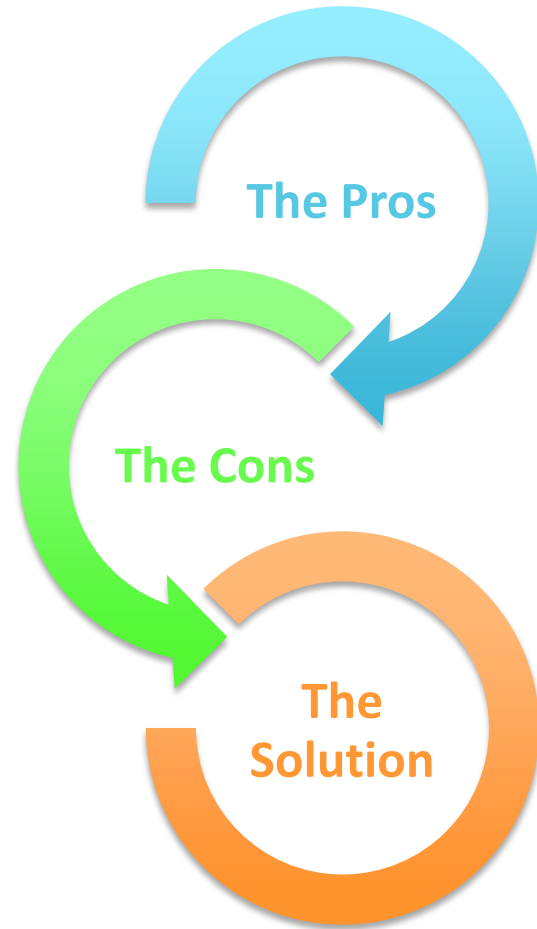# Pros & Cons of the Digital Revolution

Jonas Ngololo - MTC

15 October 2018

Agenda

- **What is Digital Transformation**
  - Changing
  - People
  - Mindsets
  - Processes
  - Strategies

- **The Advantages of Digitization**

- **The Disadvantages of Digitization**

- **The Balance to obtain success**

The Pros

The Cons

The Solution

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What is digital transformation?

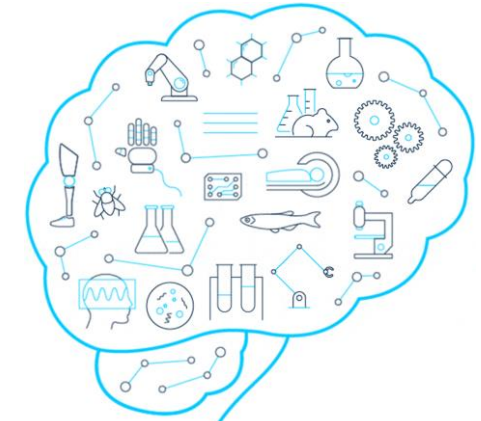"changing the nature of an organisation using technology"

means **changing** the way people work, challenging their **mindsets** and the daily work **processes** and **strategies** that they rely upon.

changing the way people work

Technologies that will change the way people work

- Big Data and Analytics

- Internet of Things (IoT)

- Mobile Technologies

- Cloud Technologies

Artificial Intelligence (AI)

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challenging people's mindsets

Challenge

Digital Transformation is hard because what you're asking yourself to do is to develop a business model that will **disrupt** yourself.

That's not a common characteristic in human nature

"Real digital transformation occurs when **courageous leaders** align goals in practice as well as theory,

manage opportunity more than risk,

and prioritize the future vs. retrofit the present."

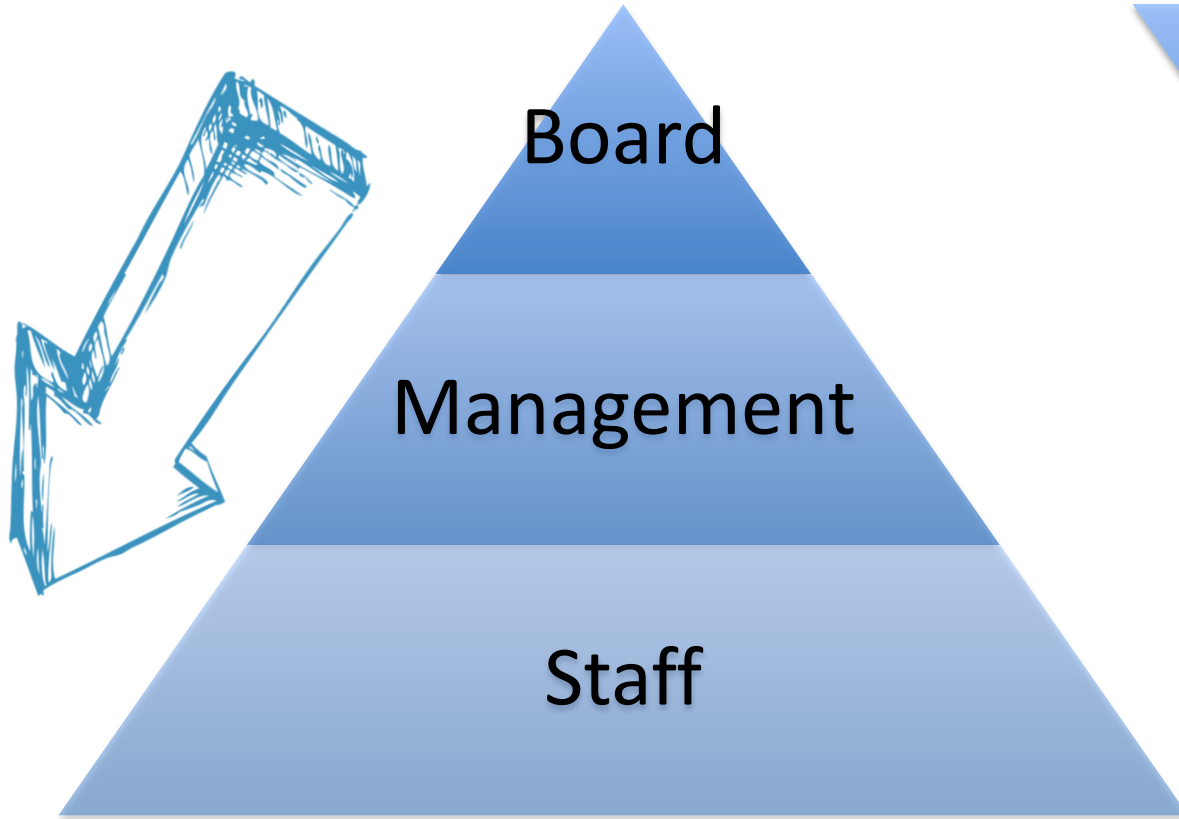- Rajan Kohli, Senior Vice President and Global Head, Wipro Digital

Change Agents

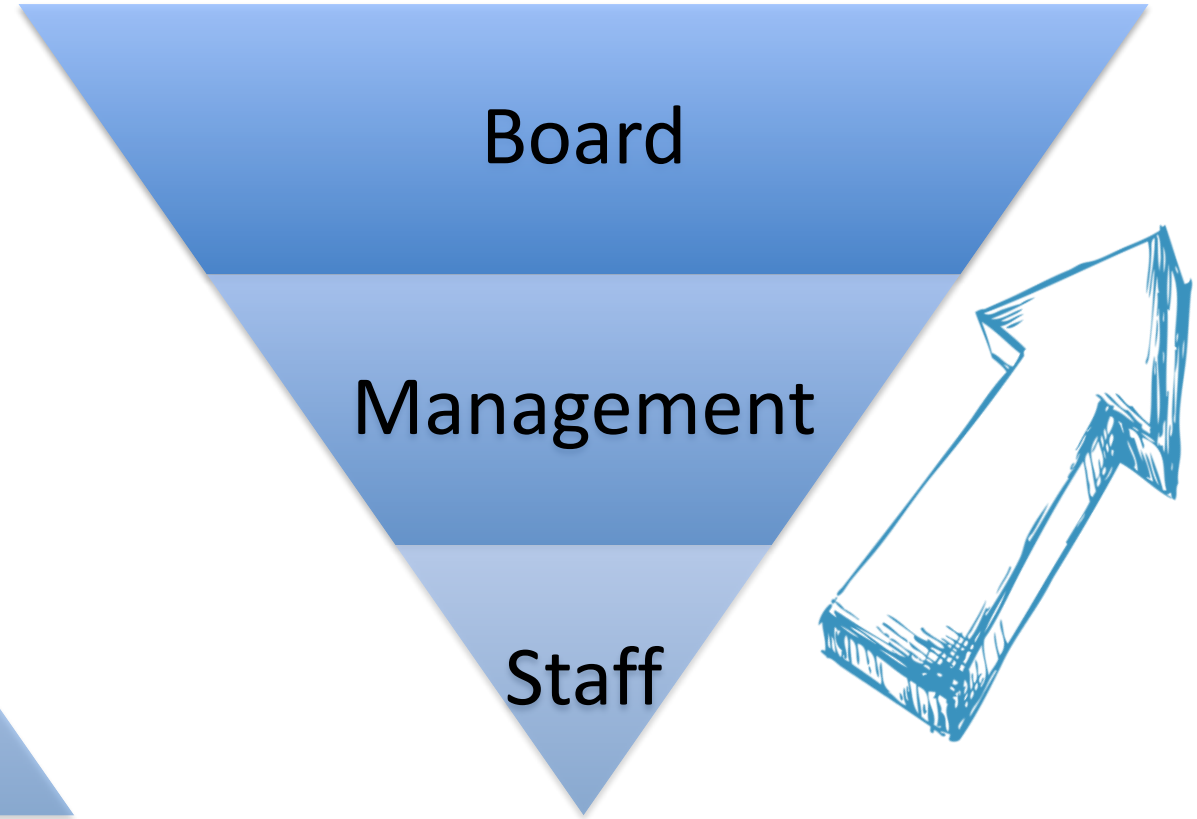Who are the leaders that should drive this transformation?

Staff, Management & Board

Change Agents
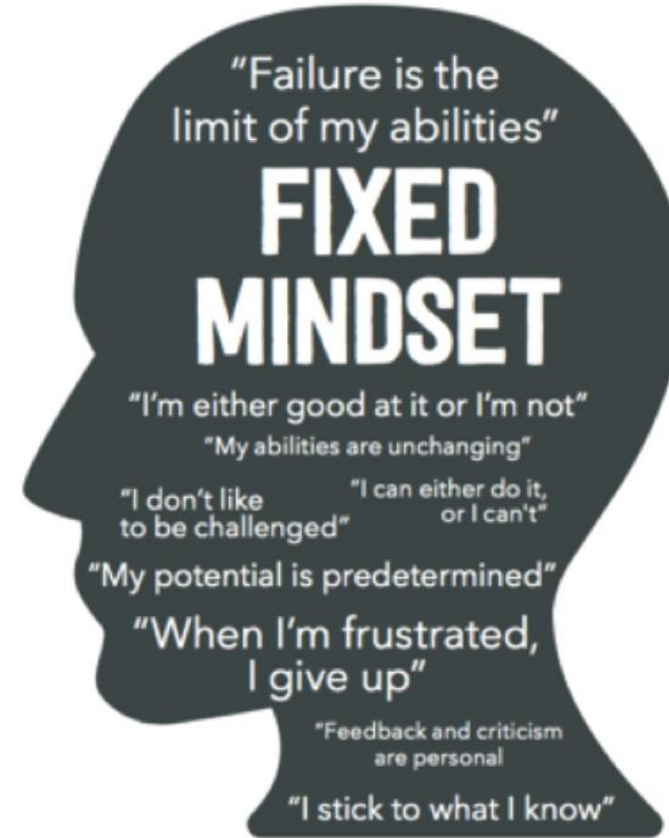## (Authority vs Innovation)

Authority

Innovation

Board

Management

Staff

Board

Management

Staff

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Challenge the Mindsets

Those willing to exploit the possibilities

manage opportunity

"Failure is an opportunity to grow"
GROWTH MINDSET
"I can learn to do anything I want"
"Challenges help me to grow"
"My effort and attitude determine my abilities"
"Feedback is constructive"
"I am inspired by the success of others"
"I like to try new things"

"Failure is the limit of my abilities"
FIXED MINDSET
"I'm either good at it or I'm not"
"My abilities are unchanging"
"I don't like to be challenged" "I can either do it, or I can't"
"My potential is predetermined"
"When I'm frustrated, I give up"
"Feedback and criticism are personal
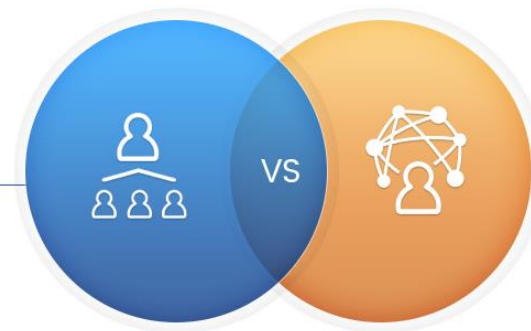"I stick to what I know"
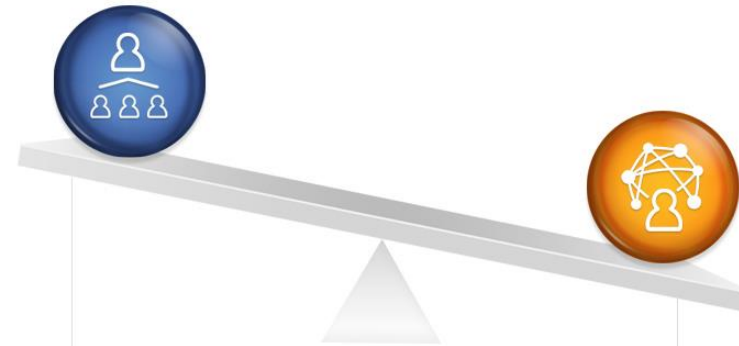
Those afraid to take risks

manage risks

Culture

prioritize the future   vs.   retrofit the present

1. Manufacture locally
2. Develop with local developers

= sustainability

1. Order from international supplier
2. Outsource from international developer

= dependencies

INSOURCING   VS   OUTSOURCING

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Culture

prioritize the future   vs.   retrofit the present

1. Manufacture locally
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= sustainability

= dependencies

Insourcing

Outsourcing

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daily work processes

Daily work Processes

Customer Expectations

- ✓ **Customer experience** — Deliver a personalized, consistent experience across all channels of engagement

- ✓ **Real-time business** — Eliminate the barriers impeding on-demand access to information and resources

- ✓ **Predictive insights** — Anticipate changing customer and market patterns

Roles and Responsibilities

- ✓ **Deploy consumer-grade capabilities for personal productivity** — Help employees be efficient with advanced, enterprise-class capabilities and intuitive interfaces on mobile devices.

- ✓ **Improve visibility to drive real-time business management** — Allow employees to proactively make decisions and react faster to change.

- ✓ **Use machine learning to automate repetitive, high-volume tasks** — Free employees to focus on higher value tasks.

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Video

Digital transformation are you ready for it?

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Advantages of Digitization (Pros)

Advantages of Digitization (Pros)

- Better decision-making

- Improves efficiency and productivity

- Encourages innovation and development

- Makes communication and teamwork easier

- Access to information at your finger tip

- Improves trade and banking services

- Transform consumer behavior

- Assist Businesses to go global (Globalization)

Disadvantages of Digitization (Cons)

Disadvantages of Digitization (Cons)

- Cyber Issues
  - Data Security
  - Cyber attacks
  - Cyber terrorism
  - Cyber Bullying

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Disadvantages of Digitization (Cons)

- Social
  - Social Disconnect
  - Job Insecurity
  - Instant Gratification
  - Addiction

FOR YOU HAVE BEEN CALLED TO LIVE IN FREEDOM, MY BROTHERS AND SISTERS. BUT DON'T USE YOUR FREEDOM TO SATISFY YOUR SINFUL NATURE. INSTEAD, USE YOUR FREEDOM TO SERVE ONE ANOTHER IN LOVE.

GALATIANS 5:13

Disadvantages of Digitization (Cons)

- Social
  - Social Disconnect
  - Job Insecurity
  - Instant Gratification
  - Addiction

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Balance to obtain success

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Balance to obtain success - Business

1. Understand your mission and live it
   Really think about what outcomes you are trying to achieve with digital transformation.

2. Build a culture of digital.
   We spend a lot of time talking about technology and business models—but how do we humanize digital?

3. Remember—form follows function.
   Once you get those business models right, then you can think about the cool disruptive technologies.

4. Move from gut-driven decisions to data-driven decisions.
   You can't function without data—data is the heart of digital businesses.

5. Encourage co-innovation and co-creation.
   not just relay of international parties to influence our impact to social and economic growth through technology

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Balance to obtain success – Social

Balance to obtain success – Social

Limit the use of Tech in personal time

- Use tech to help you stay off tech
- Start small but make effort
- UNPLUG

Thank you

Any questions?

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