

Digitalization of small and medium-size enterprises operations

Diamond 4

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Challenges

- Customer Interests
- Supply Chain
- Retail
- Reporting
- Risk Analysis

Basic Idea

Customer Interest (prior)

1. Using AI tools for collecting data i.e chatbot, hubSpot, Phase LTD etc

- Supply Chain

1. Using Block chain for Supply chain digitalization

- Retail

1. Using Block chain for Retail digitalization

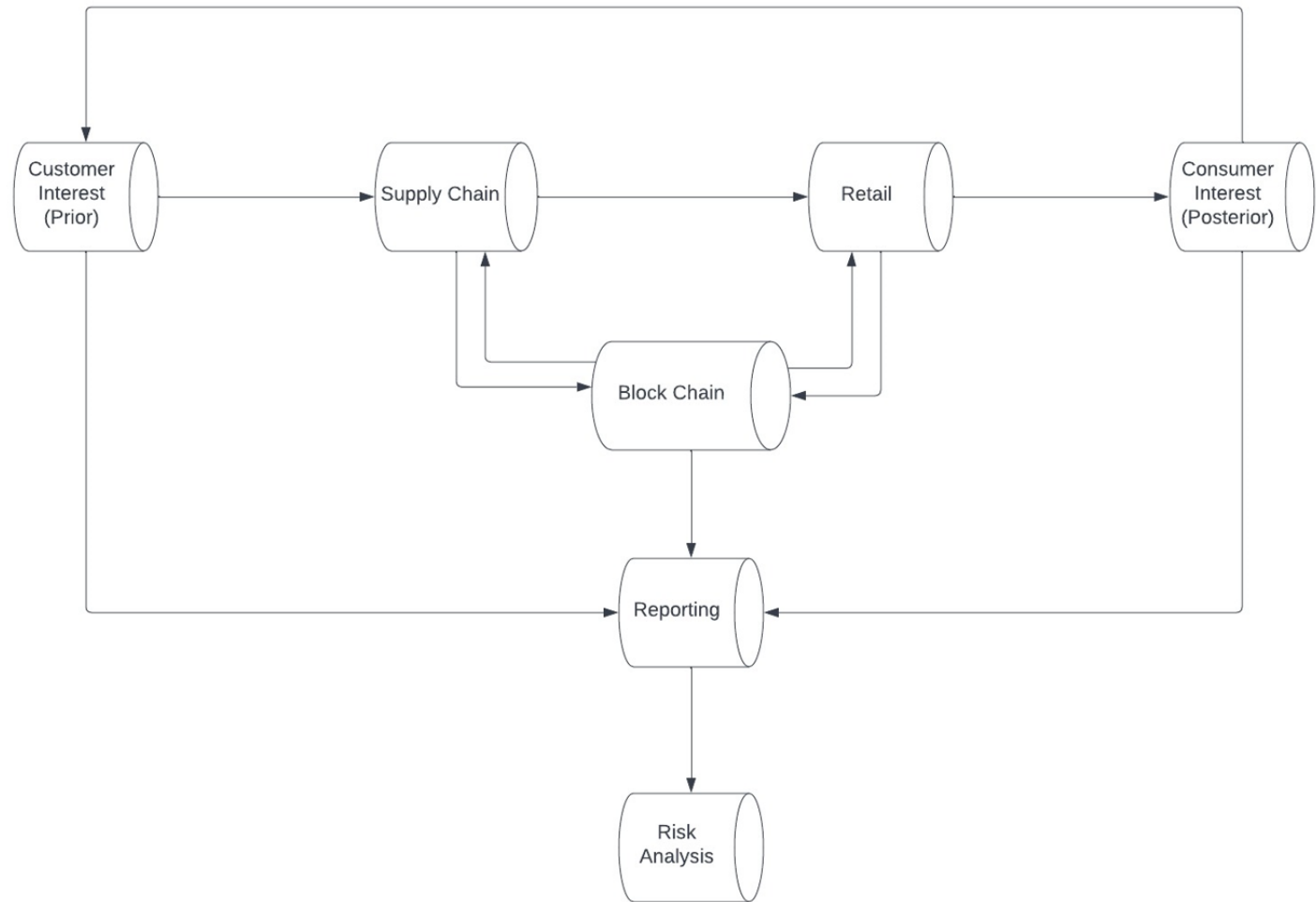
Customer Interest (Posterior)

1. Automated Reporting by using BI tools like Tableau
2. Collecting Customer Feedback input it to BI process add it to the prior data

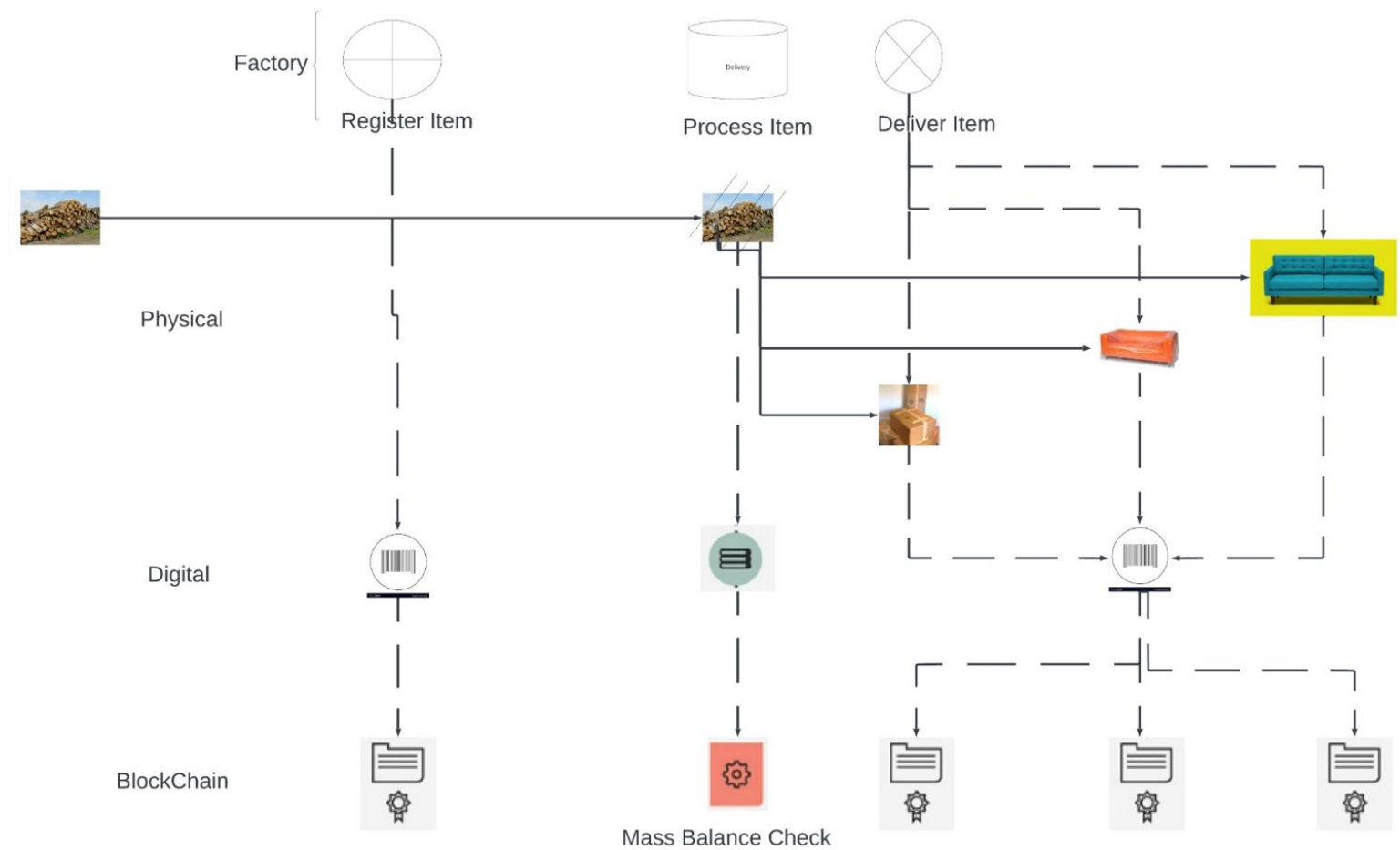
Risk Analysis

1. Supply Chain Mapping
2. Business Continuity management
3. Communication Plan to reduce uncertainty

Solution Flow Diagram



Supply Chain and Retail Flow





Thank You