Speaker 1

You guys, for the minute.

Speaker 2

All right, so here we go. Recording has started. Good evening. It is the 5 December 2023 attendees. Faith Q and at Suleiman. And we did have something that we needed to do for today's meeting, which was essentially to have, how can I say, the questions, researched and done and all of that sort of thing by today. So there were three questions. Yeah. Anybody would like to share their findings first?

speaker

Speaker 3

Yeah, so I did my research. It was a very interesting topic on the online presence. So if the business could grow up to 50% by getting an online presence.

speaker

Speaker 2

Yeah.

speaker

Speaker 3

It's not as forward as you might think, because it depends on the services that you're offering with your presence online.

speaker

Speaker 2

Right.

speaker

Speaker 3

Can just open an online and get that 50% growth. But since this is a pet shop, it's a bit different. It's a store owner, right?

speaker

Speaker 2

Yeah.

speaker

Speaker 3

They sell items and they do services. I believe that after my research, maybe their store could grow up to 50%, but I'm not sure about the services part, if that would help a lot.

speaker

Speaker 2

Okay. All right. And with your research, were you able to generate for us a little paragraph with references and such?

speaker

Speaker 3

No, I haven't done that yet. I thought this was supposed to be when we are supposed to hand in the submission.

speaker

Speaker 2

Okay, no, that's fine. That's fine. Cool, right. Faith, would you like to go next, or would you like me to go next?

speaker

Speaker 1

I can go next. Lehman, kindly, for purposes of preparing the entire document that is seamless. If we could kindly, all of us, immediately, we are done. I'll share my draft on WhatsApp, please share yours on WhatsApp. Coin the same, then thereafter.

speaker

Speaker 2

Why WhatsApp?

speaker

Speaker 1

Whichever the platform, as long as we have it. What I know is actually, we are supposed to be uploading this in the class eportfolio for evidence. So I think whichever the platform, just make sure also you load this to your eportfolio as evidence that this was done. If you look at the introduction of the class, the regulations, you're supposed to be uploading everything on the eportfolio. So whatever platform, just make sure you upload yours on the eportfolio, I think will be graded from there. So I will share minor, because I believe whatever references I'm using, whatever references Suleiman is using, and kwan, we can all now enrich the end product. And if we start now, I think our product will be sharper by the time we're done. So on to mine. Hello?

speaker

Speaker 2

Yes, we hear.

speaker

Speaker 1

Yes, sorry, someone is talking.

speaker

Speaker 3

Yes, I just forgot to add something. My bad. I've just checked my notes again. I wanted to add one more thing. So one of the things that I found is that also gets an online presence that could increase the risks on this company. The way it gets an online presence is very important. My suggestions are that if it does get an online presence, payment system should be handled by a third party provider. That way the risks would be transferred back to that third party provider in case any attack happens on the payment system the company is using.

speaker

Speaker 1

All right, that is a valid point.

speaker

Speaker 2

Okay, great faith, please share with us your findings.

speaker

Speaker 1

Okay, so what I've done, first and foremost, I have laid background, and that's based on my bibliography, which I also share. So the first thing that we need to appreciate when it comes to the reasons why industry 4.0, which is basically digitalization, has been adopted, is that division of components, production and final assembly is done in separate geographical location dispassed. So the production units end up being in different locations. And this helps to take advantage of regional, competitive and comparative advantages, accelerating offshore and outsource. Now, with this approach, it is easier for any business to reduce, one, the cost of production. Two, the risks are mitigated better because you'll find that in those geographical locations, raw materials are already available. So the risks involved are mitigated further. And yes, I think Philemon also made a reference to that.

speaker

Speaker 1

The risks are transferred to the production outsourced production unit. That is just background of some of the benefits that come to a business once they decide to take a platform, then outsource their production. Also, the technological change has introduced digital technology and multinational enterprises, that is digital mnes that get competitive strategy of valuing assets. They value light asset, forms of light assets of international production. What this basically means, remember our pet store? Our store is brick and mortar right now. Okay? Now that is asset. But now when you go digital, that is called a light asset, right? Basically that's what it means. Now, that was just an introduction. Now with that backdrop, our store should actually consider, because we are advising. So they should consider introduction of an ARP system that has inventory.

speaker

Speaker 1

This inventory must come with the batch processing embedded onto the inventory and production all the way from production to track units and manage the risk of quality management loss during delivery and tracking, and also tracking customer base through the CRM mode of this ERP. So in essence, what I'm saying is that when getting an ERP now, this comes down to system selection. It must have inventory and it must have production and it must have storage. And then it must have the CRM, I think that becomes the front end. Now, to manage and integrate. I'm sure all these modules are integrated, but the most critical bit will be an embedded batch processing. So every unit comes out serialized. So then all the way to the sales department, you're able to know that when was this unit produced?

speaker

Speaker 1

Who is the customer who's buying it at the endpoint, when they're buying. Additionally, this ERP must have a finance module. Again, the serial codes determine is what now the finance module uses to also track the units produced. Now, in this ERP, the batch process in that code will support the business. One, to reduce the costs of loss. One, there'll be no pill forage. Number two, you're able to manage quality in case any customer complaints that batch will tell you when they were produced and which others were produced within the same date, same ingredients. So you're able to recall quickly. So, meaning you're proactive in managing the risk of your customer relationships and you're able to replace fast. So there'll be chances of lawsuits are totally reduced. Now, also in line with the finance module, must also integrate to online payment platforms.

speaker

Speaker 1

And that now makes it cashless. So they'll be able to reach a larger customer base. I think this goes back to Suleiman's point. So a larger customer base paying online and they're able to all money goes to bank. So then that means the business owner gets updates real time, because this ERP also another thing, it must have bi embedded on it. So on her dashboard, she's able to know what are my sales, what are my costs, what is my profit margin in the production units, what is going. Oh, and this ERP also is intelligent enough to prompt the production unit manager which units of manufacturing of inputs are going low and when to place an order. Again, they must develop an application integrating to inventory where the local suppliers.

speaker

Speaker 1

They have local suppliers who have been identified to give quality products and they are evaluated by the system. So again, the batch processor, in case any inputs are brought by a specific supplier and you find you're recalling most of your outputs, then you automatically replace them. So then all this, the inputs again are purchased online. The quality and quantities, when they come in the PO, the order is generated to their phones or to whatever their emails, they come with it, they deliver, you counter check. And then again, finance has to, the payment is done online. So again, the business owner is able to monitor the cost of production and all the suppliers are paid in a timely manner to manage the relationship now again.

speaker

Speaker 1

Additionally, through the CRM portal, new purchases can be made and paid for through the online payments platform direct to the store's bank account. I've covered that real time reporting for Alice. The owner I've covered that will now manage inventory virtually and he also, I think has to be there on ground to the input. However, they can also considering going virtual. That means they are reaching a bigger geographical area. They can then now start looking for offshore production units, depending on the rate at which the business is growing. But that's now scalability. But you can see the flexibility that comes with taking the ERP system. With all those modules. Now the entire shop can become virtual.

speaker

Speaker 1

So they can actually remove the brick and mortar or reduce its size, the size of the hub and actually collapse all the units that they have across, because everything being done virtually and then they are going to save, that is a saving actually, and the cost of an EFC, they could choose a subscription or develop their own. So you can see that the costs are so reduced that now again might become their profits. If they manage the costs well that come with not deploying the ERP properly, that's a risk. If they manage the risks, I'm going down to the risks. Then the shop should subscribe to or develop a production application with a portal for all the raw material suppliers.

speaker

Speaker 1

I'd already covered that with exact measures of respective ingredients, because the production unit, remember now is automated, fully automated, so you don't have any human intervention, so that it reduces wastage. Again that goes back to the profit. So I believe profit will grow beyond 24%. Then the embedded bi will prompt the product manager on when to order the low inputs. Now the risks to be mitigated here, one, before they go fully digital, for this to be successful, for them to realize this savings, they must develop a digital business strategy. Remember they were still brick and mortar, so they were on the legacy business model. First and foremost, they must digitize the business model, that is the business strategy. Number two, they must select do a system selection process for the platform to take. That is the ERP.

speaker

Speaker 1

Whether they go subscription way or as layman was saying, because from a risk management perspective, I think you've just spoken about a zero trust. Then they review the online, this one I can tell you from experience, review the online platform legal terms and if it is not there, make sure you as the business owner and she call Alice. Alice must dictate that if she has to use an online platform, then the terms clearly in capital letters on the contract or the master agreement that anytime she decides to terminate the services, her data will come back with full integrity. Because what I've heard from many customers I've served over the last ten years is when you want to look for Oracle ERP and you want to go to SAP, they give your data jumbled.

speaker

Speaker 1

That means they decrypt it and you can do virtually nothing from it. So it's like you're being punished for living. They must and otherwise, to mitigate that risk, if at all they go to a subscribed model of an ERP, then they must maintain an on premise backup that has their full data so that in case they want to terminate it is seamless. They actually start phasing it out confidentially before, a year, before they even notify their service provider. What I mentioned here is that pampered pests must have an on premise data backup as a zero trust data storage. Juan mentioned that. And then pampered tests must always implement GDPR standards.

speaker

Speaker 1

And then for risk management, I propose they must familiarize themselves on ISO standards from ISO 27 00:35 all the way to ISO 700:43 these are all risk management framework that can guide them on how to best manage digitalization of their business model. So my bibliography there is 2010s, I've already put it there. And then the ISO standards from 27 00:35 to 27 00:42. That is my presentation.

speaker

Speaker 2

All right, thank you very much. I am going to ask a question, though I'm a little lost. I would just quickly like to ask, which, because I found a jumble of quite all of the questions together. So I just want to know that we. Because I did hear about the international supply chain in your presentation. I just want to know that you research into the other questions as well, because that's what it was sounding like to me as well. Like that you actually went for a broad overview over everything.

speaker

Speaker 1

Changing to an international supply chain, reduced cost up to 24%.

speaker

Speaker 2

Okay.

speaker

Speaker 1

Yes, that's what I was talking.

speaker

Speaker 2

Okay, cool.

speaker

Speaker 1

No way you can do that without touching on the rest.

speaker

Speaker 2

From a risk management perspective, that's 100%. That's 100%. I just wanted to confirm from my side, just so that I know that I am on the same page. Now that I know I'm on the same page, I feel a little bit easier. All right, cool. Thank you. That was very informative, your bibliography. I just want to check. You mentioned ISo. What? ISo that you mentioned there.

speaker

Speaker 1

ISO standards.

speaker

Speaker 2

Oh, yes. There we go. Okay.

speaker

Speaker 1

All the way to 27 00:43 right.

speaker

Speaker 2

Fantastic.

speaker

Speaker 1

All those ISO standards are for risk management.

speaker

Speaker 2

All right, fantastic.

speaker

Speaker 1

Risk management standards.

speaker

Speaker 2

Okay, fantastic. No, 100%. Thank you very much, faith. I appreciate your effort. Right. So then I guess I shall go next. Excuse me. So my question that I focused on was, could the business lose up to 33% of its existing customers if the business doesn't provide some online features? And during my research, I actually found it quite interesting that there is a very mixed view with regards to that. So I just started with a general overview, can I call it that, without going in depth in any way, shape or form? I started with a general overview with just general surveys and checking what people said and that sort of thing. And it seems like that there is a general consensus that majority of people actually like. Now I'm saying this is just overview.

speaker

Speaker 2

I will go into detail now, but the majority overview, it seems like that people are actually keen for stores to start going online, but there's still people who are keen for brick and mortar as well. Especially during the 2020 year when were all forced into our homes, there was a very big demand for online stores to take over. And it seems like that trend has just stuck and it stayed and people want it. Now, going into the specifics, there was, from some studies, a 74% indication that people prefer for businesses to actually move over, to start providing online services. Not necessarily moving over completely and actually changing their whole dynamic into an online store, but just saying, if you offered online services, that would be great. So it was quite interesting to see that, which was quite good. Yeah.

speaker

Speaker 2

So basically, just to provide a little summary, long story short, I don't want to really go into too much detail, we can obviously read into it later, but essentially that with the whole premise of would the business lose 33% of its customers from initial research and from looking at trends and looking at how other businesses have fared with the, how can I say, migration over to the digital platform, it seems like there could actually be a loss of 33%. But there is still, how can I say, people who want the online store to move across. There are still people who want the online services, they still want that thing to happen. Even though that there is a risk of losing a client base of up to 33%, there is still a demand for it as well, which is very interesting.

speaker

Speaker 2

So there's a very much a, how can I say a. I don't know what the right wording is now, but it's almost like a pendulum. It's on both sides. People want both sides to, they want both sides to take place, they want online service, but they also still want in store. It's a very interesting concept, and it seems like it's more from the customer side than anything else, where customers don't know, actually, would they prefer online services or do they want to go in store? I mean, if we just look, I'm just going to. Now look. For example, in South Africa, one of the largest grocery stores called Checkers. Right. During 2020, we had something called Checkers 60 launch, which was basically an online service where Checkers said, okay, you can't come to us, we come to you.

speaker

Speaker 2

And they delivered food for us. Right. This was kind of, how can I say, revolutionary for South Africa. Because we didn't really have anything like that prior, except Uber. And people really never liked Uber because it's very expensive and it just took off. Checkers 60. 60 is everywhere. You see all the little scooters running around the place, and people want the service. However, if you go into checkers itself and you ask people, which I have done, and I ask them, like, what do you think of checkers 60. They prefer to come in and actually get their groceries themselves. So at the end of the day, the findings was that there is a risk of losing your customers. There's a risk, and it could potentially be as much as one third of your client base.

speaker

Speaker 2

But it's a risk you have to take because there is such a positive response to the online presence. I do have references which I will share. The only thing is, I do want to, how can I say, refine my research a bit more. But I do have a paragraph ready to share at a little bit of a later stage anyway, so that's kind of my findings. So, yeah, I don't know. There we go. Right. So, well done, chaps. Excuse me. I don't know what is going on. I feel like I got something stuck in my throat. Sorry, faith, I interrupted you there.

speaker

Speaker 1

No, I'm saying thank you. Thank you so much. You've done your research. And I like the insights because actually, that's the scenario. I don't know if you went through unit one.

speaker

Speaker 2

Yes.

speaker

Speaker 1

And this is for all of us. Unit one. If you go to the reading material, there was a way they were calculating these percentages. I don't know if any. It is too complex for my life right now. But I like the angle you've taken. We have to be practical and apply what is happening out there in the market. And that's what I was even raising with the tutor last class.

speaker

Speaker 2

Yeah, I heard in last class how you were raising that because it is actually quite important to take into account that theory is all good and well, but practical experience and practical observation is actually in my personal opinion. Please don't quote me. Please don't hang me for what I'm about to say. But practical experience and practical observation counts a lot more than theory. Seeing it in practice counts a lot more than actually theorizing and saying ABC is going to equal def, for instance, because at the end of the day, it's like everybody thought that let's just use the checkers 60 thing again. Everybody thought that was going to not go well, right? People are not going to like it. People love it. They absolutely love it.

speaker

Speaker 2

But if you go and ask people who still go into the physical market themselves, they'll say, no, I prefer to come and get my groceries myself. And I'm very much that kind of person as well. For instance, we have a company in South Africa, I like to call them scam tech because they're quite expensive and they scam you or what they provide you, but eve tech. Right. And they are basically probably the biggest computer supplier in South Africa. And I try to tackle them with my business, like try undercut them. But anyway, that's besides the point. I prefer to physically drive the hour that it takes me to their facility to go look at what they are giving me if I have to buy from them than going through their online store and saying, okay, I'm going to buy it through their online store.

speaker

Speaker 2

But there are people who are very happy to just say, okay, cool, I'm going to buy it through the online store. So it's very interesting. Like I said, there is very much like a pendulum. It's almost like, I think that's the right way of saying is one side says this, one side says that there's a risk of losing clientele. There's a possibility of gaining clientele. So, yeah, it's quite an interesting predicament for businesses to sit in. I totally agree with your .1 of.

speaker

Speaker 3

The things I wanted to add. If they completely removed their bricks and mortar business by, I mean the physical store, some people would lose the ability to negotiate. Like people want to go to the store.

speaker

Speaker 2

Exactly. And negotiate.

speaker

Speaker 3

So this is a very important point. People love to do such a thing.

speaker

Speaker 2

No, definitely. I fully agree. But, yeah. So is there any other point anybody would like to add? If not, I would like to discuss our next step in this project.

speaker

Speaker 1

One last.

speaker

Speaker 2

Yes, of course.

speaker

Speaker 1

I feel we are all on the right track. We are off the ground we've taken off. Definitely. One thing that then we should factor is when we go through the guidelines, is that we have to do an academic paper. So what we'll do is I'll do my research and continue. I'll also incorporate, I've picked a few points from the both of you and incorporate to my submission. And then now, yes, move on to the next point and then I'll add on to that. But thanks, guys. We are doing well.

speaker

Speaker 2

I'm a bit confused on what's happening there. Faith, can you just explain to me what you mean by that? Because my understanding is that we are all submitting the same document. At the end of the day, we've.

speaker

Speaker 1

Taken off in terms of. Yeah, so what I'm saying is, whatever we've discussed, you feel like today this was individual submissions, right? So what I would request is I'm good at putting everything together, then now everybody now will put it on the shared drive and everybody puts their comments. I don't know if that's a fair point.

speaker

Speaker 2

Right. Prior to us doing that, I feel like I don't want to necessarily jump the gun right there yet. Just basically because of past group projects that I've done in a similar light where we've had to do a submission like this, not to do that just yet. Oh, I see my microphone on. Obs is peaking. Let me just mute myself a little bit there. I don't necessarily want to do that just yet, if that's all right. Reason being is we have done now a little bit of research, right. But now what I would like for us to do, because I was just thinking about it today as like, what is actually the next step in this project? We have actually had a look now at the work and that sort of thing. Now we've understood that.

speaker

Speaker 2

And, for instance, with my research, I want to now bring it down to a practical level and actually consider now, okay, we are now looking at a pet store, right? We're looking at a store that has four employees. That's tiny. We need to now consider, right? Who is the client base? Now, I'm just looking at my question, for instance, who is the client base? Who is the target audience? Because the thing is, and I'm saying this from experience, from observation, shall I rather say not experience from observation. My local vet, where I take my dogs and get my dog food and all of that, right? They serve a very small community in terms of. They serve a certain area of where I stay. Because just down the road there is another veterinary institute which serves another part of the community. Right.

speaker

Speaker 2

So if I look at that, considering that the vet where I take my dogs to has a staff of eight people, where four of them are just workers in terms of, like, washing the dogs, looking after the dogs after hours, that sort of thing, and then the other four, two of them are vets, one of them is a veterinary assistant, and the other one's a receptionist. So I'm considering that now. Is that now, I think for our next part, before we actually now merge everything together, is for us to obviously share our findings. I mean, that is a no brainer, is that we share our findings. We have the documents channel here on discord.

speaker

Speaker 2

For that reason, we will share all our findings there and is to essentially take our research, look into the assignment brief, and make it practical towards the assignment brief, because it is great that we have now considered the questions and had a look at the questions, but we need to bring it down, because from what I've heard from all of us is that we've looked at the very big picture. We need to now bring it down to specifically the shop that we have been asked to look over and create this document for. Right. So I want to ask, if possible, that our next part of the project, considering now it is the 5 December, right.

speaker

Speaker 2

I'm thinking, if it's okay with you guys, that we look at the 7th or the eigth of December, that we then take the next couple of days and we just refine our research down to being only focused on the assignment brief. Right. So we keep what we've done and then we take it, and we just focus it down to the assignment brief. And we just have a look. Because we've got Alice, we've got Kathy, we've got Andrea, and we've got Harry. Let's just look at them. Because they've specifically highlighted, we've only got four staff members. So we need to consider. All right, cool. If they've got four staff members, how big of a business is this, actually? Who is their client base? Who is this? Who is that? You understand what I'm saying?

speaker

Speaker 2

So let us just now bring it back down to the assignment brief. Let's bring our research back down and have a look at how can we implement our research into the assignment brief and bring our paragraphs that we have written into the assignment brief and basically modify our questions towards that. Right. So that then by next week, hopefully same time, twelveth, I've just looked here. We still got 13 days for submission. So it's basically to wait. Let me just make sure.

speaker

Speaker 1

Do I relate to time, my brother? Knowing our workload, that's a very little.

speaker

Speaker 2

Not for me. So, 18th. Okay, Monday, 18th. Let me just check you. Hold on. All right. Monday, 18th. Okay, cool. So in the next couple of days to two days, three days, I want to see if we can bring our research down so that then by the twelveth of December, we are ready to actually then give everybody our content and then we nominate one person to merge everything together. We get approval by the end of the week, being Thursday, Friday, so that we can then have turn it in submission. Done. And then submit in time for Monday. I understand this might seem like a lot of workload, but considering that each paragraph we need to write is 300 words and the final two page assignment needs to be 1000 words, I kind of feel like it might be doable. Suleiman, I see you typing.

speaker

Speaker 2

Do you have a question?

speaker

Speaker 3

Yes, it was a mistake, but I just wanted to add one more thing regarding faith. Faith. We have to take in consideration the fact that there are only four employees in the shop, and since they are picking the stuff by hand from broker farms and stuff, we have to take this into account when they're going to an international supply chain. So these things need a lot of research beforehand. This is what Qan is suggesting we do in the next two to three days. Such maybe even more things.

speaker

Speaker 1

Yeah, you're making valid points. All I'm saying is actually, for me, it becomes simpler. This is the same concept as the introduction to cybersecurity. Remember, we developed something for that vegetable outlet. Gross or something.

speaker

Speaker 2

Yes, I do remember that.

speaker

Speaker 1

It's small, it's an SME. So it becomes simpler for me. But it's just. Yes, as you say. Now, bringing down those risk management to small SMEs, it becomes simpler. So I agree. So we'll do that.

speaker

Speaker 2

All right. And then what I want to suggest is that we post another meeting time for this week if possible. Again, this is all depending on everybody's time. I will put a poll on the WhatsApp group and then we can vote there. We can upload everything here on the discord. I will try and shrink this video because I did purchase now discord nitro just to appease everybody. I can now upload a much bigger file size to the discord. So I will then try and upload all the videos here if possible. If not possible, I will try and shrink them. If not, they will have to then go on the Google Drive. Then we can then reconvene Thursday or Friday if that is okay with you guys. Faith, I do actually want to say I do apologize. Not apologize. What's the right word here?

speaker

Speaker 2

My sympathy, empathy towards your situation with your mother. I actually understand it a lot more than you think. I lost my mother to cancer, so I do understand the tribulations and trials you're going through. My prayers are with you during this time.

speaker

Speaker 1

No worries. Thanks so much, Kate.

speaker

Speaker 2

Yeah. So I do understand. And if you do, like, for instance, when you did the meeting last week, Thursday for your mother, I think that's really cool of you. That is amazing. How can I say thumbs up from me? That is awesome. And if Suleiman and I need to take a bit more of this workload for you, just say, and I'm pretty sure we can find a way around.

speaker

Speaker 1

Pull through. I'll pull through. Thanks so much.

speaker

Speaker 2

Yeah, no problem.

speaker

Speaker 1

If you need me. Thanks, guys.

speaker

Speaker 2

No, of course.

speaker

Speaker 1

When do you want us to have the next meeting?

speaker

Speaker 2

So that is completely up to you guys. I think I'm going to post a poll on the WhatsApp group somewhere right now, but I'm thinking Thursday or Friday, one of the two. Next meeting date. Okay. So I'm going to say Thursday or Friday if at all possible. Yes. So we vote. So we do it as a democracy. So we quickly vote and whichever day works, we will then reconvene then. And I'm going to then request for that. That our next. I'm just going to say, refine research down to assessment brief. Okay. Remember, to make a quorum, we only need two people to attend. We obviously will try our best to attend. There we go. Faith, I see you already voted. Thank you very much.

speaker

Speaker 2

I'm still going to check my calendar and see when I can attend, but I think Thursday is probably going to be ideal for me because I think Friday I actually might be going through to Johannesburg, a neighboring town, for. For an event. But, yeah, let's see which one works. Oh, I see you. All right. Hello.

speaker

Speaker 3

That one is tough for me. Yeah, that one is tough for me. I can't go on Thursday because I'm staying up at work till Friday morning, so.