

The Secret of 'Digital Transformation'

How to Digitally Transform Your Organization

A Story About Disney



Policing Soda Refills, How???



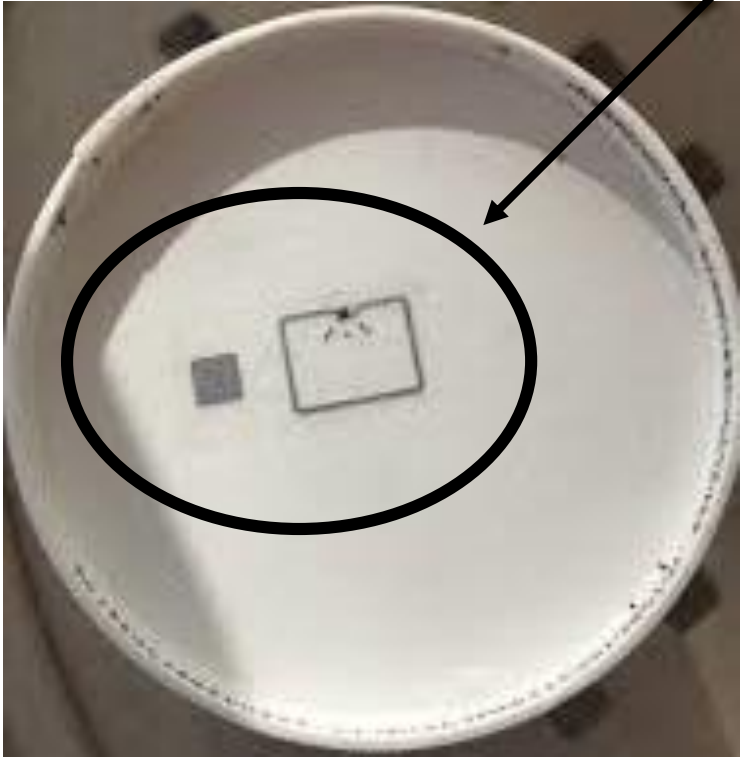
Self Service, so how does Disney do it?



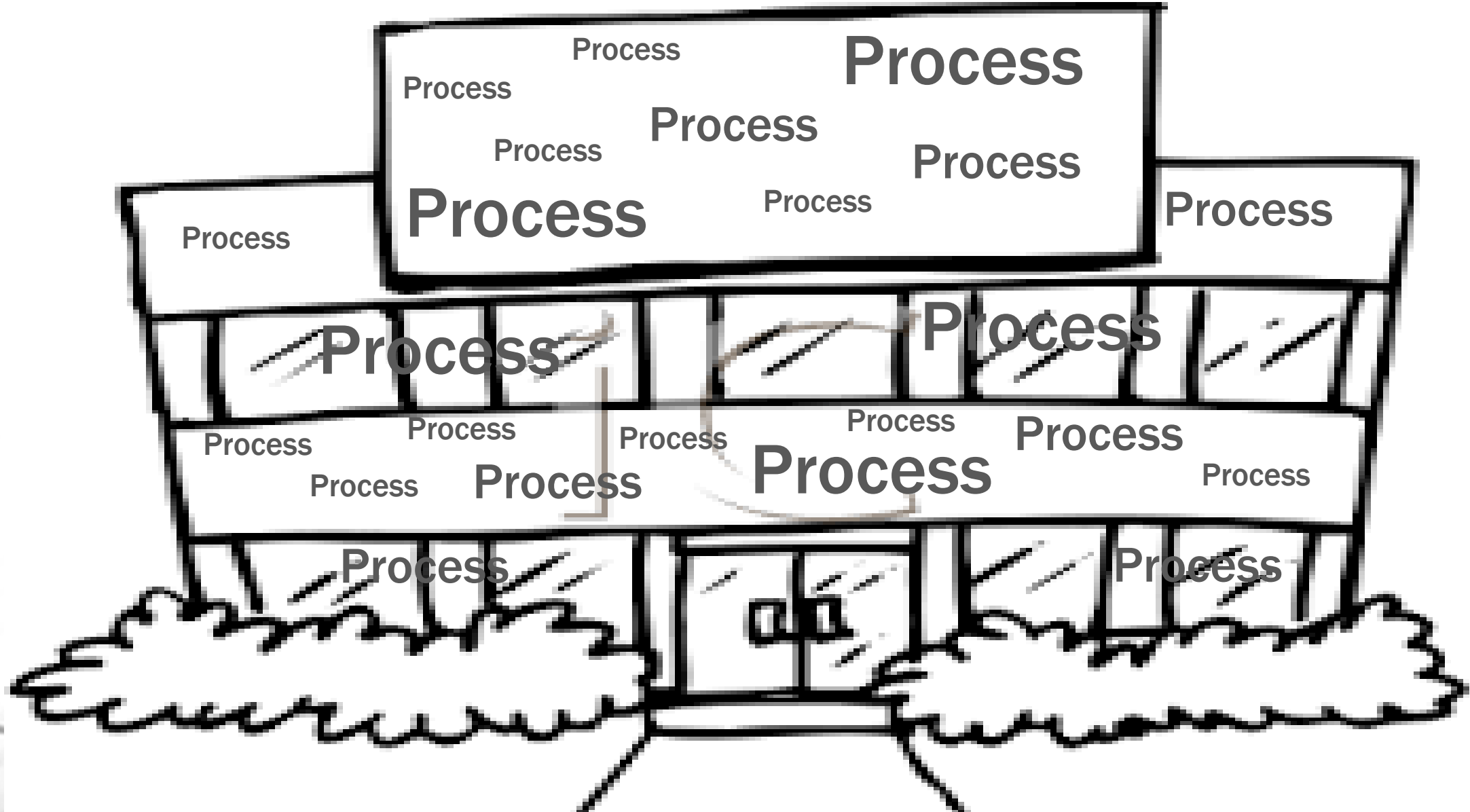
Digitization!



Sensor

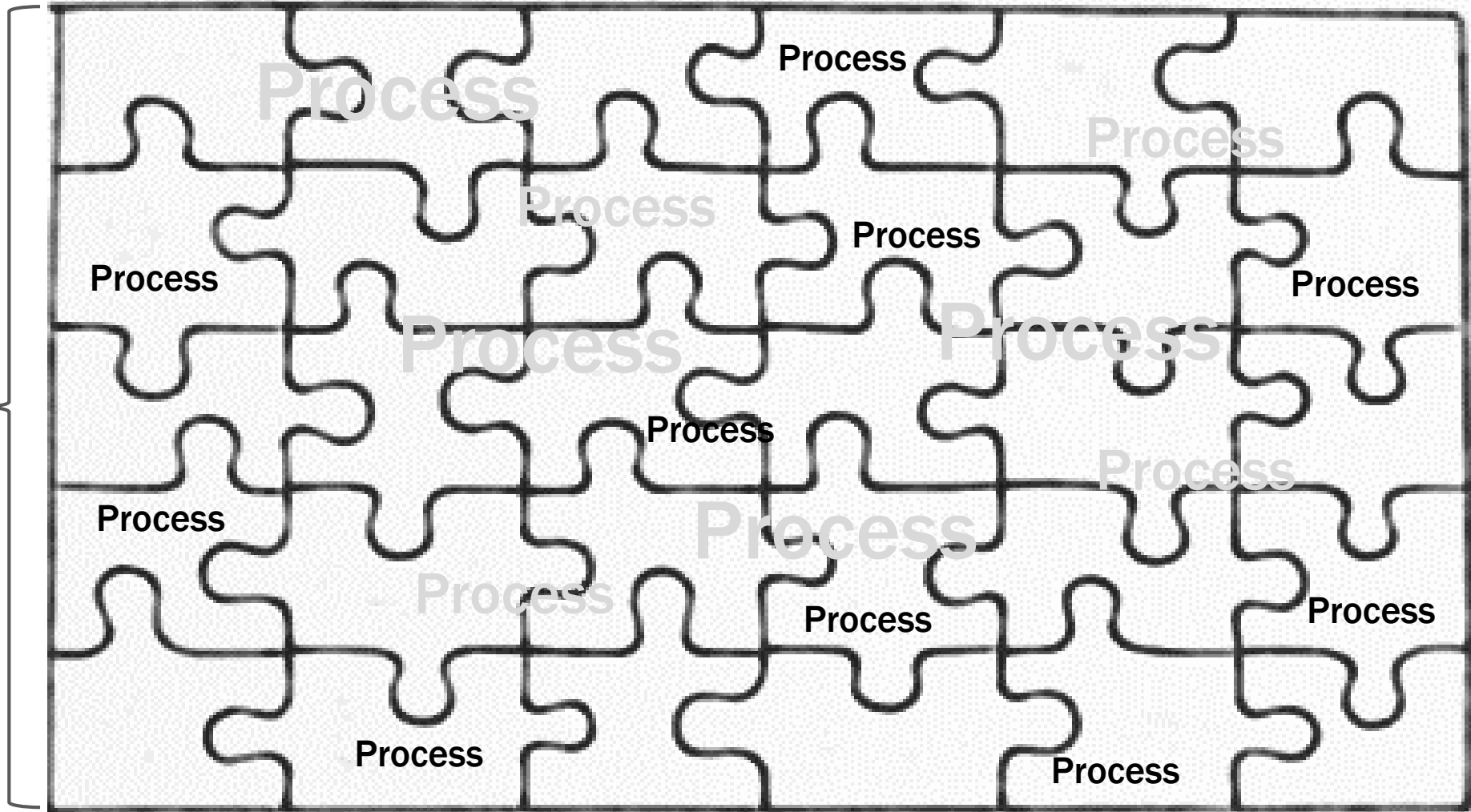


Businesses have many Processes, LARGE and small!

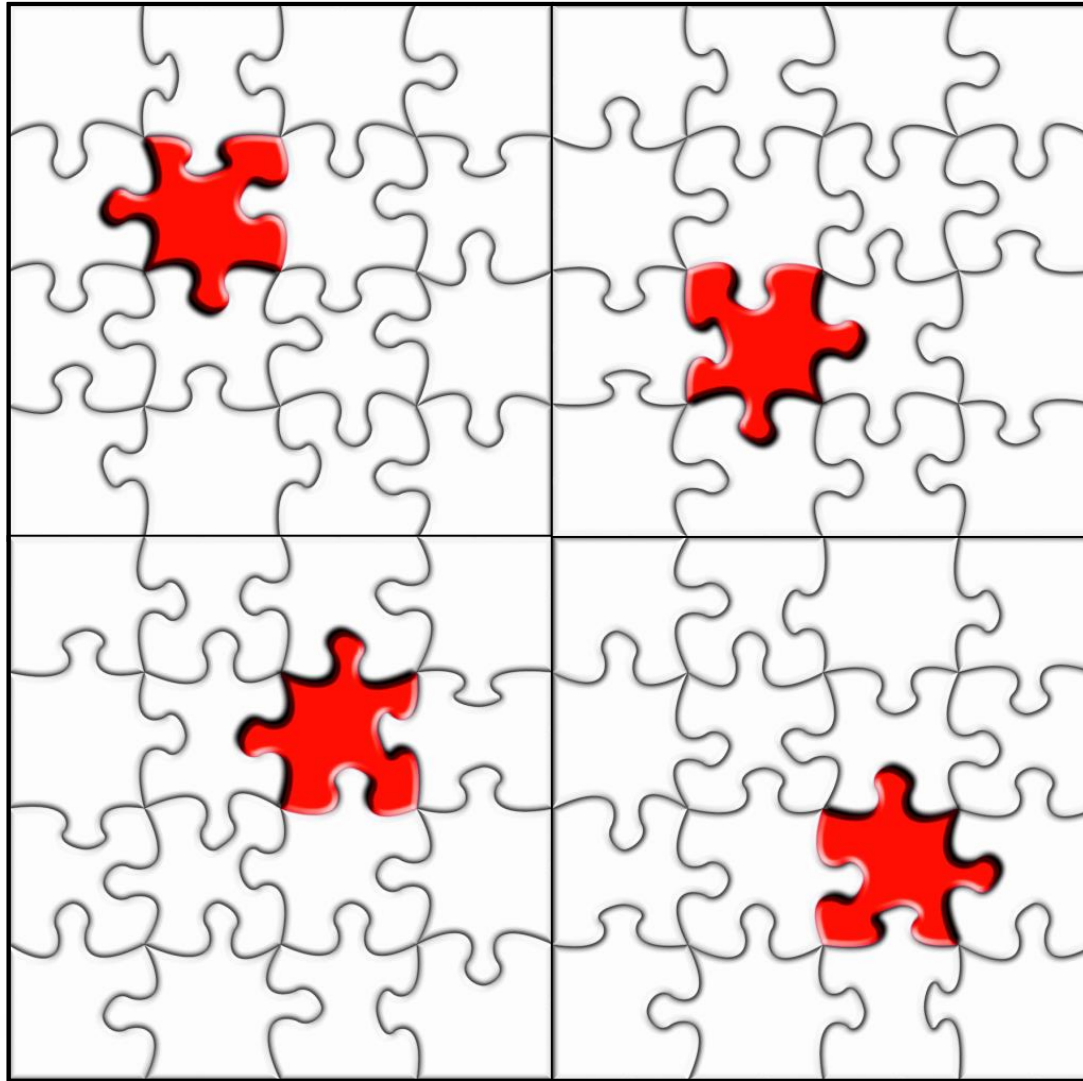


Can ERP Systems 'cover' ALL Process Requirements?

ERP Modules



ERP Systems do not satisfy all Process Requirements!



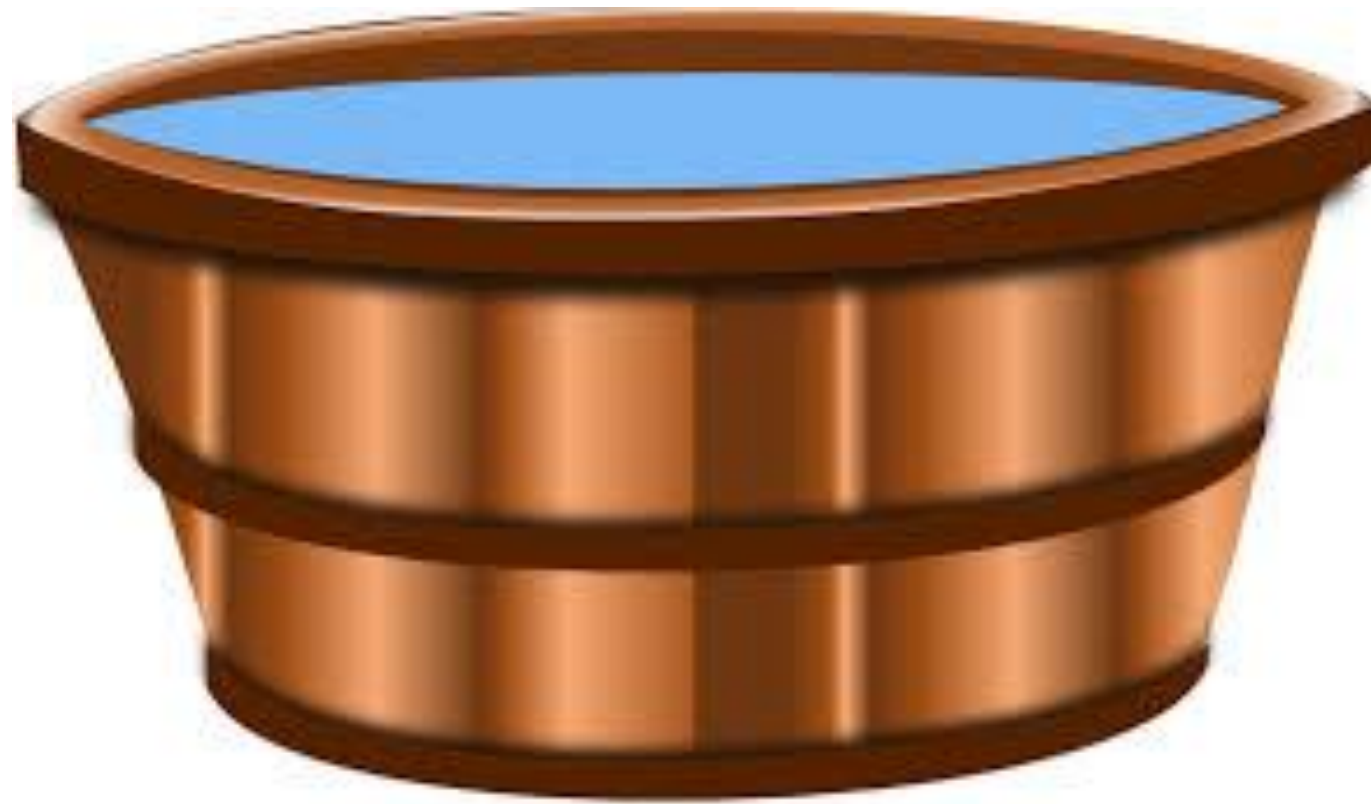
ERP **Gaps** create an
Opportunity Cost and a
'Leakage' in ERP ROI!



So, how do we get from here.....



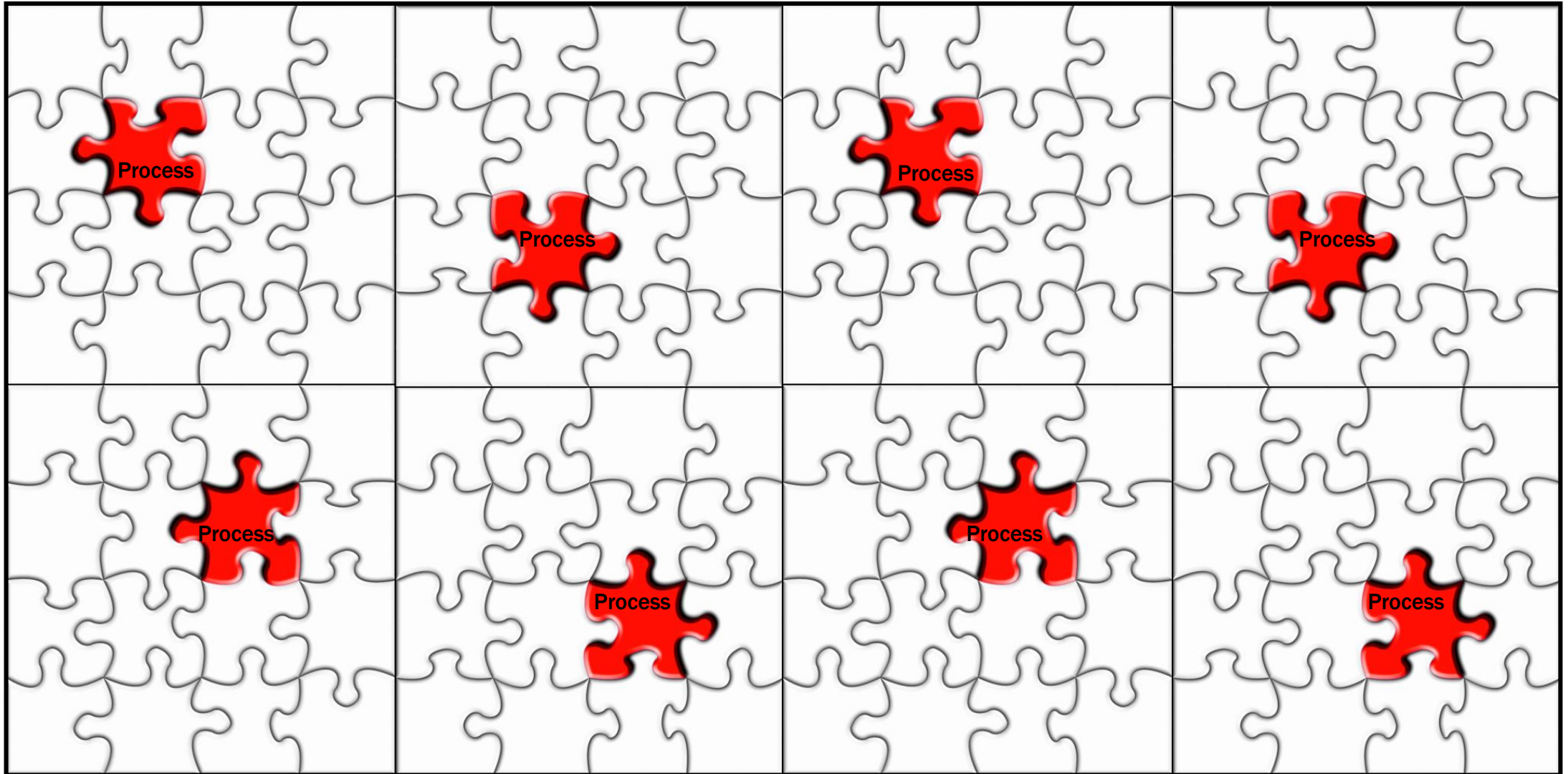
To here?



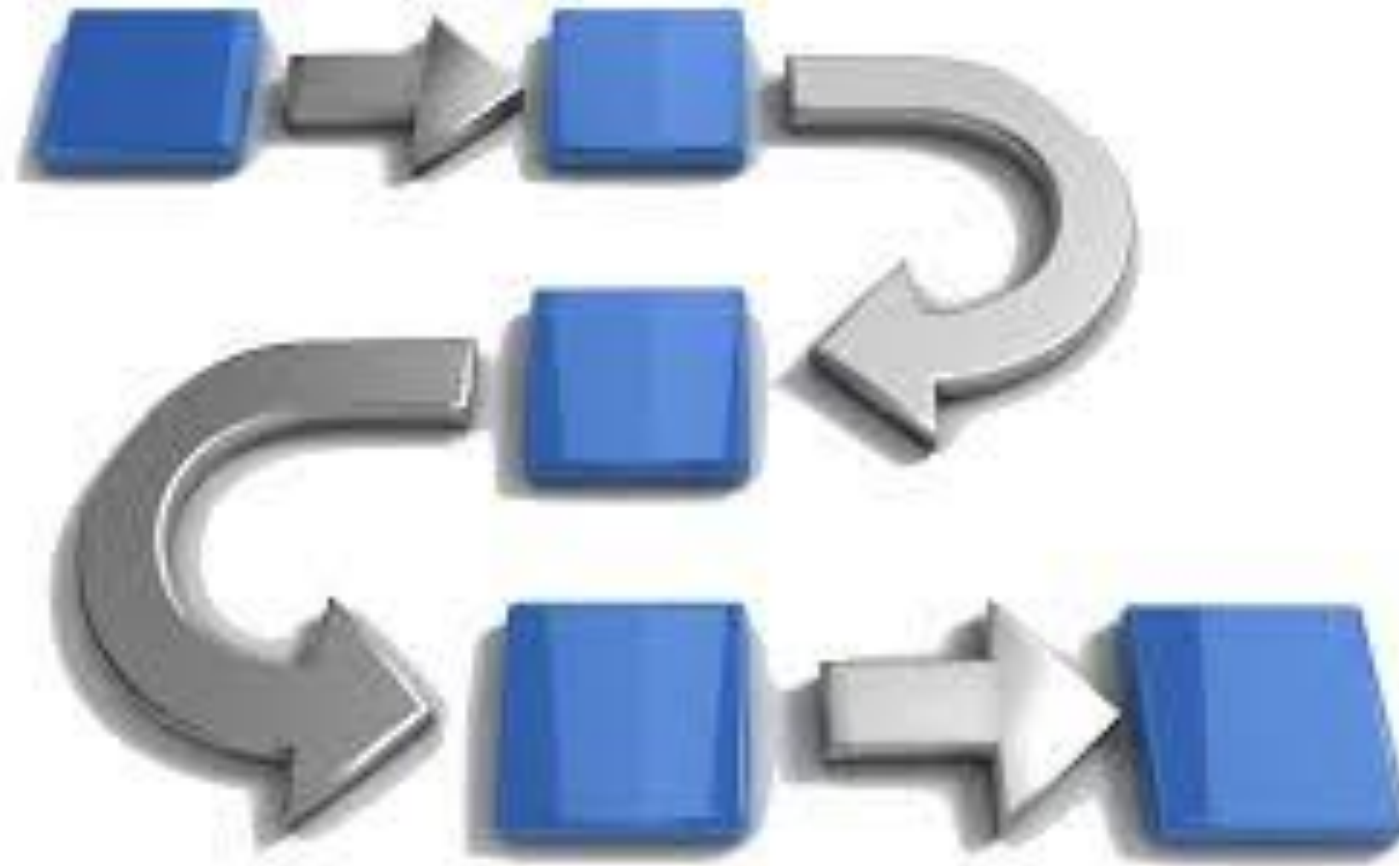
3 Step Process

3
STEPS

Step 1 – Identify Processes unsatisfied by ERP System

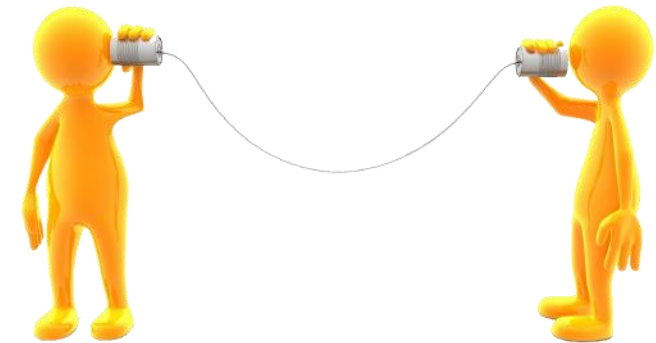


Step 2 – Design Process Workflow(s)



Step 3 – Digitize the Process

- IT Business Solutions development and implementation methodology for *transforming Business Processes from Analog to Digital*
- **Not only automation!**
- Leveraging 21st Century Technology to facilitate the 3 C's
 - ✓ **Communication**
 - ✓ **Collaboration**
 - ✓ **Connectivity**



More specifically...

Connecting People and Processes

via the Cloud, Mobile Devices, Social Media

with Approval Routing and Workflow Technology



3 Step Process

Step 1 - **Identify** Gaps

Step 2 - **Design** the Workflow(s)

Step 3 - **Digitize** the Processes

IT'S EASY AS

1, 2, 3

Supporting Research

Data collected by Aberdeen indicate that **Best in Class** businesses are digitizing their business for the following reasons:

- 46% to **promote collaboration** between business processes and business units
- 29% to manage cases based on goals rather than rigid processes
- 29% to create **more intelligent workflows**
- 21% to remap and **re-engineer business processes** to be more efficient
- 21% to decrease response times to internal and external events
- 17% to **digitize processes**

Business Processes requiring *Digitization*

- PO Requisition Management
- SO Quotation Management
- Supplier Invoice Approval
- Check Requests
- Price Changes
- Supplier RFQ's
- CapEx Requests (ie; Projects, Travel)
- Production Requests (ie; Scrap Authorization)
- Shipping Requests (ie; Freight Authorizations)
- HR Requests (ie; New Hire, Vacation, Compensation)
- Financial Controls (ie; Customer Credit Limit)



Going Paperless ROI*

- ✓ Avg. paper document takes **18 minutes** to locate
- ✓ Paper document filing costs avg. **\$20/doc**
- ✓ Misfiled docs cost **\$125/doc**
- ✓ Lost documents cost **\$350-\$700/doc**
- ✓ Paper usage in most businesses grows **22% annually**
- ✓ Each 4 drawer file cabinet contains approx. **10K docs** and takes up to **9 sq. ft.** of floor space costing approx. **\$1500/year** to maintain
- ✓ Every **12 file cabinets** requires **1 additional employee** to maintain

**Based upon studies by Price Waterhouse, Gartner and Forrester*

Examples of Process Digitization



Digitizing the Sales Quoting Process



Objective

To implement a system integrated with QAD EA to standardize, track and aid in the quotation and pricing process that would reduce administrative and pricing errors while giving better accessibility to the commercial organization, for more timely, accurate and reliable pricing information.

Results

“With ISS Group’s iQuote Solution we finally have control over pricing for our sales quoting. We have reduced our sales quote turnaround time from weeks to days, reduced administrative complaints, streamlined QAD Order Entry, standardized our quoting process, and improved quote visibility.”

Digitizing the eCommerce Process



Objective

To implement a system integrated with QAD EA that provides real-time, web-based Order Entry in both User interactive mode as well as batch upload, real-time pricing and availability, real-time Order status, and various reporting functions.

Results

The ISS Group eCommerce technology has been operating in Eaton since the late nineties, and is implemented in 10 sites around the globe processing hundreds of million of dollars in sales orders annually.



Digitizing the Sales Quoting Process



Objective

To implement a system integrated with QAD EA that would provide real-time, accurate quoting anytime/anywhere, standardization of pricing and workflow for approval processing as well as quote templates, improved quote visibility, and improved user functionality such as capturing a customer's signature when providing a quote.

Results

“Our field sales reps have found it a very user friendly program to learn and say it is easy to use from either their computer or iPad. Having product pricing information at their fingertips is essential to make them successful and meet their sales goals. In this fast-paced world, customers today expect quick response to quote requests. Our sales team couldn't do it without iQuote.”

Digitizing the Purchasing Process

Objective

To implement a system integrated with QAD EA that provided anytime/anywhere access, approval routing functionality based on configurable business rules, an easy user interface, and the ability to customize cost effectively.

Results

“We now have 200+ personnel using the ISS Group iPurchase Solution. Implementing this Digitized system has reduced errors, improved cycle time, and improved our relationship with our suppliers. It’s been a win for everyone. And with the ability for users to access the information with a web browser from anywhere in the world, even when people are out of the office or sick, we can easily substitute another approver without any loss of time.”

eProcurement generates REAL cost savings!

“On average, e-procurement solutions reduced requisition-to-order cycle cost and time by 49% and 65%, respectively.”

The e-Procurement Benchmark Report - Aberdeen

<u>Performance area</u>	<u>Before</u>	<u>After</u>
Requisition-to-order costs	\$51	\$26
Requisition-to-order cycle time	9.6 Days	3.4 Days

Source: Aberdeen Group

Digitizing the Sales Commission Process

EDERBROS
fine wine & spirits since 1933

Objective

To implement a system integrated with QAD EA that provided the necessary incentive pay functionality to effect and change the selling behaviour of 40+ Salespeople responsible to sell thousands of Items across a Customer base of thousands of Restaurants and retail establishments.

Results

“We have been able to increase sales performance in a number of ways using the ISS Group iCommission Solution. Not only does it provide the flexibility to be creative with our incentive formulas to focus our Salespeople on specific Brands at specific times of the year, but it has also allowed us to assign multiple Salespeople and Account Managers to Key Accounts for sharing of incentive pay, which has driven up sales numbers in some of our larger Accounts!”

Digitizing the Customer Credit Process



Objective

To implement a system integrated with QAD EA that provided control and governance over maintaining a Customer's Credit Limit stored within the QAD Customer Master table.

Results

A Customer's Credit Limit cannot be changed without the appropriate approval, which is now performed via a configured workflow based on credit amount, and the process is fully documented for audit purposes. Not only has it reduced the amount of time to obtain the necessary approvals, but the process now has the financials controls required by upper management and our audit staff.

iApprove™ : Platform for Digitizing Processes

ISS Group
Credit Increase Requisition
User: Frank Salesi (Logoff) Theme: Cupertino

- ▶ iPurchase
- ▶ iRFQ
- ▼ iApprove
 - Approval Rules
 - Approval Queue
 - Credit Request
 - Supplier Payments
 - New Supplier
 - Out-of-Office
- ▶ iFramework
- ▶ iQuote
- ▶ Administration
- ▶ Master Files
- ▶ Misc

Account Data
Credit/Sales Data
Approval History

Approval Information

Status: APPROVED Requestor: FRANK Entry Date: 11/20/13 19:39:33.000-05:00

Account Data

Division: Name: Account: Master Bill: Since Year:

Terms: Current Limit: New Limit: Collector Code:

Non Standard Terms have been selected

Other

UCC Filed: Type:

Save
New
Delete
Copy
Notes
Audit

Credit Increase Requisition Browse

<input type="checkbox"/>	Has Notes	Has Attachments	Originator	Req Date	Status	Master Bill To	Acco
<input type="checkbox"/>	✓	✓	frank	Wed Nov 20 2013 19:39:33 GMT-0500 (Eastern Standard Time)	APPROVED		0100
<input type="checkbox"/>			frank	Fri Jan 17 2014 14:25:40 GMT-0500 (Eastern Standard Time)	Not Submitted		
<input type="checkbox"/>			frank	Fri Jan 17 2014 14:35:09 GMT-0500 (Eastern Standard Time)	APPROVED		0100
<input type="checkbox"/>			frank	Wed Jan 22 2014 15:20:42 GMT-0500 (Eastern Standard Time)	APPROVED		0100

Refresh Page

Page Size:

iFramework™ : Web Process Form Development

iFramework is a rapid development environment for creation/maintenance of web-based Process Forms

iFramework features include:

- Form Creation/Maintenance
- Notes/Attachments
- Security
- Search
- Browse Configuration
- Batch Edit/Delete
- Audit History
- eMail Queue
- Excel Integration

The screenshot shows the 'Menu Item Maintenance' web application interface. The browser title is 'Menu Item Maintenance - Windows Internet Explorer'. The address bar shows 'http://localhost/efw50'. The page is logged in as 'Frank Salesi' with the theme 'Cupertino'. The interface is divided into a left sidebar and a main content area.

Left Sidebar (ISS Group):

- NRG Projects
- Commissions
- iApprove
- iPurchase
- iBridge
- Administration (selected)
 - Users and Groups
 - System Settings
 - Jobs
 - Audit Trail
 - eMail Queue
 - Menu Categories
 - Menu Items
- Developer Menu

Main Content Area:

Menu Item Maintenance Form:

- Category: iPurchase
- Item: UNSPSC Codes
- Order: 200
- Security: everyone
- Action: HTML
- File/Program /javascript: /efw50/ipurchase/unspsc.htm
- Parameters: (empty)

Buttons: Save, New, Delete

Menu Item Browse Table:

<input type="checkbox"/>	Category	Item	Order
<input type="checkbox"/>	Developer Menu	Search Propath	300
<input type="checkbox"/>	Developer Menu	File Editor	400
<input type="checkbox"/>	Developer Menu	Data Dictionary	500
<input type="checkbox"/>	Developer Menu	File Explorer	600
<input type="checkbox"/>	Developer Menu	Tail Utility	700
<input type="checkbox"/>	iApprove	Approval Queue	100
<input type="checkbox"/>	iApprove	Credit Increase	200
<input type="checkbox"/>	iBridge	Transaction Queue	100
<input type="checkbox"/>	iBridge	Transaction Types	200
<input type="checkbox"/>	iPurchase	Approval Rules	100
<input type="checkbox"/>	iPurchase	UNSPSC Codes	200
<input type="checkbox"/>	iPurchase	Supplier Punchouts	300
<input type="checkbox"/>	iPurchase	Reports	400
<input type="checkbox"/>	iPurchase	App Rules	500
<input type="checkbox"/>	iPurchase	App Rules Excel	600
<input type="checkbox"/>	iPurchase	Supervisor Chart	700

Page Size: 50 | Columns | Excel | Search | Batch Delete | Batch Edit

AART™ : Approval Routing and Workflow Technology

- ✓ Route electronic Process Forms for review and change/approval
- ✓ **Configurable user defined routing rules based on any data within Process Form, unlimited number of rules**
- ✓ Dynamic routing based on rules upon Process Form submission
- ✓ eMail and Text alerts for approvers and requisitioners
- ✓ Simultaneous/sequential and group approvals, out of office designation
- ✓ Unlimited retract and re-submit Process Form attempts
- ✓ Re-routing upon Process Form change
- ✓ History of all Process Form approval attempts
- ✓ Process Form queue for approvers
- ✓ User/time date stamp auditability

What is *Secret* of Digital Transformation?



The *Secret* of Digital Transformation



Think small and **fill the Gaps** left by ERP

Copy of Presentation

A download of this presentation will be available on the ISS Group Blog page at:

www.ISSGroup.com/news

Learn more about ISS Group and our Solutions

www.ISSGroup.com

Questions?

Contact Andy Weinstein at:

- aweinstein@issgroup.net
- sales@issgroup.net

Thank You!