THE DIGITAL TRANSFORMATION JOURNEY

Ian Nel
Head of Solutions
Canon South Africa
CONTENTS

01 History – Digitization
02 History - The internet
03 DT - Journey
04 The 4 key elements of DT
05 Carefully Assess
06 Canon’s 3 stages of digital maturity
1st wave Digitization

Mainframe

1960s

Mainframe Computers – IBM 7090 / Predominantly Centralized system that performed calculations

1970s

PC

Personal Computers – Introduced into larger workforce – greater flexibility

1980s

Desktop Applications

Desktop Applications – Wordstar, MS Word Excel, perform wider range of working tasks

1990s

Workgroup Communications

Workgroup Communications – Mobile Computing / Email / Graphic user interface – Mac OS 1.0 / Win Ver 1.0

Internet

1993

CERN: European Organization for Nuclear Research (CERN) put the web into the public domain
2nd wave  The Internet

<table>
<thead>
<tr>
<th>Year</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990 - 2000</td>
<td>The Http protocol / Browsers like Netscape – Rather static with basic search capability</td>
</tr>
<tr>
<td>2000</td>
<td>Web 2.0 – the internet becomes more powerful with dynamic interactive applications,</td>
</tr>
<tr>
<td>2004</td>
<td>PCI - Payment Card Industry Security Standards Council</td>
</tr>
</tbody>
</table>
STABILITY   ☞   DISRUPTION   ☞   STABILITY
DIGITAL TRANSFORMATION

Moving onto the next wave of transforming businesses digitally we start looking at every process, every connection and every resource before applying methodologies and systems.
Digital transformation is second only to 'business growth' as the top priority for CEOs today as business leader’s priorities shift to embrace digital.

Global searches for 'digital transformation' have risen by 30%.

Global spend on digital transformation initiatives is estimated to hit $1.7 trillion by the end of 2019.

There is the potential for over $18 trillion of new value to be harvested.

86% of decision makers say they have a two-year window for digital transformation, before suffering financially.
4 KEY DRIVING FORCES OF DIGITAL TRANSFORMATION

Elastic Cloud

Cloud technology breaking down barriers and driving digital transformation in a ‘hybrid’ office environment.

Artificial Intelligence

AI is the branch of computer sciences that emphasizes the development of intelligence machines, thinking and working like humans. For example, speech recognition, problem-solving, learning and planning.

Big Data

Extremely large data sets that may be analysed computationally to reveal patterns, trends, and associations, especially relating to human behaviour and interactions.

Internet of Things

Is a system of interrelated computing devices, mechanical and digital machines, objects, animals or people that are provided with unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.
Despite the promise of digital transformation, IDC predicts that **70%** of Digital Transformation initiatives will fail. Carving the correct strategy is of utmost importance if we want to succeed.
PEOPLE, PROCESS, TECHNOLOGY

✓ Buy in from customers, employees, suppliers and other external and internal stakeholders is of paramount importance to ensure a successful digital transformation journey.

✓ While some digital enhancement processes can add value, there is also some manual processes that works effectively. This results in a hybrid culture.

✓ Building a solution that meet the needs of a hybrid environment means combining manual, digital and automated processes.

✓ Some embrace change while others struggle with it. With a clear communication and business transformation strategy it can pave the way to the future with less obstacles.

✓ Breaking the digital transformation strategy down to measurable steps with clear goals and objectives.

Canon
### ASSESSING YOUR DIGITAL MATURITY

#### Hybrid Environment

<table>
<thead>
<tr>
<th>Analogue</th>
<th>Digital Focus</th>
<th>Digital Strategy</th>
<th>Digitally Transformed</th>
</tr>
</thead>
</table>
| Digitised | • Paper based workflows  
  • Digital storage  
  • Scan at end of process  
  • Digital by exception  
  • Local EDMS storage | • Digitally Transformed  
  • Full Integration  
  • Knowledge Mgt.  
  • Intelligent automation  
  • RPA  
  • Artificial Intelligence | • Optimised Processes  
  • Collaboration |
| Automated | • Digitally Archiving  
  • Digital Workflow  
  • Automated workflows  
  • Controlled access  
  • Paperlite working  
  • Pre-process capture | • Analytics  
  • Multichannel processing  
  • Digital workflow  
  • Paperless working  
  • Portals  
  • Automated tasks |}

- Digitally Transformed
- Analogue
- Digital Focus
- Digital Strategy
- Digitised
- Automated
- Optimised

---

Canon

Schoemans Office Systems
THANK YOU