# **Digital Transformation in Process Industries**



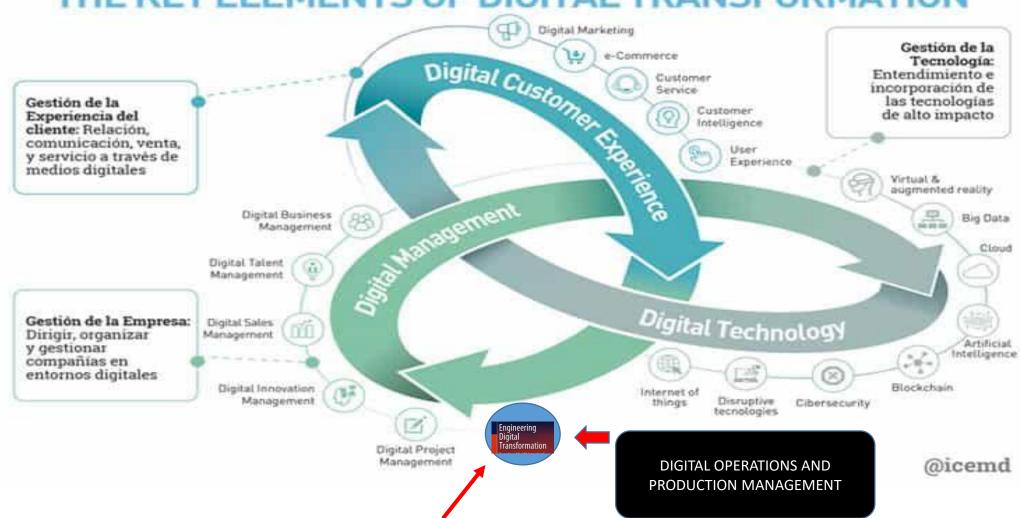


ICEMD

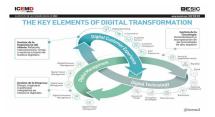


EL INSTITUTO DE LA ECONOMÍA DIGITAL DE ESIC Www.icemd.com 902 918 912

# THE KEY ELEMENTS OF DIGITAL TRANSFORMATION



DISEÑO DE LA TD DESDE LAS REAS DE OPERACIONES Y PRODUCCION





## **DIGITAL OPERATIONS AND PRODUCTION MANAGEMENT**



#### **DIGITAL MERKETING**

COMPRENDER COMO DESARROLLAR LA GESTION DE LAS OPERACIONES A PARTIR DEL DESARROLLO DEL MERCADEO INDUSTRIAL

#### **E-COMMERCE**

COMPRENDER COMO DESARROLLAR LA GESTION DE LAS OPERACIONES A PARTIR DE NUEVOS MODELOS DE NEGOCIO

### **USER EXPERIENCE**

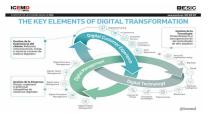
PARTICIPAR EN EL DISEÑO DE EXPERIENCIAS PARA EL CLIENTE DESDE LAS OPERACIONES

#### **CUSTOMER INTELLIGENCE**

DISEÑO DE NUEVOS PRODUCTOS A PARTIR DEL CONOCIMIENTO ADQUIRIDO A PARTR DE LA COMUNICACIÓN CON EL CLIENTE

#### **CUSTOMER SERVICE**

DESARROLLAR NUEVAS POSIBILIDADES DE SERVICIO AL CLIENTE DESDE LA GESTIÓN DE LAS OPERACIONES. DESARROLLAR EL SERVICIO AL CLIENTE INTERNO



Engineering Digital Transformation

## **DIGITAL OPERATIONS AND PRODUCTION MANAGEMENT**



#### **BUSINESS MANAEMENT**

GENERAR LA VISIBILIDAD DESDE LA OPERACIONES EN LA GERENCIA DEL NEGOCIO- HABLAR EL LENGUAJE COMERCIAL Y FINANCIERO

#### DIGITAL TALENT MANAGEMENT

GENERAR EN LAS AREAS DE OPERACIONES LA GESTION DEL CONOCIMIENTO, CAPTACION DEL TALENTO- REMUNERACION

### **DIGITAL PROJECT MANAGEMENT**

PARTICIPAR ACTIVAMENTE EN EL DISEÑO DE LOS PROYECTOS EN LAS AREAS DE OPERACIONES

#### DIGIAL INNOVATION MANAGEMENT

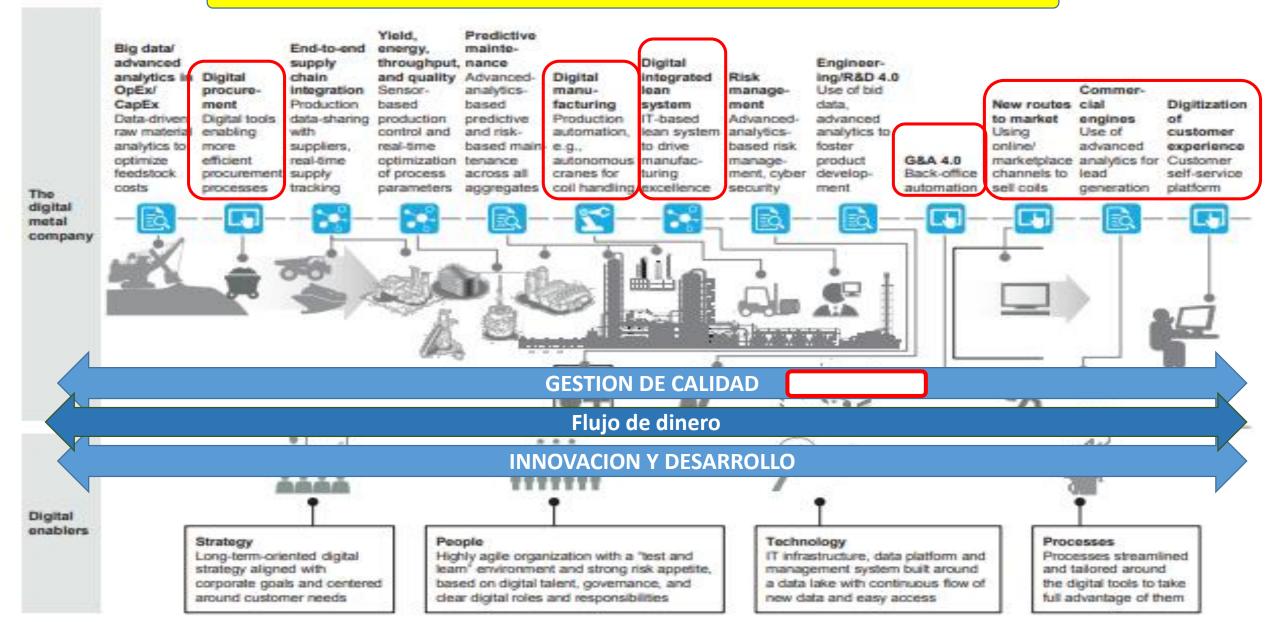
GESTIONAR LA INNOVACION Y EL DESARROLLO
DESDE LA GESTION DE LAS OPERACIONES

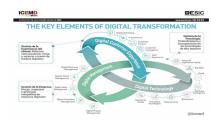
#### DIGITAL SALES MANAGEMENT

COMPRENDER EN OPERACIONES LOS COMPORTAMIENTOS DE LOS MERCADOS Y LOS CLIENTES PARA EL DISEÑO DE UNA GESTION DE OPERACIONES BASSADA EN DEMAND DRIVEN

## Digital will change metal players' full value chain

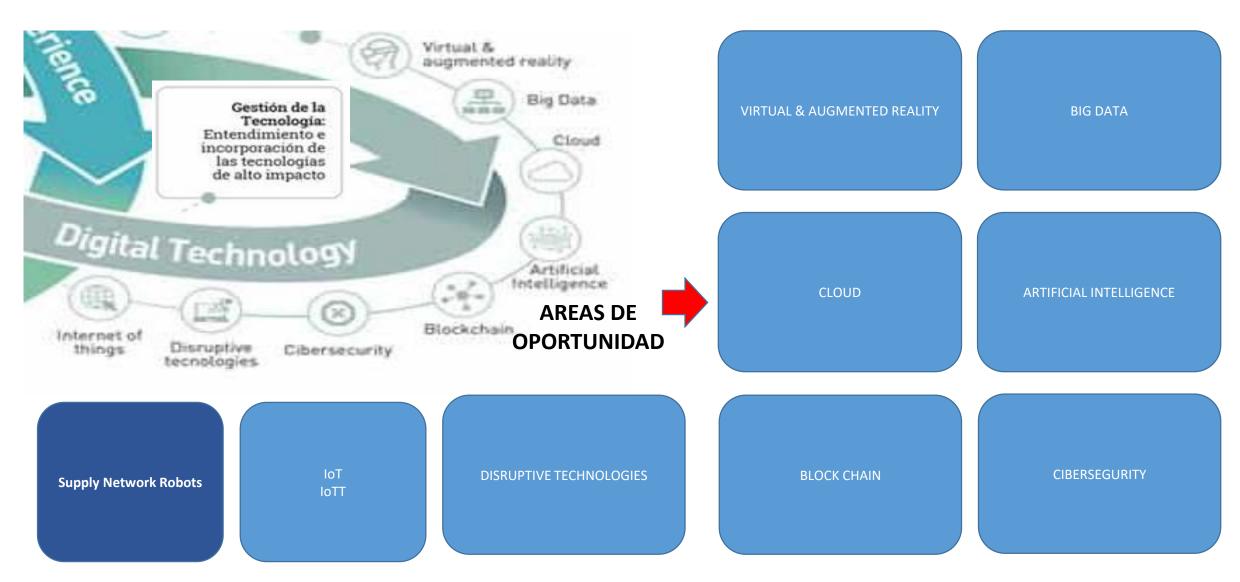
### PROYECTOS DESARROLLADOS POR LOS DIFERENTES GRUPOS SIDOC PARA LA TD



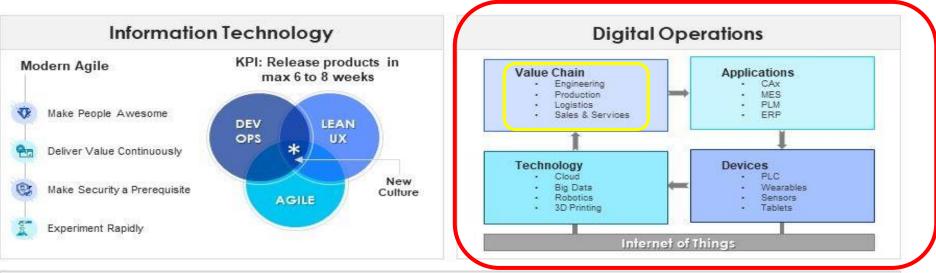


Engineering Digital Transformation

## **DIGITAL OPERATIONS AND PRODUCTION MANAGEMENT**



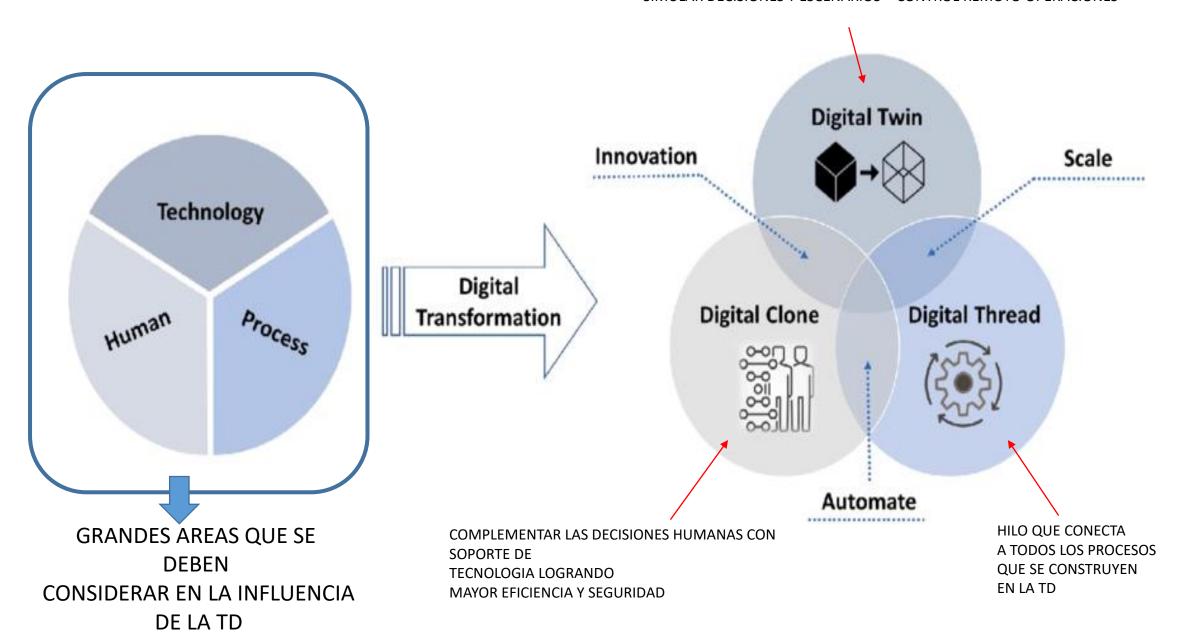
# **Digital Transformation Business Model**





This slide is 100% editable. Adapt it to your needs and capture your audience's attention.

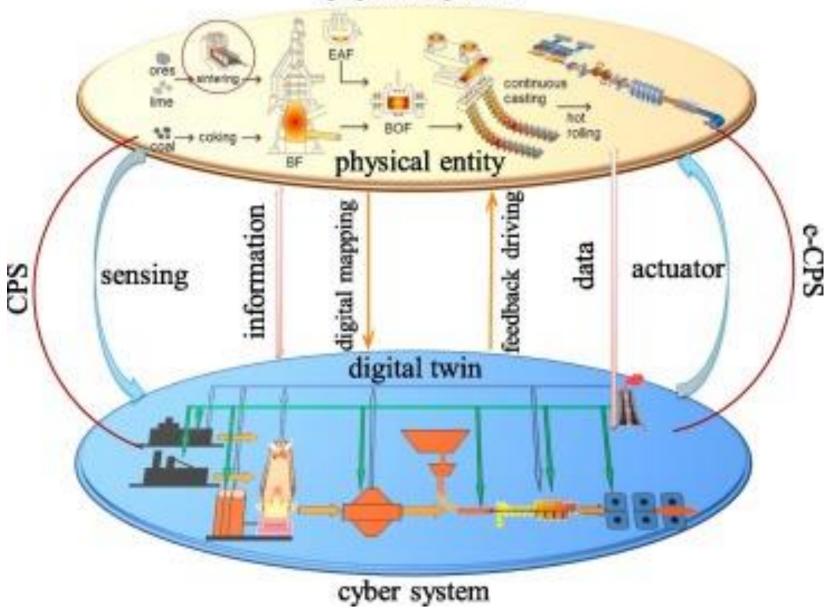
# INTEGRAR SENSORICA – CON MEDIOS DE COMUNICACIÓN EN RED SIMULAR DECISIONES Y ESCENARIOS – CONTROL REMOTO OPERACIONES



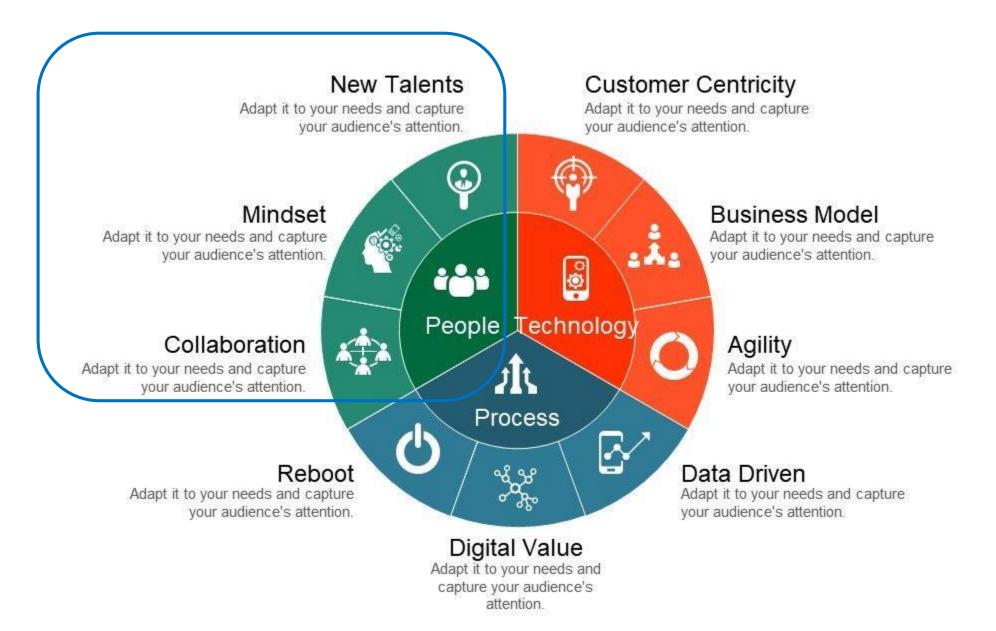
# physical system

LOGRAR UNA
REPRESENTACION
DIGITAL EN LA AREAS
DE LAS OPERACIONES
QUE PERMITA UNA
GESTIÓN BASADA EN LA
TOMA DE DECISIONES
EN TIEMPO REAL

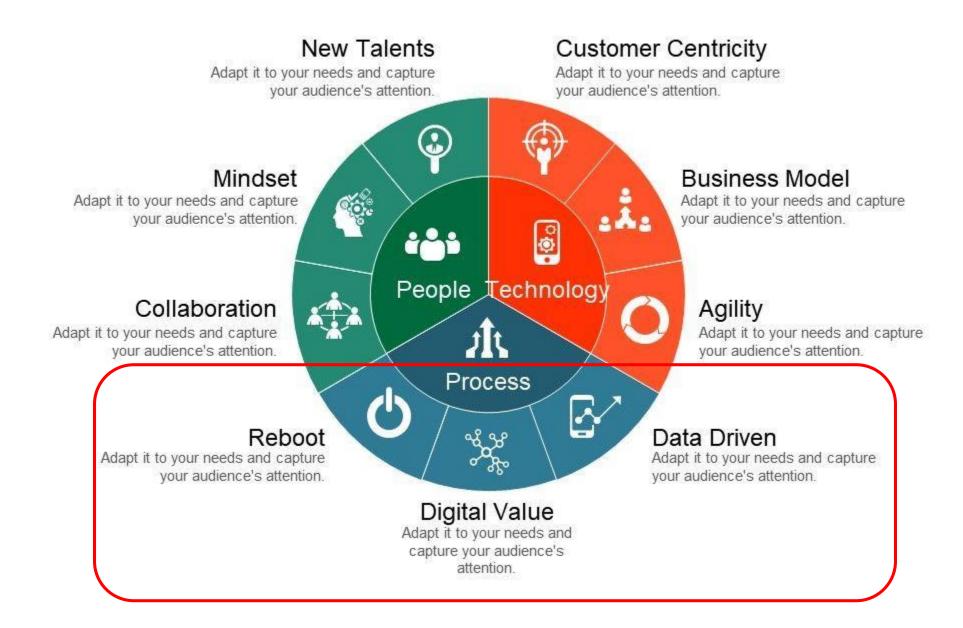




# Digital Transformation People Process Technologies



# Digital Transformation People Process Technologies



# **PROCESS**

What triggers the process? (E.g. point in time)

What are the pain-points / risks? (E.g. single-point of failure)?

What does the process achieve? (And how efficient is it?)



# PEOPLE



# **CONTENT**



# **TECHNOLOGY**

Who is involved? (Roles, internal / external) What form does it take? (E.g. XML, images, etc.)

What is being used? (And is it fit for purpose?)

What are the hand-offs? (E.g. feedback loops)

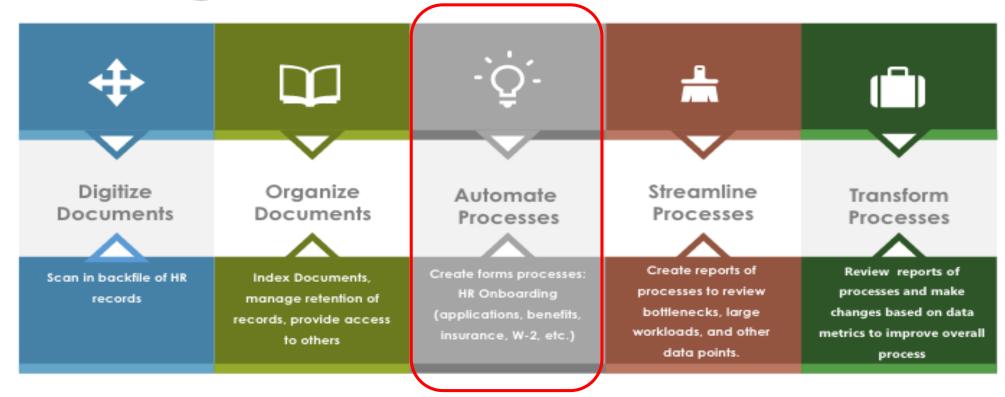
What data is captured, and when? (I.e. Metadata)

How scalable is it? (Can it grow with the business?)

What value is being added? (Is staff talent allowed to flourish?) How much manipulation is involved to get to the final product?

What is the future of the technology? (Is it sustainable for the long-term?)

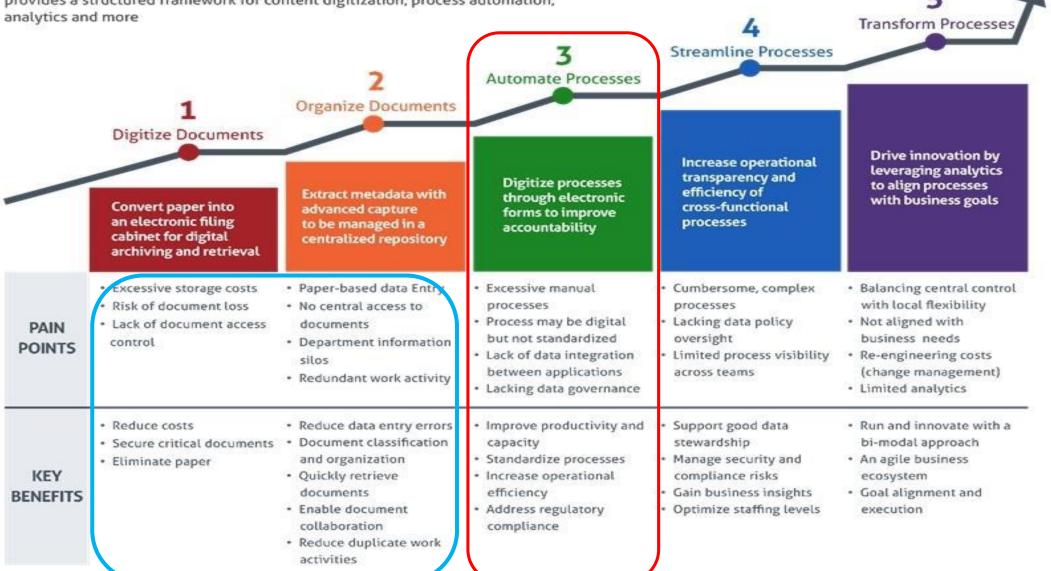
# Digital Transformation Model



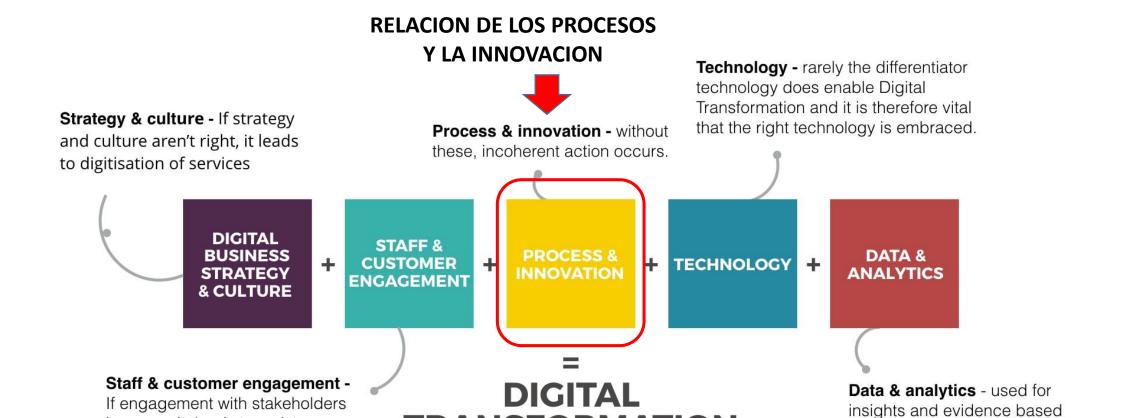
# Digital Transformation Model

Laserfiche'

This model is a roadmap for transforming your office into a digital workplace. It provides a structured framework for content digitization, process automation, analytics and more







**TRANSFORMATION** 

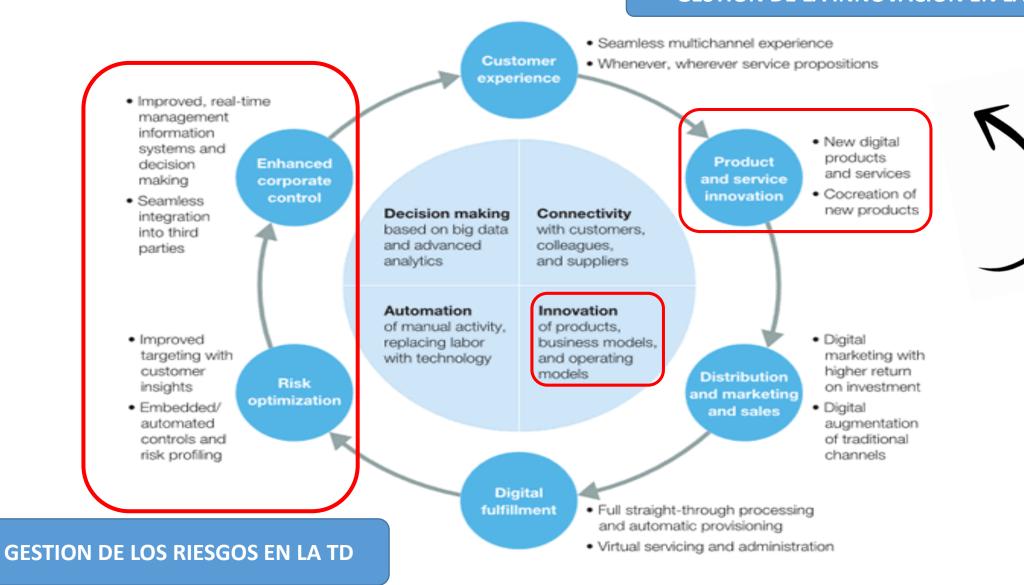
is wrong, it leads to resistance



decision making, without it there

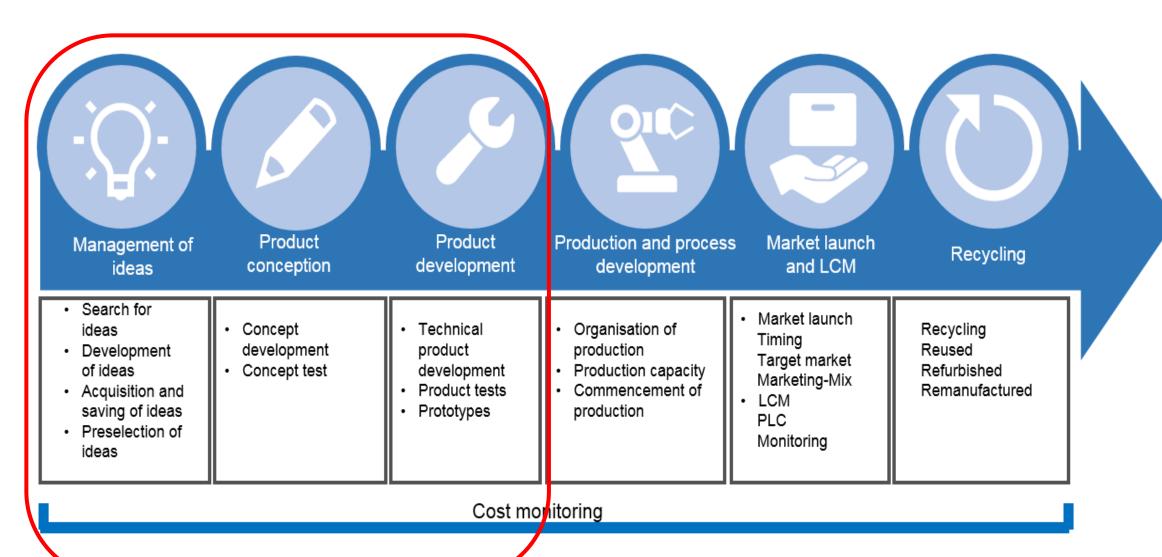
is simply stagnation

### **GESTION DE LA INNOVACION EN LA TD**



Source: Expert interviews; McKinsey analysis

### Innovación



### **STRATEGY**

**Competitive Analysis** Digital Ethics Ecosystem/Partner Analysis Financial Impacts Reports Internal Comms Leadership Alignment Organizational Roadmap Vision & Goals



## DATA

Data Architecture Data Strategy Dedicated Data Analyst(s) or Team



**INTEGRACION ESTRATEGIA E INNOVACION EN LA TD** 



### **INNOVATION**

Executive Support External Innovation Funnels HR Involvement Innovation KPIs
Innovation Organization



### **PEOPLE & CULTURE**

Collaboration **Education Management** Empowerment Onboarding Partner Engagement Talent Gap Analysis & Recruiting Training

### **CUSTOMER EXPERIENCE**

Content Strategy
Customer Engagement Process Customer Journey Customer Research **Experience Automation** Persona Development Real-time Relevancy

## **ORGANIZATIONAL ALIGNMENT**

**Customer Service** Digital Team or CoE E-Commerce Finance Infrastructure

Legal / Compliance Marketing & Communications Operations Sales or Channel

### **ANALYTICS & AI**

**Customer Experience** Customer Service Analytics Operational Technology Analytics Service and Product Innovation