

Our senior digital advisors in average have 10+ years of successful experience helping business in the process of digital transformation in a variety of industries, including manufacturing, oil/gas, retail stores, restaurants, bio-products, etc. Our services cover but are not limited to the following areas:

- Analytics: Specialized skills that can help you incorporate Analytics products and services into your business to advance your business's digital maturity (e.g. Web/ Customer/ Sales/ Service/ Marketing Analytics).
- Operations (incl. Robotics/AI, Process Automation): Specialized skills that can help define and manipulate workflow capabilities to enable you to automate, track and manage projects as they move through the idea-to-launch process with Agile. These skills could also be used to help you incorporate robotics or Artificial Intelligence into your SME environment to advance your digital maturity.
- Financial services: Guidance on financial services that can be accessed and delivered through digital channels, such as payments, credit, savings, remittances and insurance, including mobile financial services (MFS).
- Human resources: Specialized skills in the domains of People Data and Analytics, Compensation, Hiring and Onboarding and, Culture (Employee Satisfaction, Performance Management).
- Research and development: Guidance to SMEs on the implementation and utilization of computer-aided design (CAD) and software development environments to assist in the adoption of LEAN and AGILE practices as well as coordination across teams and sites during development.
- Communications: Specialized skills to help your SME adopt tools and services that manage, integrate and deliver content across digital channels such as email, social media, immersive experiences, websites and apps, digital media/publishing/documents/advertising.
- Customer service: Specialized skills to help your SME adopt tools and services to digitally engage customers. This includes delivering support and marketing processes over digital channels like live chat, email, video chat, chatbots, or text messaging. It also encompasses automated self service, virtual agents, tailored customer engagements, the optimization of service operations and elevating agent effectiveness.
- Marketing/Sales/Inventory management: Specialized skills to help your SME adopt Inventory management software and online sales tools to support

services such as On-line quotes, the management of Customer lists, to help guide customers through the sales process as well as digital tools to support marketing campaigns.

- Cyber security: Specialized skills to help guide you in the adoption of tools to address unauthorized access to the SME environment, ransomware attacks, the protection of Networks, Systems and Applications, disaster recovery and operational security, and other cyber security-related issues, including the assessment of the security posture of your SME.