

Pogled v prihodnost poslovnih aplikacij

BE-terna Day 2021

Anže Krpič

Programski vodja - storitveni sektor in digitalno poslovanje, BE-terna

Delivering quality employee experience is going to be critical to future business success

Smallwood, M. (EY, 6. 2021)

Automating Data Analysis Is a Must for Midsize Businesses

Shar, R. (HBR, 8. 2021)

A Move To The Cloud Is Inevitable

Finlinson, J. (Forbes 8. 2021)

Security - it's undeniably important for every organization to implement

Chestnut, S. (Forbes, 5. 2021)

AI in the enterprise will change how work is done

Tucci, L. (TechTarget, 7. 2021)

Improving CX has become a top business priority as a way for companies to attract and hold onto the best customers

Solis, B. (HBR, 7. 2021)

Kaj narekujejo trendi?

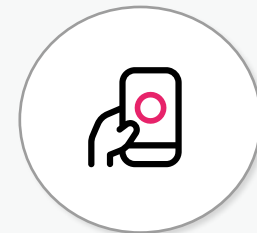
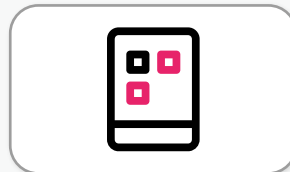
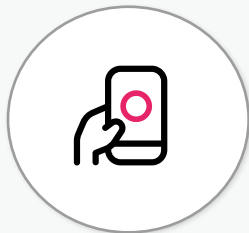
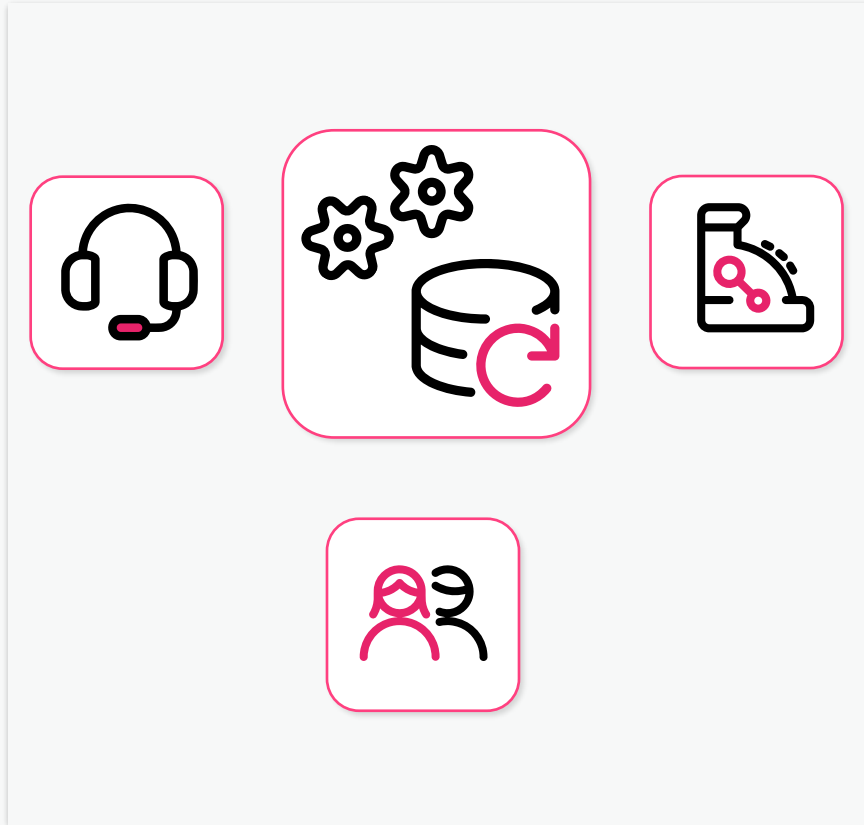
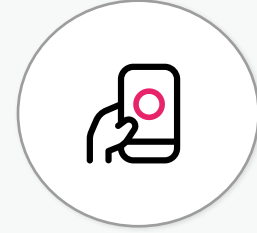
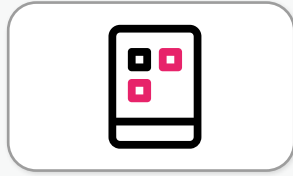
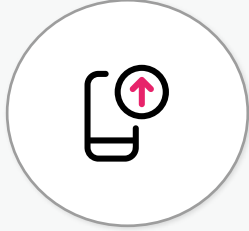
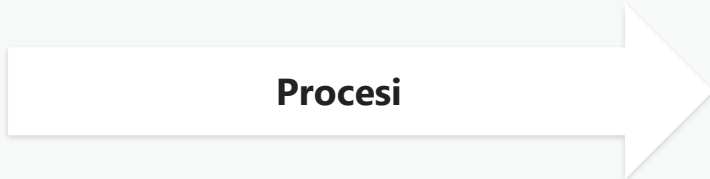
- Poslovne aplikacije kot orodje **niso dovolj**
- Osredotočenost na **ustvarjanje poslovne vrednosti**
- **Stranka v središču** (customer experience)
- Pomembnost **izkušnje zaposlenih** (employee experience)

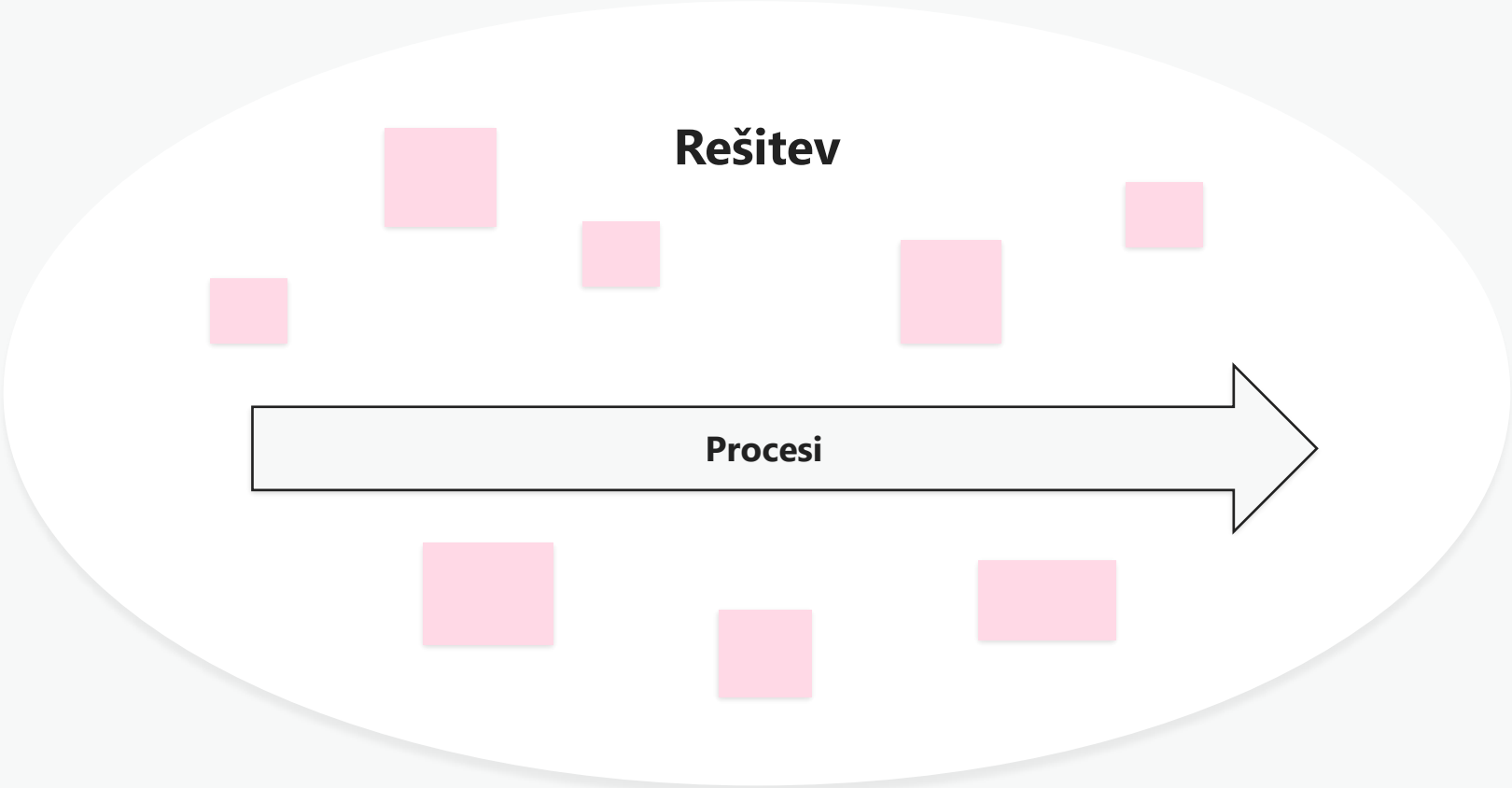


Kako slediti trendom?

- **Osredotočenje na procese** in njihova optimizacija
- **Prepustiti upravljanje infrastrukture strokovnjakom** in uporabiti interne vire za ustvarjanje dodane vrednosti
- Spremljanje in analiziranje podatkov stranke in **osredotočenost k njihovim potrebam**
- **Ustvarjanje modernega delovnega okolja** in povečanje produktivnosti

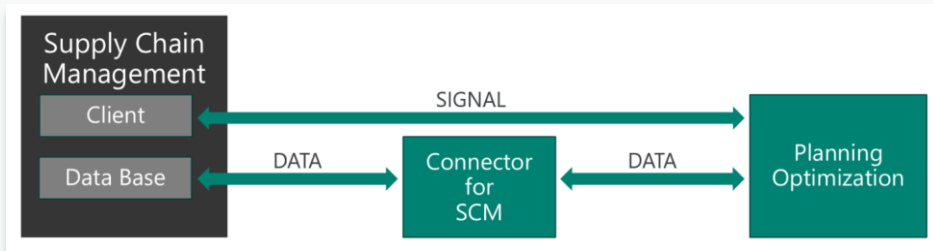






Iz monolita v mikrostoritve – optimizacija procesov

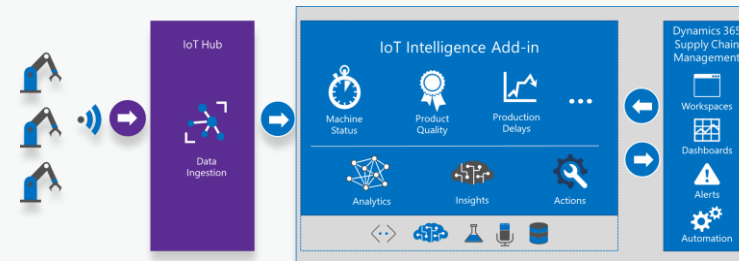
- **Optimizacija planiranja**



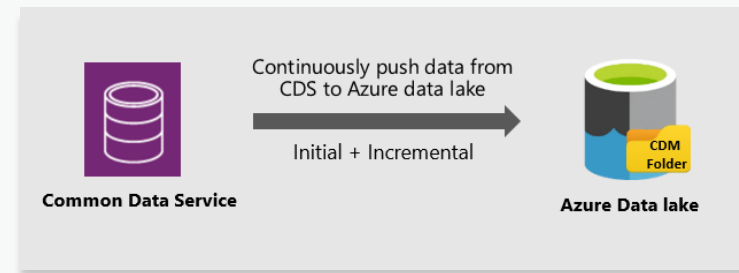
- **Pregled zalog**

Independent and highly scalable microservice that enables real-time on-hand inventory tracking. Therefore, it provides a global view of inventory.

- **IoT Intelligence**



- **Izvoz v Azure Data lake**



Ko se spreminjajo osnove ...



- Na voljo vedno več podatkov iz vedno več virov
- Strojno učenje in umetna inteligenca

Predvidevanje in proaktivnost

Podiranje silosov in preobrazba v „hiper“ povezano poslovanje

- **Dynamics 365 Cloud for Manufacturing** za produktivnost in zagotavljanje konstantne storitve
Uporaba podatkov za prilagodljivost in odpornost z **Dynamics 365 Supply Chain Insights**
- Pomembnost **povezanosti, kolaboracije in konteksta**
Dynamics 365 + Teams + Context IQ
- **Customer experience platform**
Personalizacija, avtomatizacija in orkestracija izkušnje
- **Power Platform** = omogočanje reševanja izzivov vsakemu
Power Platform **Process Advisor** -> **avtomatizacija procesov (Robotic Process Automation)**

South Africa

Chat Daisy Phillips Chat Files +

Activity

Pinned

- Ray Tanaka 1:40 PM
Louisa will send the initial list of atte...
- Beth Davis 1:43 PM
Thanks, that would be nice.
- Kayo Miwa 4/17
I reviewed with the client on Tuesda...
- Will, Kayo, Eric, +2 12:00 PM
Kayo: It would be great to sync with...
- August Bergman 1:20 PM
I haven't checked available times yet

Recent

- Charlotte and Babak 1:58 PM
Babak: I asked the client to send her feed...
- Emiliano Ceballos 1:55 PM
👍👍
- Daisy Phillips 1:00 PM
Sounds good? @ !
- Oscar Krogh 6/23
You: Thanks! Have a nice weekend
- Daichi Fukuda 5/4
No, I think there are other alternatives we c...
- Kian Lambert 5/3
Have you ran this by Beth? Make sure she is...
- Team Design Template 5/2
Reta: Let's set up a brainstorm session for...
- Reviewers 5/2
Darren: Thats fine with me

Daisy Phillips 2:30 PM

via Dynamics 365 Sales

Alpine Ski House
Opportunity

	11/25/2021	\$2,870,000	In Progress	Daisy Phillips
	Est. Close Date	Est. Revenue	Status	Owner
Contact	* Mason Smith			
Account	* Alpine Ski House			
Email	masons@ash.com			
Mobile phone	+(123) 4567890			
Budget amount	\$2,000,000			

Opportunity score 96 **Grade A** *Improving*

- ▲ Purchase timeframe is this quarter
- ▲ Decision maker is identified
- ▼ Budget is lower than average
- ▲ Country/region is United States

Details

Hi David. Are you familiar with selling trade financing in South Africa?

2:30 PM

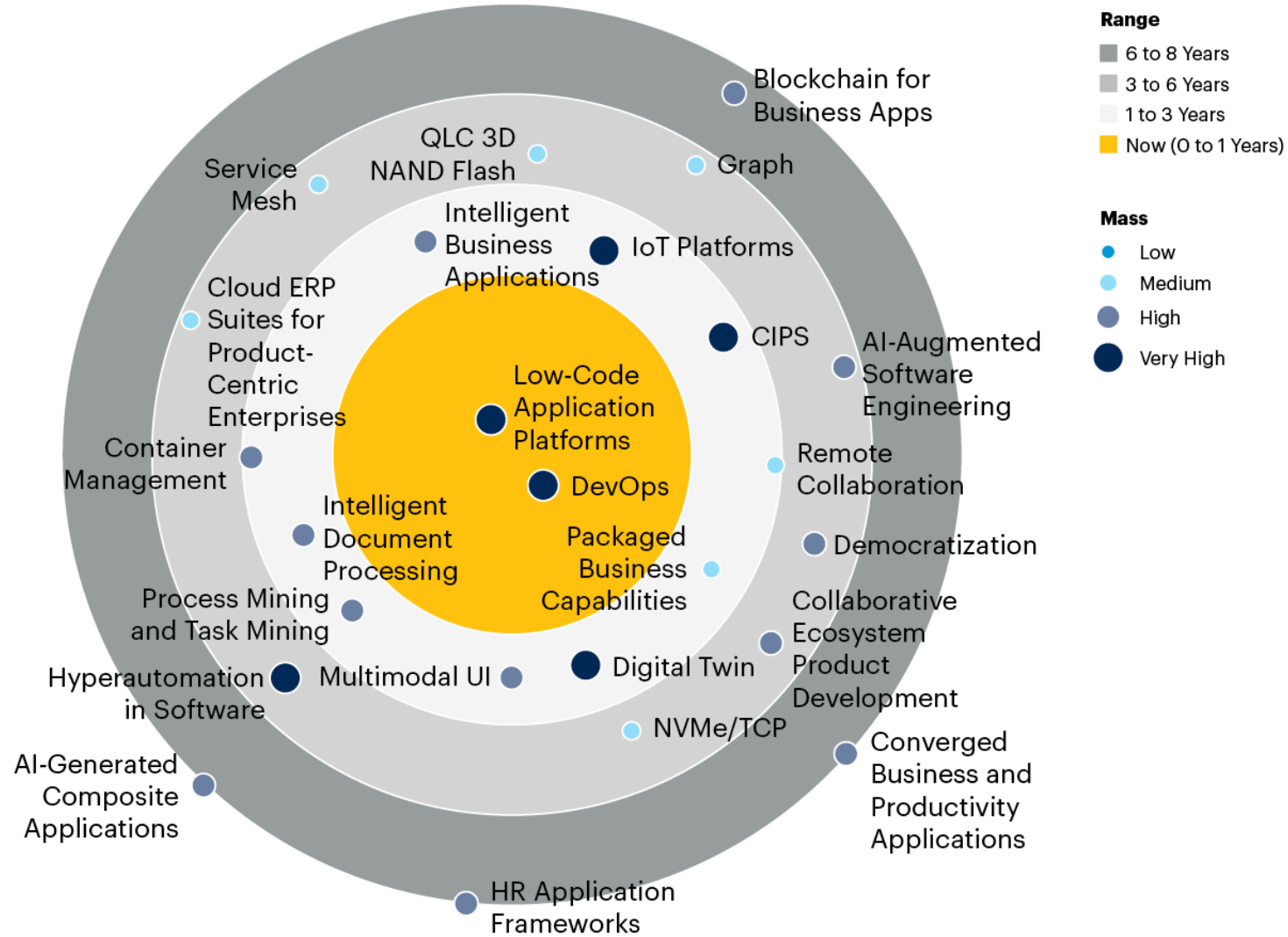
A little bit but there was a Relationship Manager who would have more details. Let me track that down.

Here it is. It was the

Activity



Impact Radar for Enterprise Software



Source: Gartner
750564_C