

Driving Innovation

A Digital Transformation Case Study in the Electronics Industry



This manufacturer of high-quality electronics appointed us to carry out a 7-day digital maturity assessment and digital road map, to become a data driven business.

For over 25 years our client has been delivering the most innovative, top-of-the-range, electronics to the world. In general, organizations are re-evaluating their business models and efficiencies to meet the changes and challenges resulting from unprecedented recent developments and an increasing array of technology advancements. There is wide acknowledgement that we need to look at digitalizing the way we work to ensure that we will evolve in line with these strong external forces. This was a focus for our client when we partnered with them on this digital engagement.

The objective of this engagement was to:

-  Produce a digital maturity assessment using the Leading Edge Group proprietary digital maturity model.
-  Develop a high-level value stream map of the core business processes to identify those that could be automated.
-  Identify current information systems and how they interact with the client's processes.
-  Create a digital heatmap of the value streams.
-  Identify opportunities for digital initiatives.
-  Develop a digital strategy, roadmap and KPIs.

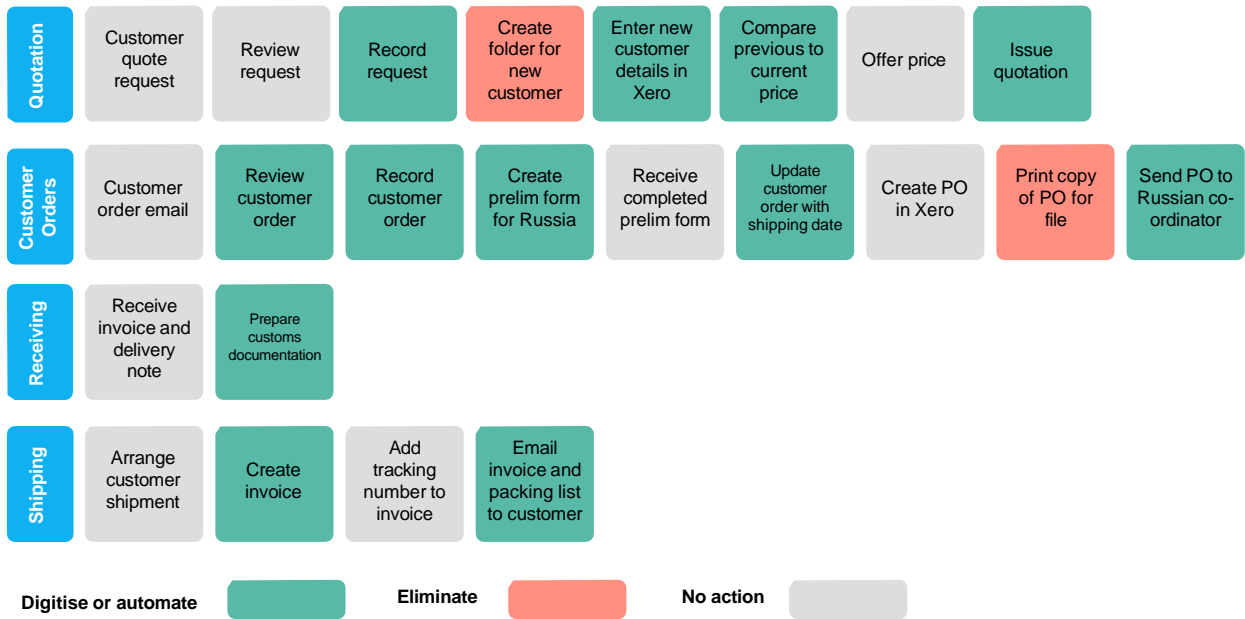
Digital Assessment

Our digital assessment scored the client at level 2 in our digital maturity model (informal and reactive) where some digitalization of processes had begun, informal IT processes were in place and the staff were broadly aware of the benefits and opportunities of digitalization.

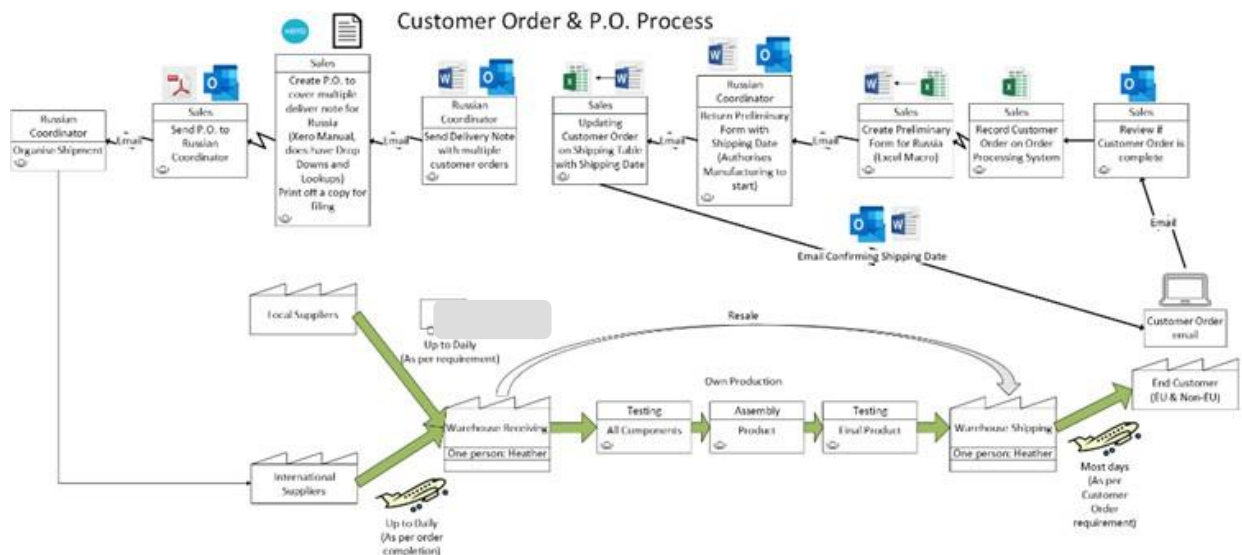
Leading Edge Group leveraged Microsoft apps such as SharePoint, Teams, Power Automate and Power Apps to identify opportunities to increase collaboration across the organization and digitalize, streamline, and automate certain business processes.

The next step in the journey was to undertake a targeted programme of work to enable the organisation to progress to Level 3, which would be the target level for an organisation of the client's size and business type. A detailed roadmap was developed to guide the client on a targeted programme of work to enable them to realize opportunities to reduce costs in the existing value stream and increase their level of digital maturity.

Digital Heat Map



High Level Value Stream Maps



Leading Edge Group created a digital strategy for the client based on their strategic goal, priority initiatives and future initiatives.

Strategic Goal: Digitize operations and realise opportunities to reduce costs in the existing value stream and increase level of digital maturity from 2 – informal and reactive to 3 transitional.

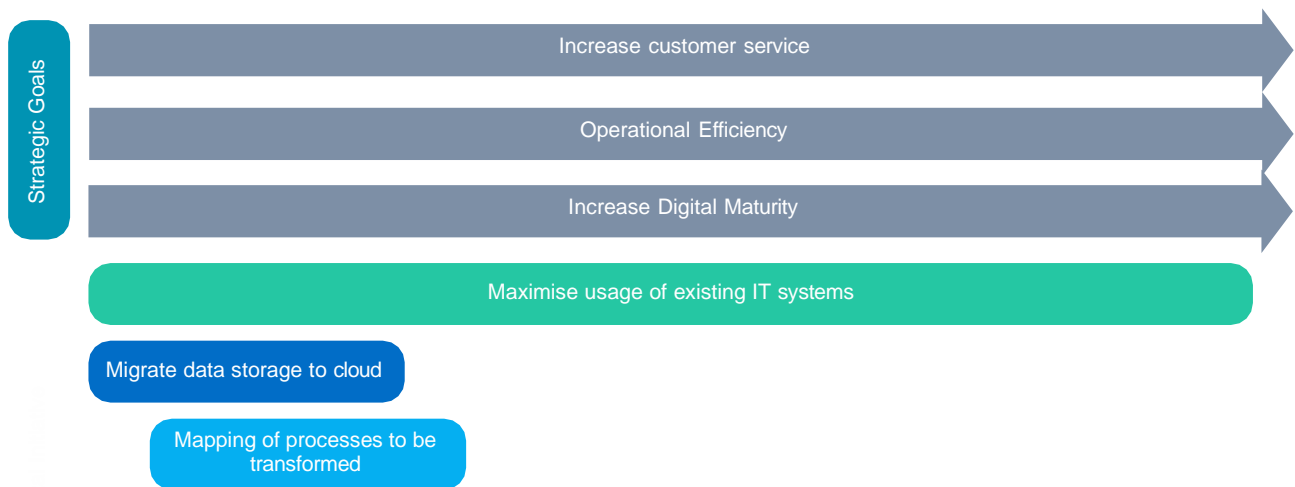
Priority Initiatives identified:



The recommendations were to maximise capabilities of existing IT solutions to eliminate waste in existing processes.

- Automate and digitalize manual processes, e.g., customer ordering and inventory processes.
- Replace legacy data stores for customer files.
- Upskill and empower staff to ensure sustainability of transformation.
- Specifically identified opportunities to increase sales by understanding the critical decision drivers of the customer and eliminate printing of certain documents through the utilisation of better software.
- Implement a CRM system to enable more granular customer analysis.
- Review all business processes to reveal future digital opportunities.

The goal was to leverage operational efficiencies to increase the level of service to customers and align Digital with their overall business strategy whilst providing their staff with the environment to explore new innovations.



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