DigitalEdge

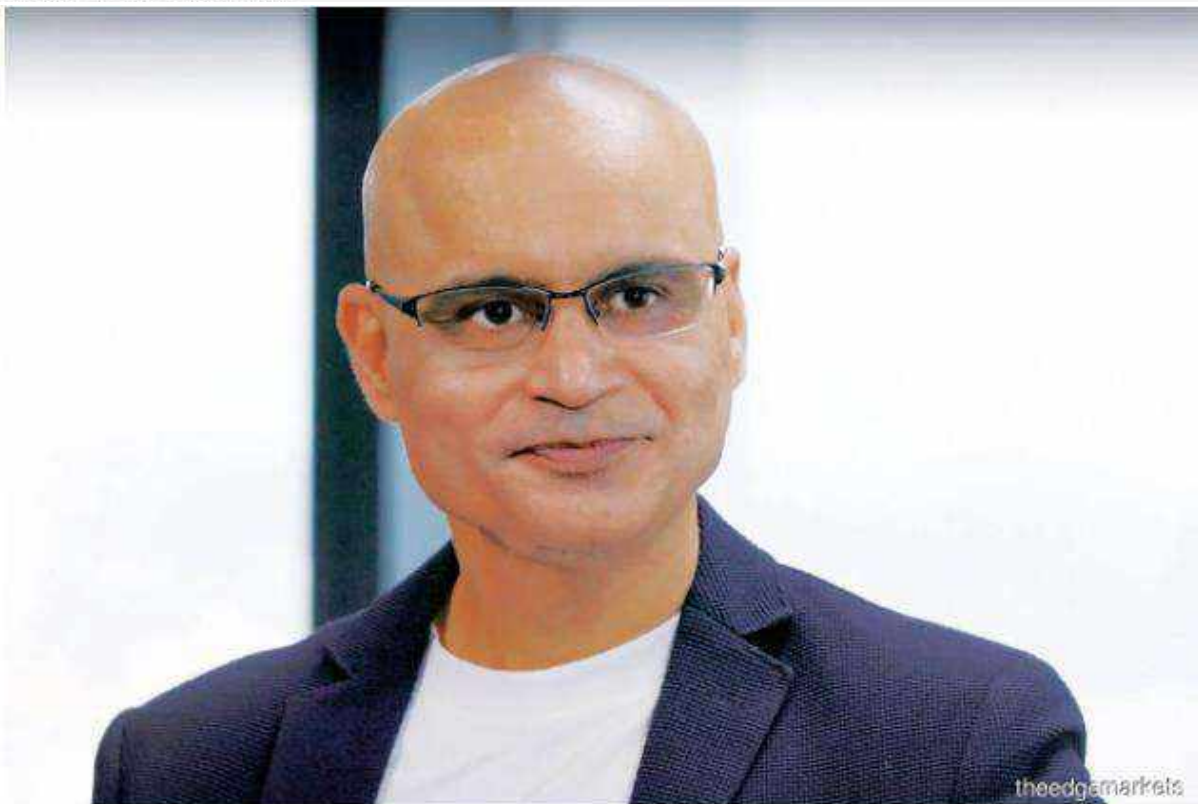# Digital Transformation: Work with a streamlined solution, not a Frankenstein monster

Jotham Lim / The Edge Malaysia
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"True digital transformation involves deconstructing existing processes and putting them back together in a manner that is automated, eliminates human touchpoints and leaves a digital footprint." - Sandeep

The pandemic has escalated the digital race into a digital stampede. Where before it was only a few large entities at the forefront of technology adoption, the arena is now flooded with organisations — both large and small, public and private — scrambling to get on board.

While some digital transformation journeys are deliberate, many were done in a rushed manner — forced, so to speak, by the circumstances brought about by the pandemic.

Workday president of Asia Sandeep Sharma points out that there is a difference between digital transformation and digitisation, and that many companies are approaching the subject in a less-than-ideal manner.

"Many companies are just migrating whatever they have on-premises onto the cloud. This is essentially just taking what has existed and running it on a cloud platform. This is not really transformation, because you are doing exactly the same thing as you were before," says Sandeep.

"Every company is digitising in some way, shape or form. But in the context of true digital transformation, the journey here in Asia is still fairly nascent. True digital transformation involves deconstructing existing processes and putting them back together in a manner that is automated, eliminates human touchpoints and leaves a digital footprint."

During the pandemic, organisations have rushed to digitise their operations by department or business function. At the top of the priority list would be enabling a remote or hybrid working environment. New digital initiatives typically sprang from that point, if there was no existing digital transformation plan in place.

As organisations rush to adopt new software, workflows and subscriptions, the employee working environment has become more complicated than necessary. In addition to the Google and Microsoft suites of products, solutions such as Slack, Zoom and Trello now populate their day-to-day lives.

"A Frankenstein monster is where you put different pieces together bit by bit. You start by working on one part and move on to the next. At the end of the day, you end up with a body you barely recognise yourself," Sandeep explains, alluding to the disjointed state in which many companies find themselves.