

Client Story: Leading Infrastructure Company

One of India's largest telecom infrastructure organization was looking to enhance the digital mindset of its entire Finance team. The CFO of the organization was keen that employees in Finance function should come out with digital innovation ideas on their own. Whereas the organization had previously launched some digital innovations, it was critical for the Finance team to develop a comprehensive plan to becoming digitally savvy.

APPROACH

- InspireOne started the engagement with an organization insight gathering exercise during which we identified various opportunities of digitalization within various sub functions of Finance
- A digital literacy assessment was also administered to all 120 employees in Finance to assess their level of knowledge on various digital technologies
- This was then followed up with a 2 day workshop on "Digital Mindset". All 120 employees were covered in these workshops
- During and post workshops, participants applied digital innovation principles to come out with digital innovation ideas for the finance function.
- Participants worked in teams to create a level 1 business case document on identified digital innovations.

OUTCOMES

- Through the course of 3 months, 21 digital innovation ideas were identified
- These digital innovation ideas were presented to the CFO who felt that atleast 50% of ideas will have a significant impact on increasing productivity, enhancing internal customer experience and reducing manual work
- Participants also reported a high confidence in developing digital innovations as a result of this initiative