

**DIGITAL  
TRANSFORMATION  
'AT THE EDGE'**

**BCX**

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# 01

## Digital Transformation 'At the Edge'

Digitalisation is a social and business phenomenon, which is powered by the many incredible technologies available today. How you adopt and incorporate these technologies is the essence of digitalisation – it enables you to seamlessly weave together processes, systems, customers, partners and employees and become the ultimate connected business.

**Digital transformation is an inevitable journey** that all organisations will embark on, fundamentally **changing the way in which business is conducted** and delivering enhanced customer experience.

BCX helps businesses across multiple industry verticals to gain market understanding, **identify key pain points and provide agile digital solutions** for this journey. We have also created the **Digital Edge Division** to help organisations drive their digital agendas: embracing digital transformation in creating software solutions to significantly improve customer experience.

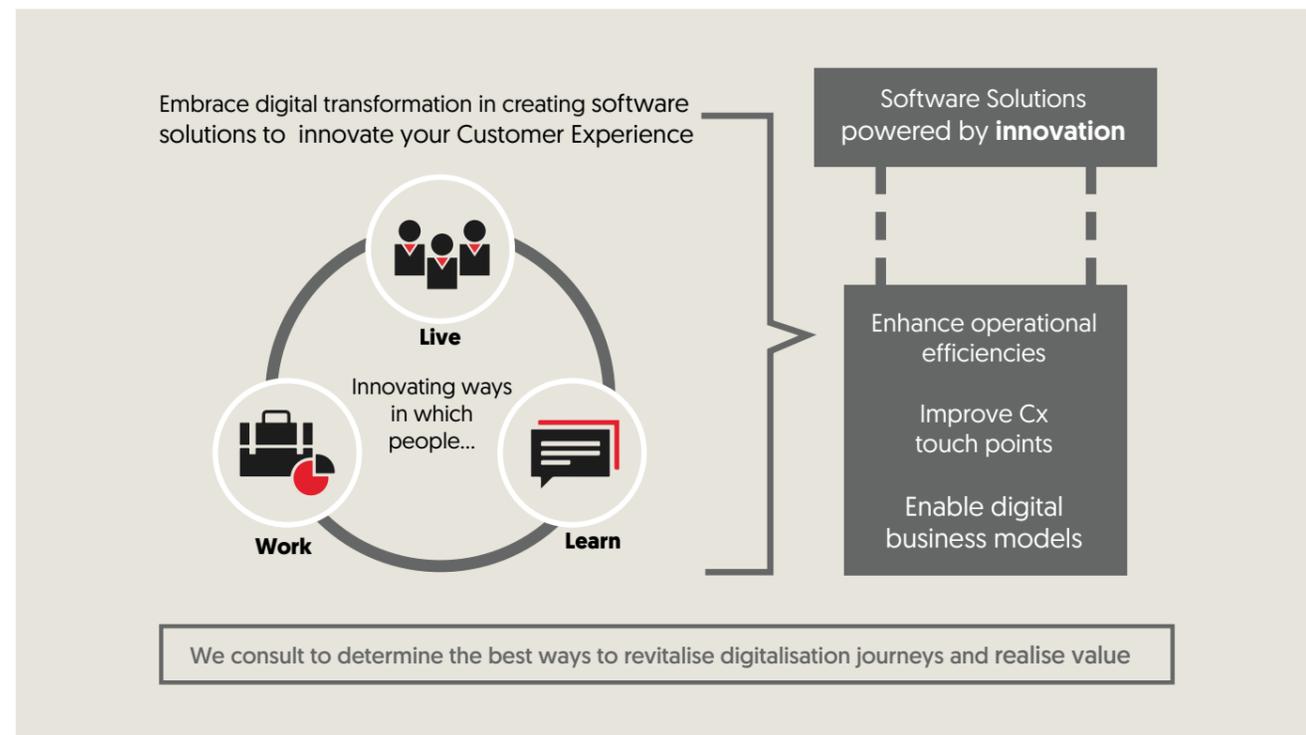


Figure 01: The Digital Edge Strategy

Digital revitalisation influences how people work, form relationships to collaborate and solve problems. Digital is more than a technology strategy, it is a business strategy powered by people which includes data, processes, culture, leadership, technology, innovation and customer experience. These, in turn, allow for business drivers like business growth, cost-efficiencies, reduced risk, competitive advantage, optimised processes, faster go-to-market rates, maintaining and enhancing brand reputation.

We do not believe in a 'one size fits all' approach, but work with people and organisations to determine the best ways to revitalise digital journeys and realise value.

### The Digital Edge Offering

#### Digital Envision

- Digital journey mapping and solutioning through digital transformation consulting, as well as cloud readiness assessments, strategy preparation and cloud migration.

#### Digital Development

- High-velocity application development.
- Delivering world-class mobile, web and traditional applications.
- Application modernisation as part of the cloud journey

#### Embedded Integration

- Seamless integration between different environments and platforms.

#### Digital Innovation

- Insights – Getting the most out of your data through Data Analytics.
- Robotic Process Automation - Intelligently automating and improving processes, including the use of ChatBots.
- Incubation - Exploring Virtual Reality and immersive Experiences.

### Digital Envision – Digital Transformation Consulting

Digital Transformation Consulting assists clients to understand where in the transformation journey they are and guides them along their maturity life cycle.

#### Service Offerings include:

1. Consulting or workshops with clients to uncover their digital transformation strategy and possible barriers.
2. Readiness Assessments (Customer Experience, Digital Transformation, etc)
3. Positioning of the Digital Edge BCX Offerings in the form of pre-defined value propositions.
4. Facilitation of specific innovation workshops, taking clients from strategy to business case.

The BCX Readiness Assessment (DRA) is a structured approach to evaluate the digital maturity of our clients with a full engagement consisting of 4 main steps:



#### Readiness Assessment outcome(s):

1. Readiness Report;
2. Roadmap of potential initiatives, and;
3. A set [of typically 3 – 5] innovation assignments to start a digital innovation journey.

#### Readiness Assessments benefits:

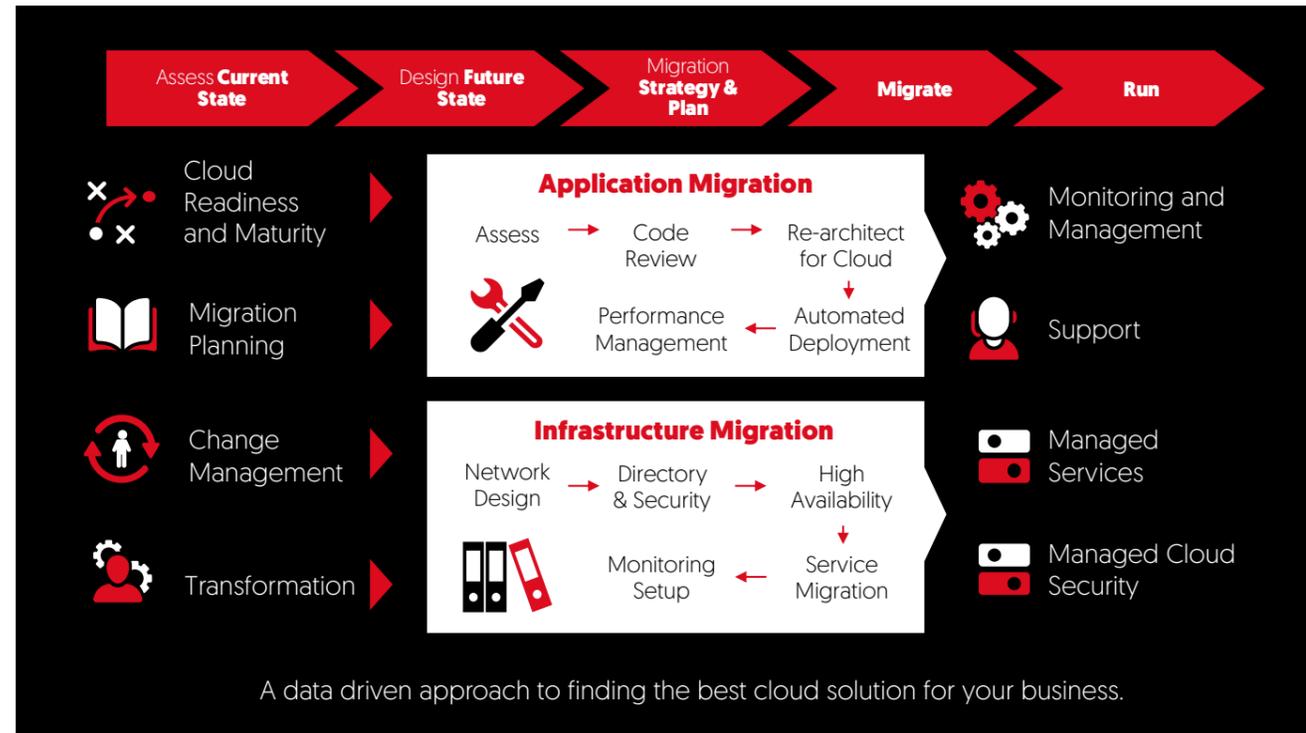
1. Jumpstarts the organisation's maturity journey.
2. Provides awareness of digital maturity and its implications.
3. Highlights digitalisation focus areas.

### Digital Envision – The Cloud Journey

Each journey towards a goal starts with the decisive 'first step'. BCX Cloud Consulting is a data-driven approach to finding the best cloud solution for your business. The first step here is running a current-state analysis and workload assessment, with vendor recommended toolsets [e.g. Cloudamize for AWS & Azure, and Advisor for Virtustream].

BCX is an independent services organisation that focuses on early understanding and analysing the client's business requirements and makes recommendations on the most appropriate Cloud initiatives.

Our approach is tailored to the specific client, considering their industry, where they are in their cloud journey, their level of cloud maturity, business priorities and objectives to ensure that the consulting engagement is relevant to them.



By and large, we have partnerships with the Hyperscaler's, 6 different BCX Clouds, partnerships with OEMs for Private Clouds and provide connectivity services to and managed services on all of these.

We do not stop at the first step, we also support the client through the stages of design, planning, migration and running of software solutions with the aim of optimising internal efficiencies which in turn have a significant impact on customer experience.

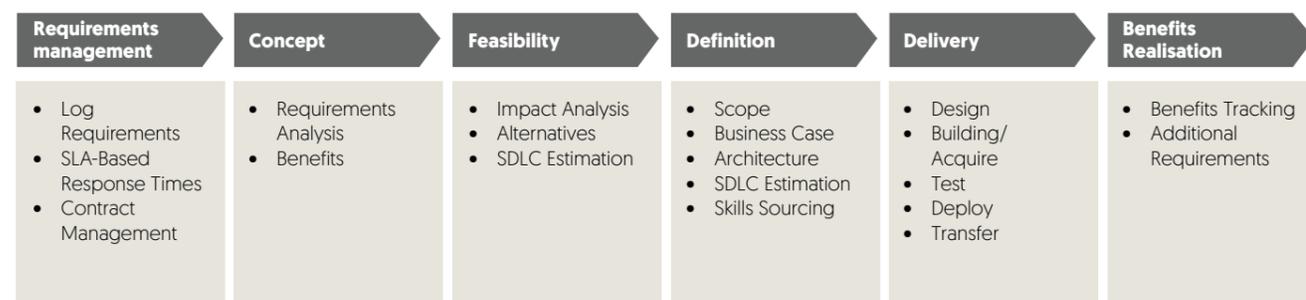
## Digital Development

Digital Development is a process involving businesses seeking to build applications and enable the enhancement and modernising of existing application portfolios, thereby unlocking business benefits through new technologies and custom application developments.

At BCX, we develop highly scalable custom applications and mobile solutions. Once applications are deployed,

we offer end-to-end application lifecycle management which ensures that business applications are managed and operated seamlessly.

We also have skilled resources to provide economies of scale in maintaining and supporting applications on an enterprise scale.



- **BCX also provides application migration and modernisation services** to address the need of migrating off legacy to new applications or platforms as part of the cloud journey. This includes the integration of new functionality to provide the latest functions.

- **Bespoke development** allows clients to define their needs and overall requirements to determine the exact functionality required, and how the system will look and perform. This enables the development of fit-for-purpose applications.

BCX has a proven track record of application development, modernisation, maintenance and support.

## Embedded Integration

In the interconnected world of numerous disparate systems, cloud-to-cloud connectivity and platform-based transactions, integration is becoming more important than ever before. Application integration, be it through microservices, APIs or enterprise tools, solves business problems. Embedded Integration (EI) facilitates and assists all our clients to reach a point of total interconnectivity by providing industry class integration platforms and services on-premise or via the cloud.

### Embedded Integration solves the following problems:

#### Business Interconnectivity

Make more informed business decisions that are based on consolidated information.

#### Cost Savings

Reduce the costs of managing disparate information flows from legacy and heterogeneous landscapes. Integrate systems in a way that enables clients to use existing infrastructure for composite solutions.

#### Work Efficiencies

Integrates systems in a way that enables sustainable and scalable ongoing integration and automation.

#### Technologies include

Oracle, IBM, Microsoft.

### Embedded Integration (EI) provides an offering across the following services:

#### Integration Design

Integration Design is a technique that EI utilises to solve the key problems experienced today when integrating data and applications to create technical solutions for complex business processes.

#### Integration Implementation

EI has a vast track-record of integration implementations across multiple organisations both in the public and private sector utilising toolsets from OEMs. Integration Support

#### Integration Support

EI provides end-to-end 24x7x365 support for all integration environments with customisable support packages designed to provide the client with maximum productivity and stability within their Integration Production environment.

## Digital Innovation – RPA & Chatbots

### RPA Overview

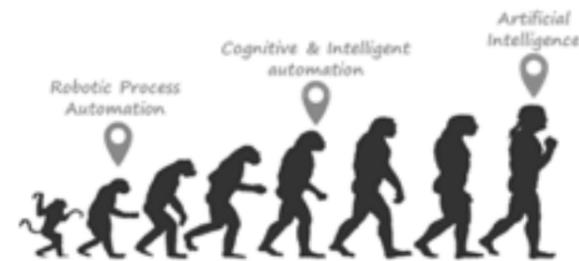
The priority to automate and the capability to automate have met, and organisations can now reap the benefits of an automation-enabled transformation journey.

### Definition

In the context of RPA, robots are software imitating and replacing humans performing repetitive rule-based tasks in applications.

RPA primarily targets the automation of rule-based transactional processes.

Enrichment by cognitive functionalities builds the bridge from RPA to the next level as an application of Artificial Intelligence.



### Why now?

Workflow automation is changing in a transformational way due to

- **Proven benefits** cases with easy to customize standard software
- **Increasingly holistic view** of processes in companies
- **Increasing level of experience** leading to fast rollouts
- **High scalability**

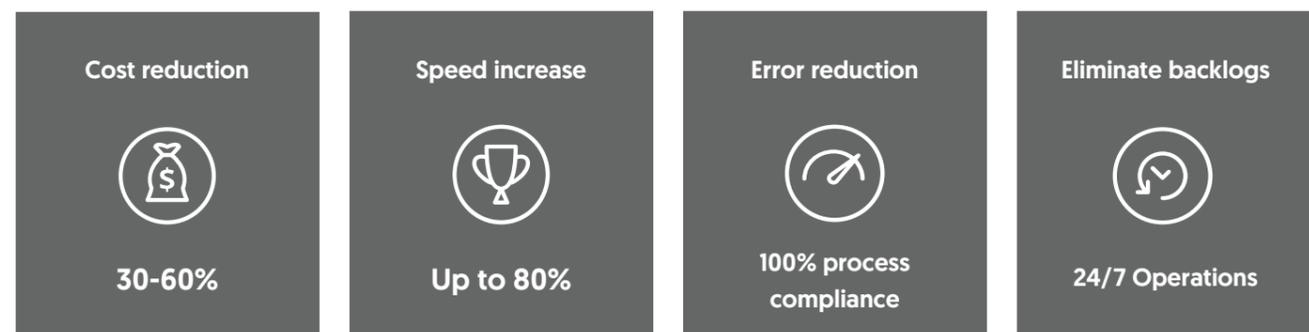
### When is it applicable? - Areas of Use

- **Structured, repetitive processes** across various applications
- Interacting with applications interfaces such as reading/ writing to databases, connecting to system APIs, collecting social media data
- **Mid- to high transactional volumes**, prone to human error

Potential areas of use for Client:

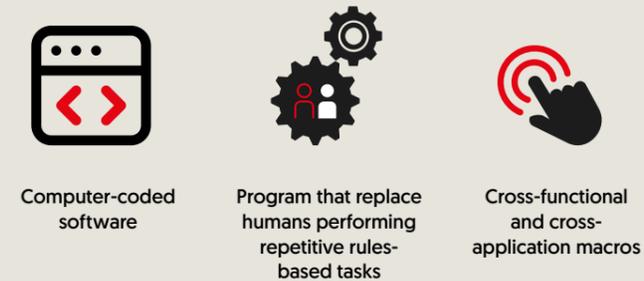


### Business Impact

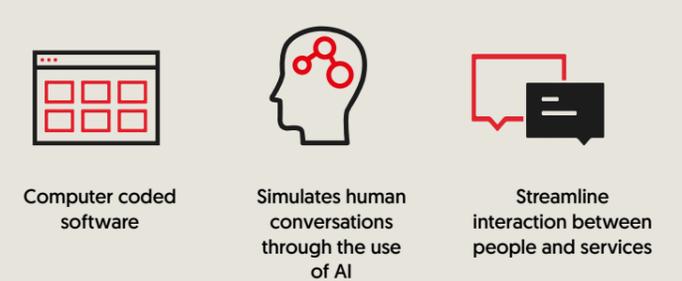


## RPA & Chatbots

### RPA is...



### Chatbot is...



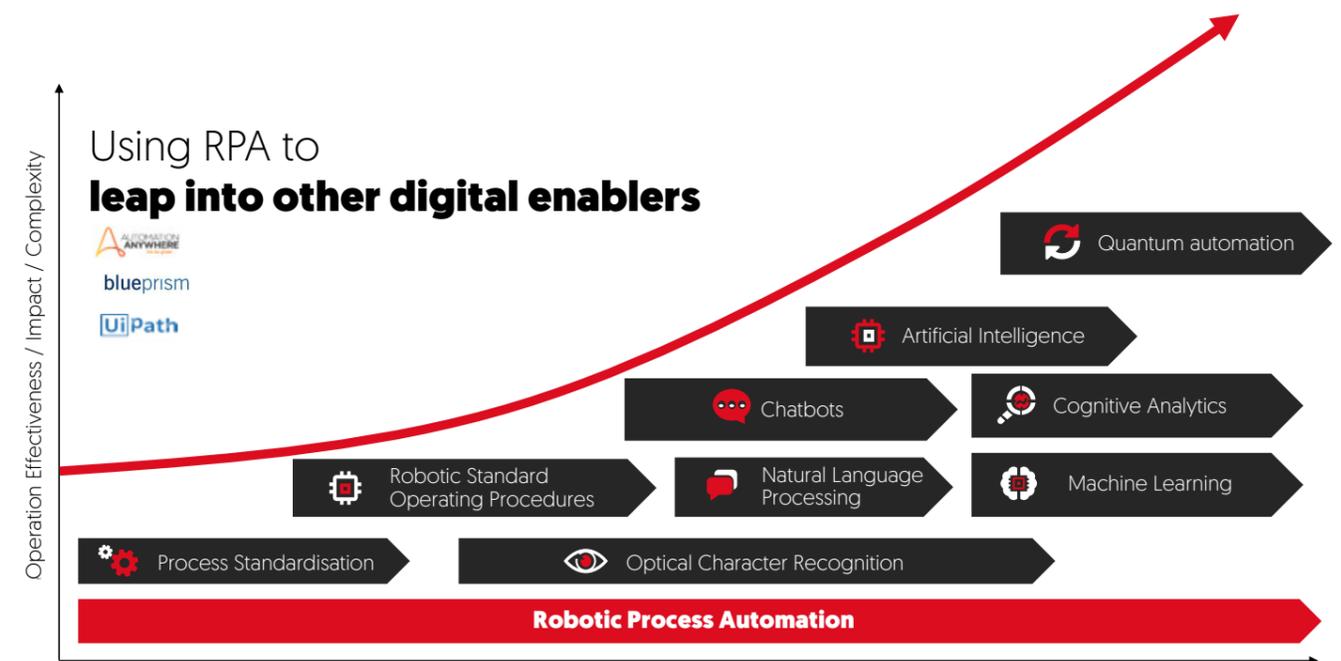
Both have the following value proposition:



### Evolving from RPA to Artificial Intelligence and beyond

RPA has the potential for a natural progression into more mature technologies including chatbots, artificial intelligence and cognitive analytics. This progression is shown in the chart below.

### Vision to Evolve RPA



## BCX RPA & Chatbot Service Offering

- **RPA process opportunity assessment**  
BCX will conduct opportunity assessments to build a targeted portfolio of processes that yield high value in return.
- **Automation Development and deployment**  
When good process candidates are identified, BCX will commission RPA developers to create and test required automations for deployment into a production environment.
- **Robotic Maintenance**  
Following a bot being placed into a post-live production state, a client may require periodic updates to the design of the process a bot may be executing. A client may enter into a maintenance contract with BCX to have set allocation of hours per month for Bot Maintenance.
- **Co-Created RPA CoE**  
Together, we work with our clients to build a tailored RPA Centre of Excellence in their environments. BCX will involve critical RPA SMEs to guide the strategy and implementation. Key members of the clients' staff will be involved in the creation and learning.
- **RPA Automation Factory**  
BCX will provide clients with a set container of capacity to be used in any of their RPA development and operational needs.
- **Robotic Monitoring**  
A bot in production would require monitoring and be tended to from day-to-day to ensure operations are executed at expectation. To this end, BCX offers this support at a service level agreed to between the client and BCX.
- **Chatbot Development & Support**  
BCX can assist in defining and integrating Chatbots into customer touchpoints. Fast, automated answers to most queries can prevent customers from waiting longer to receive responses. By interacting with an AI chatbot via a call centre application, customers can perform tasks such as changing a password, requesting an account balance, or scheduling an appointment.  
  
Chatbots can also be integrated with a company's back-end systems such as inventory management or customer relationship management. An AI chatbot can help sales reps quickly access phone numbers or help a human resources team perform faster employee onboarding.



At BCX, we pride ourselves in being South Africa's premier end-to-end digital solutions partner, providing the world's most advanced Information and Communications Technology to companies of all sizes. We cater for a wide range of business transformation with a wide range of solutions that reduce costs, increase profits, maximise productivity and futureproof your businesses.

Our solutions start with the very people that contribute to your bottom line. We drive results by helping our clients put their customers at the heart of their organisation, ensuring that your business is right where it needs to be – where your customers are.

For more information on the Digital Edge offering and how it can help your business deliver enhanced customer experience, contact your account manager or email [info@bcx.co.za](mailto:info@bcx.co.za)

## ABOUT BCX

At BCX, we pride ourselves in being one of South Africa's leading ICT and telecommunications infrastructure partners to organisations of all sizes. As a wholly owned subsidiary of the Telkom Group, BCX was established through the fusion of Business Connexion, a company established 20 years ago, and Telkom Business, a division of Telkom, in November 2016. The company combines Telkom's knowledge of infrastructure and Business Connexion's experience in providing ICT solutions to help our 27 000 clients optimise their business and create opportunities that might seem impossible through a variety of scalable solutions that are insourced or outsourced.

We aim to help organisations, their employees and the country, digitally transform to become more reflective of the productivity, power and dynamism of the people who drive them forward. To do this we combine local market understanding, deep industry expertise, some of the world's most advanced Information and Communications Technology with a tireless commitment to make our customer's unique digital journeys as seamless as possible. That way they can focus on their goal – creating an organisation that will change the lives of its people, community and country.

Headquartered in Centurion, Pretoria, BCX permanently employs circa 7 500 people and our global footprint spans over South Africa, Botswana, Mozambique, Namibia, Nigeria, Tanzania, UAE, UK and Zambia.

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