

How do we use IoT and data to create a more intelligent and customer centric organisation?

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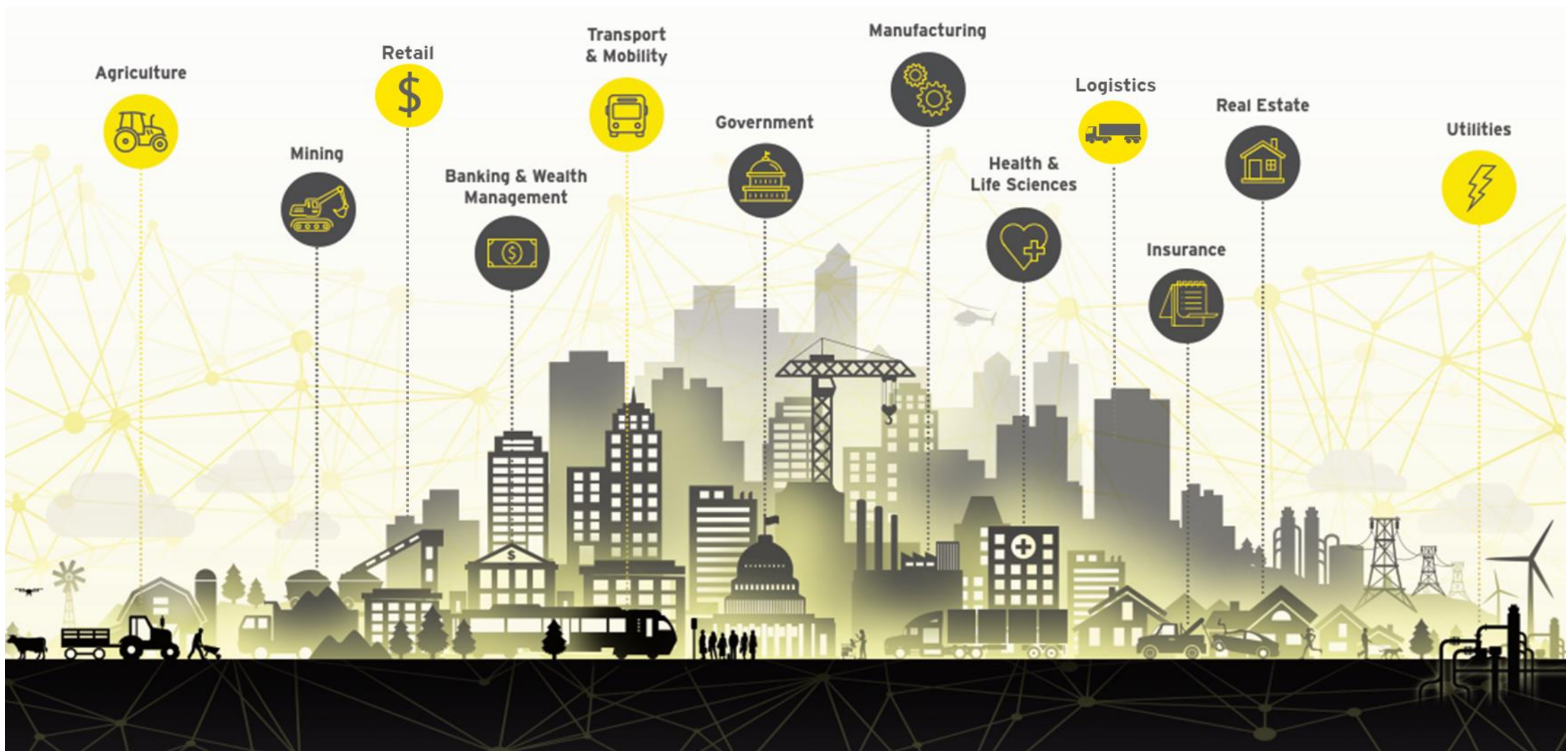


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The better the question. The better the answer.
The better the world works.



EY
Building a better
working world

IoT is impacting all industries globally, bringing a **profound shift** in the ways business operate



Smart Organisations programs are driving the **digital mind-set**, leveraging technologies to **harmonise** operations and customer service ...

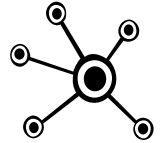


Customer centricity

Organisations to shift their focus towards providing customers a truly digital experience

Hyper-connected

Organisations need to build an integrated and secure ecosystem that leverages digital intelligence to integrate information about its workforce, assets and customers



Proactive and predictive

Organisations should adopt a proactive approach enabled by digital technologies to drive optimum productivity of assets, operations and customer services

Adaptive

Organisations need to look ahead to predict unknown disruption in the sector and seize new business opportunities

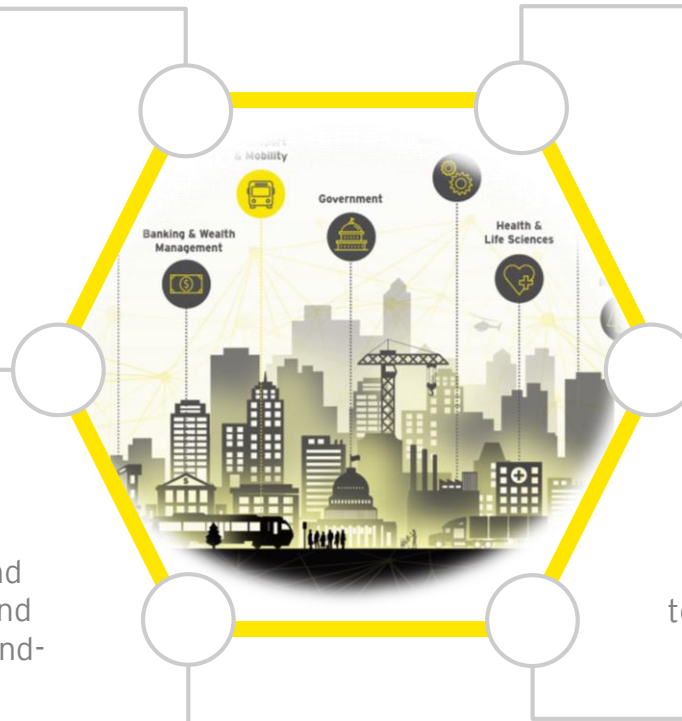


Performance focused

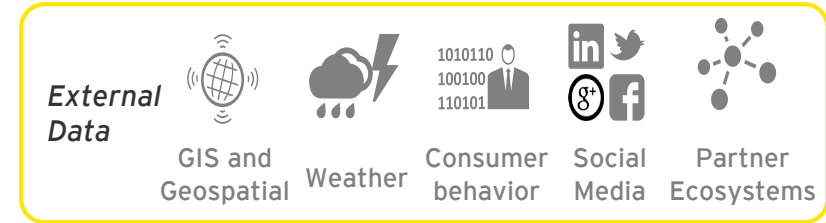
Organisations need to align all capabilities and processes around a clear business purpose and prioritise investments with a laser focus on end-to-end, quantified business outcomes

Automated

Organisations need to embrace new technologies such as robotics, IIoT and big data to transform the way they deliver services



At the heart of being 'Digital' is an integrated data & analytics solution transforming **fragmented data to actionable insights** across the organisation



EY IoT Analytics Platform- Enterprise Information Enabler

- Aggregate
- Visualise
- Control / Action

Future Data

- *Microservices, Cloud, Modular*
- *High Volume, Near-real Time*
- *Unstructured, Event Streams*
- *Security at the Core*
- *Any device*

Value driven Business Use Cases



Usage data & Digital device deployment



Digital Assets & Services



Customer Experience



Digital Trust

Traditional Data and Systems

- *Monolithic, On-premise, Tightly coupled*
- *High Volume, Structured Systems of Record*
- *"Reports", Retrospective*

CRM

ERP

Enterprise Asset Mgmt.

Telephony & IVR

Data Warehouse

GIS

Billing & Collections

Scheduling & Dispatch

Workforce Mgmt.

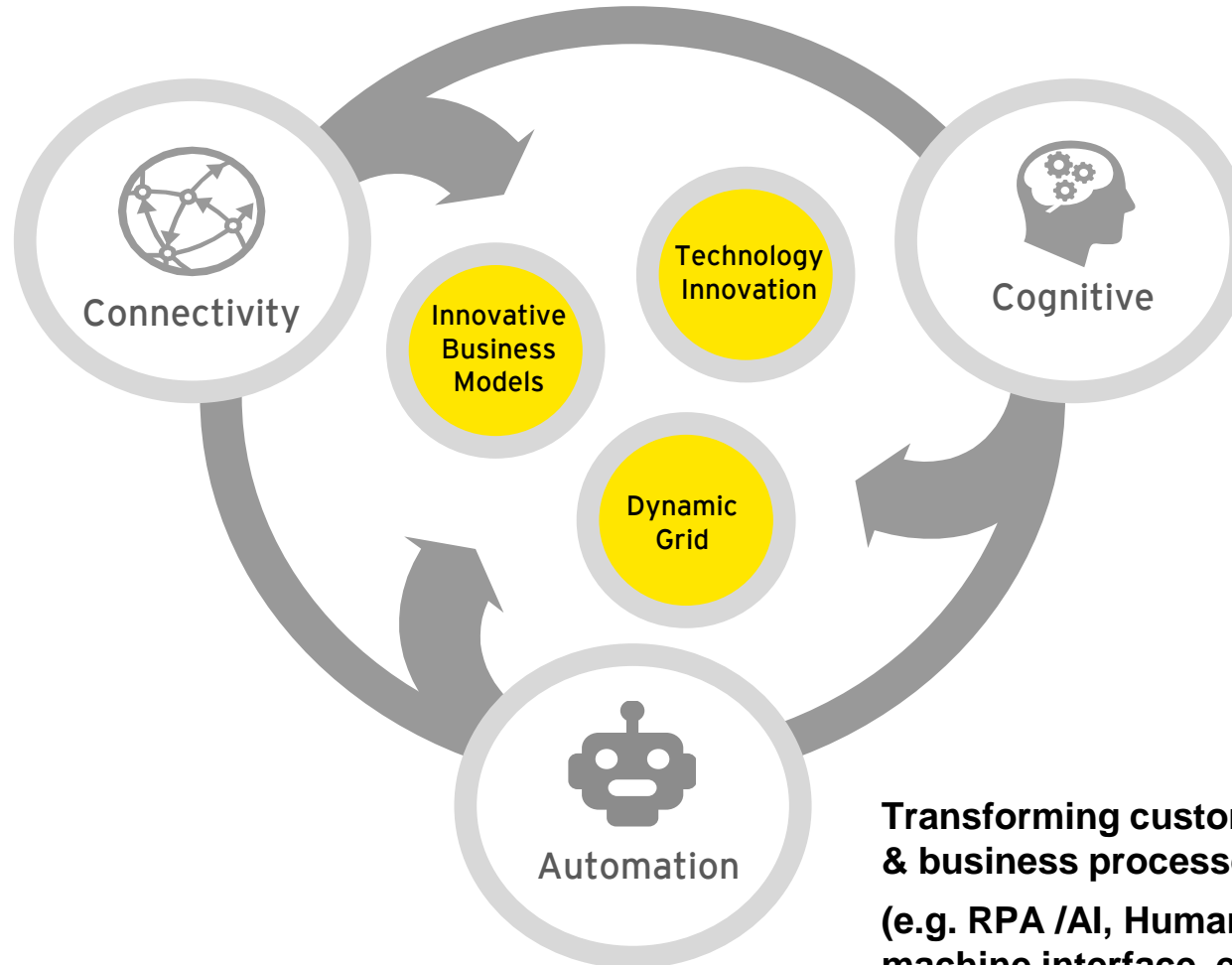
Web Portal

BI and MI

IT/OT

But enabling the business outcomes requires a new set of **capabilities** driven by a clear **purpose** ...

The fusion of data,
technology platforms
& physical devices
(e.g. IoT, Blockchain)



Intelligence at the centre
(e.g. AI, Chatbots,
Advanced Analytics,
Machine learning, Imaging)

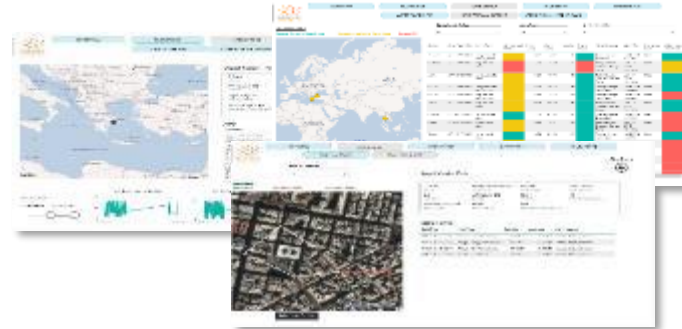
Transforming customer
& business processes
(e.g. RPA /AI, Human
machine interface, etc)

EY is helping clients across a number of sectors to maximise the value from their **'smart' deployment**

Utilities (Energy & Water)



Smart Cabinet & Retail



Integrated Developments & Urban Design

(includes discussions with developers & govt)



Transport

(real-time insights, strategic planning & CCTV Analytics)



Others

- ▶ Security & Gatherings
- ▶ Sports & Fan Engagement
- ▶ Personal Health & Wearables
- ▶ Aged care and remote patient care
- ▶ Digital Farm and Agriculture
- ▶ Logistics (eg Smart Pallets)
- ▶ Asset Management & Tracking
- ▶ Property Insurance & Underwriting
- ▶ Connected Construction & Supply

Smart City & Mobility



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