At the Final Frontier Lies A New Hope

Gia-Thi Nguyen | Customer Engagement Meet-up | June 6, 2019 | Zurich

About Siemens, me and my work

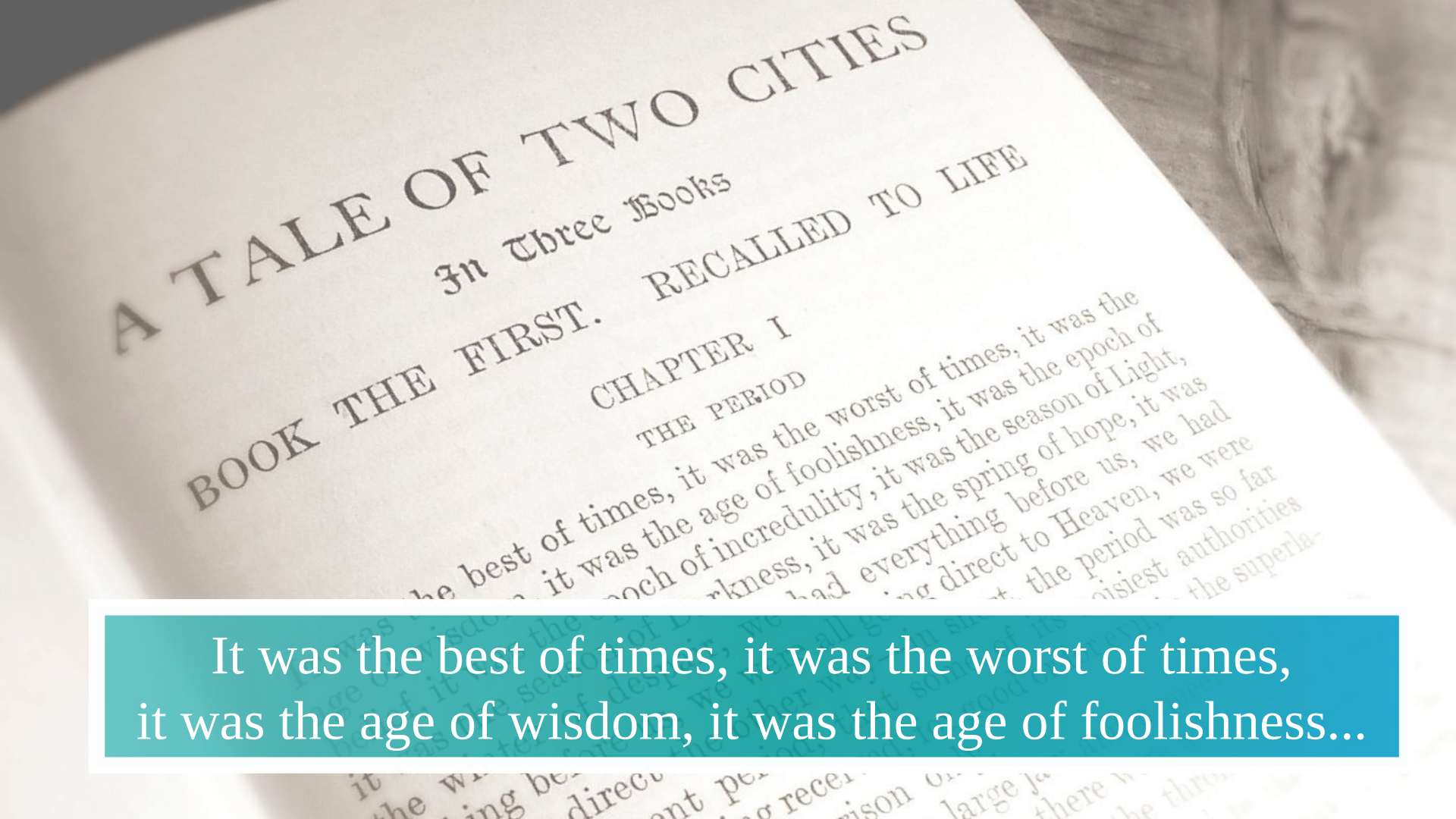
172	10%	14
7	5	1

OM4T

Order Management for Tomorrow

Automate	Sales
Reduce	Backoffice
Improve	and reg. OM

Prologue I: Mindset



It was the best of times, it was the worst of times,
it was the age of wisdom, it was the age of foolishness...

Teaching-By-Example

Expertise

With decades of domain know-how in a corporate world…

Logic

… we applied innovative leading PEGA technology…

Proof

… and implemented in record time our use case globally.

… all true though.

Adopted from James McCabe – the Story Doctor

Learning-by-Inquiry

Empathy
Instead of Expertise

Overwhelmed and skeptical. I have been in that same place.

Suspense
Instead of Logic

.. But with friends and followers we gathered the necessary courage and discovered something so simple…

Surprise
Instead of Proof

… and changed our organizational universe profoundly.

Adopted from James McCabe – the Story Doctor

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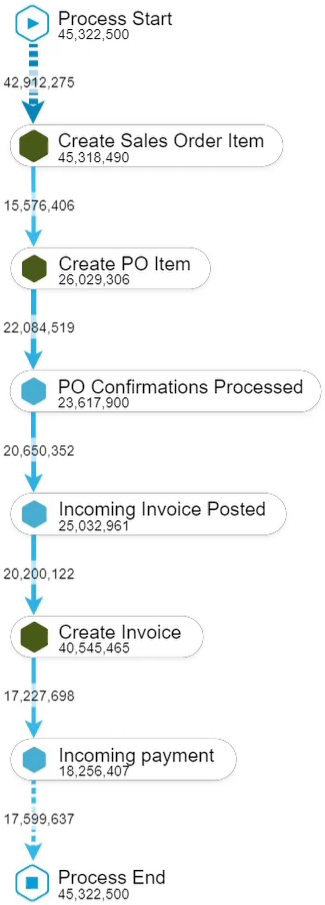
Prologue II: Combining Mindset with Heartset

plasticbank

Becoming

Not everyone can – but can come from anywhere

Value around time perspective



Zoom

Activities
List view
70.7%
of activities
Reset
Less
More

Connections
List view
49%
of connections
Reset
Less
More
Fixed layout

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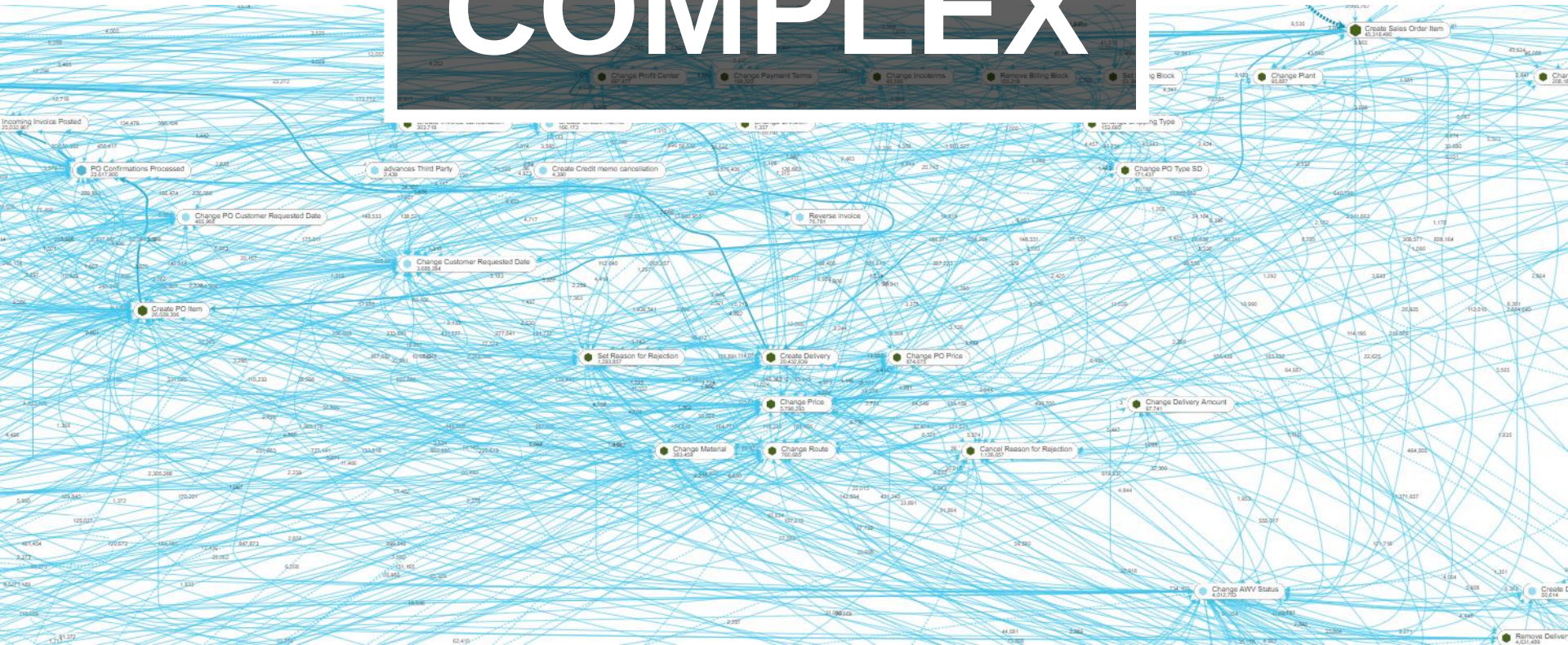
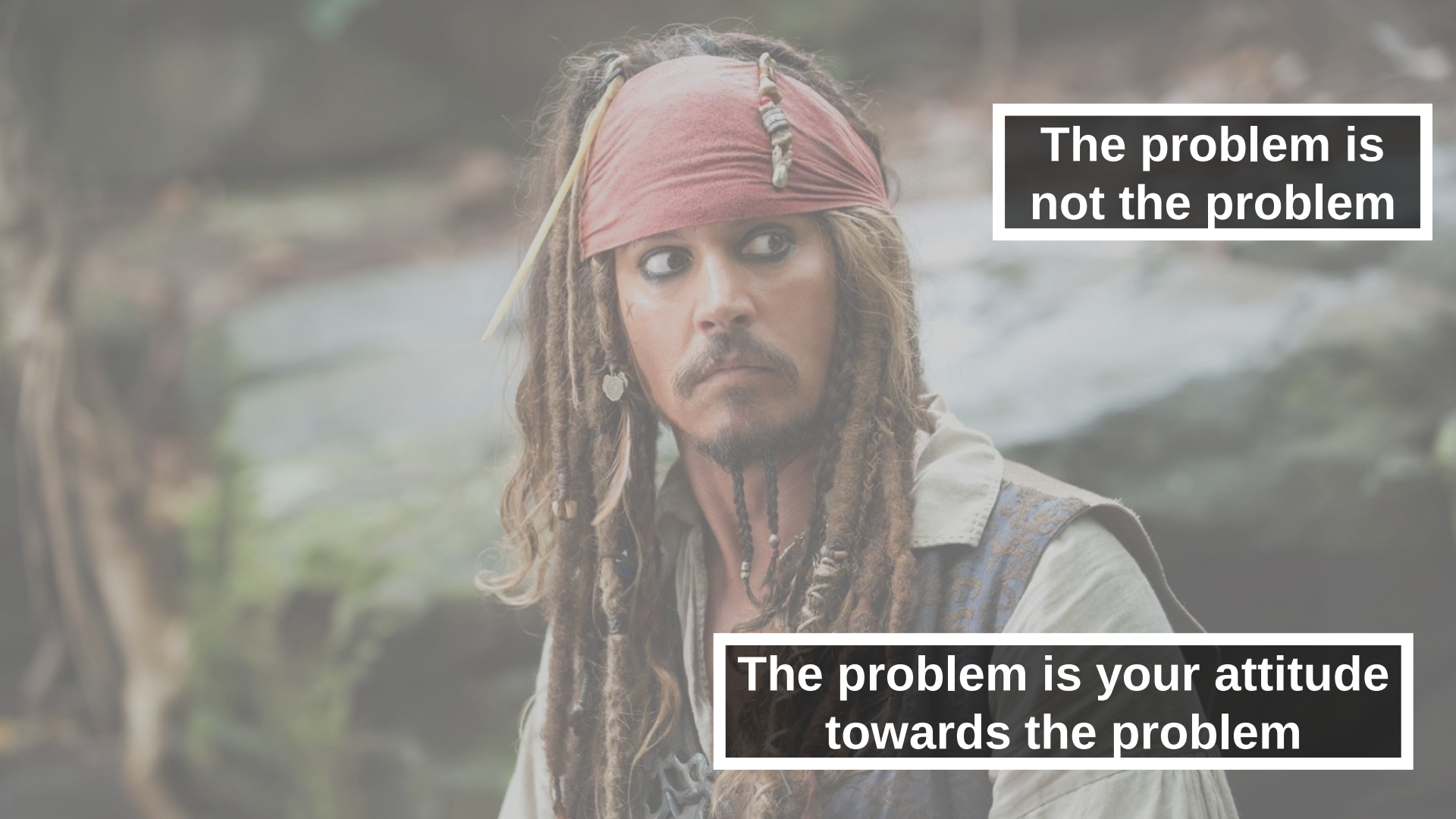
COMPLEX



COMPLICATED


The problem is not the problem
The problem is your attitude towards the problem

Creativity

Imagination

Ethics

Empathy

Emotions

Intuition

Values

Compassion

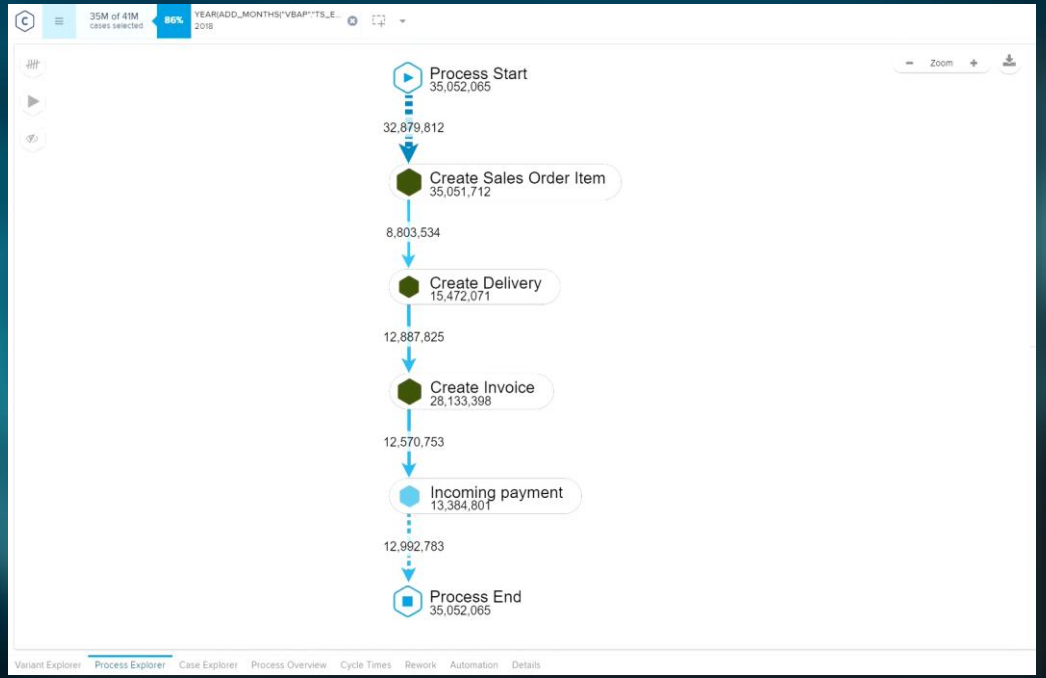
Unlocking Digital Transformation – The Human Touch

But: Only Technology enables us to be able to focus on what we do best

Our journey

1 2 3 4 5

Learning. Questions. Together.



Not a CoE – but a Movement – a Mesh of Excellence

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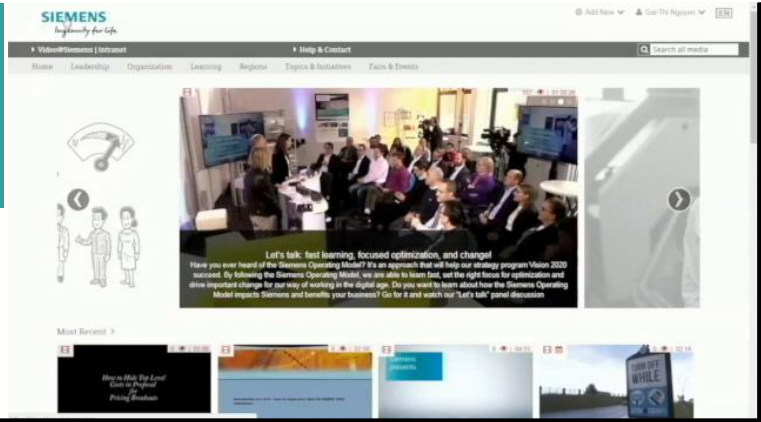
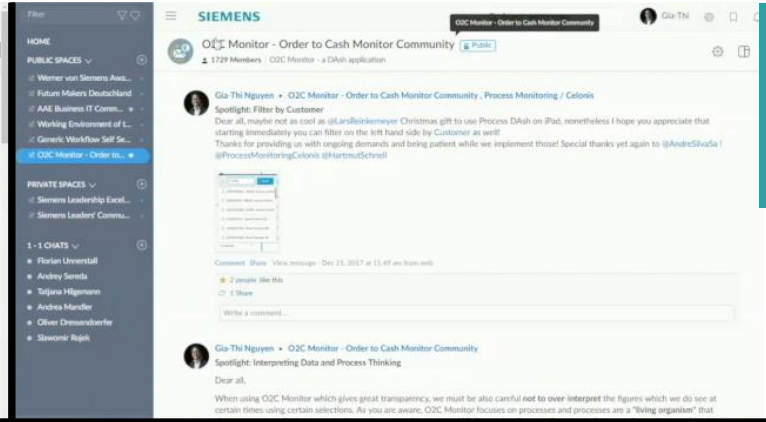
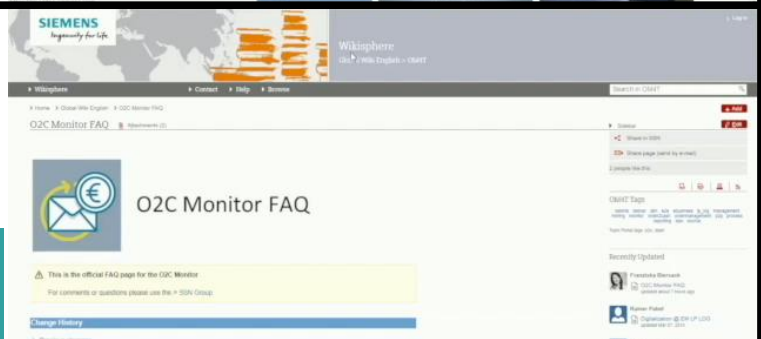
"Youtube"



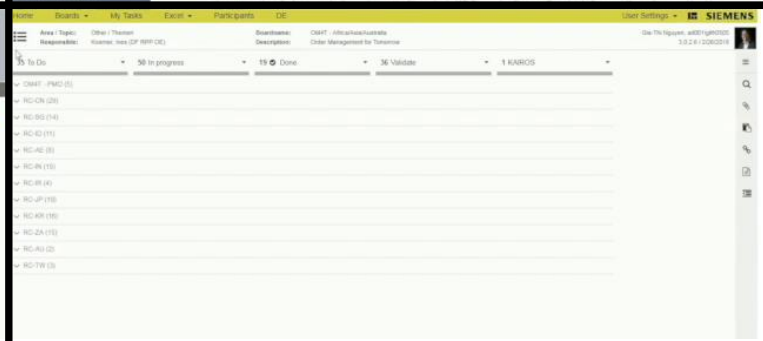
"Facebook"



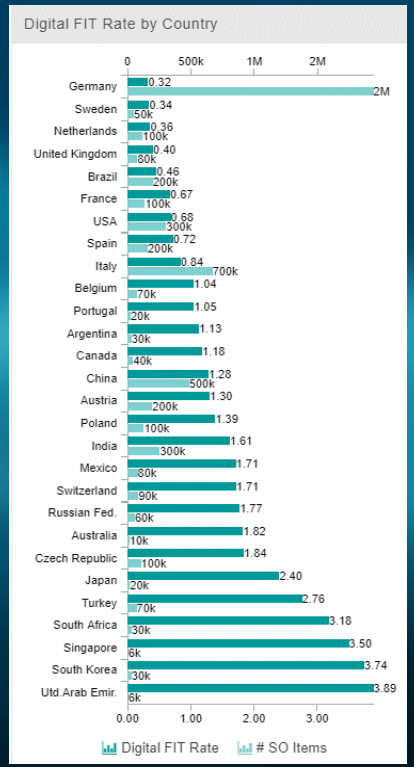
Wiki



"Kanban"



Improvements on a global level



Automation
+24%

Rework
-11%

Manual steps
-10 Mio.

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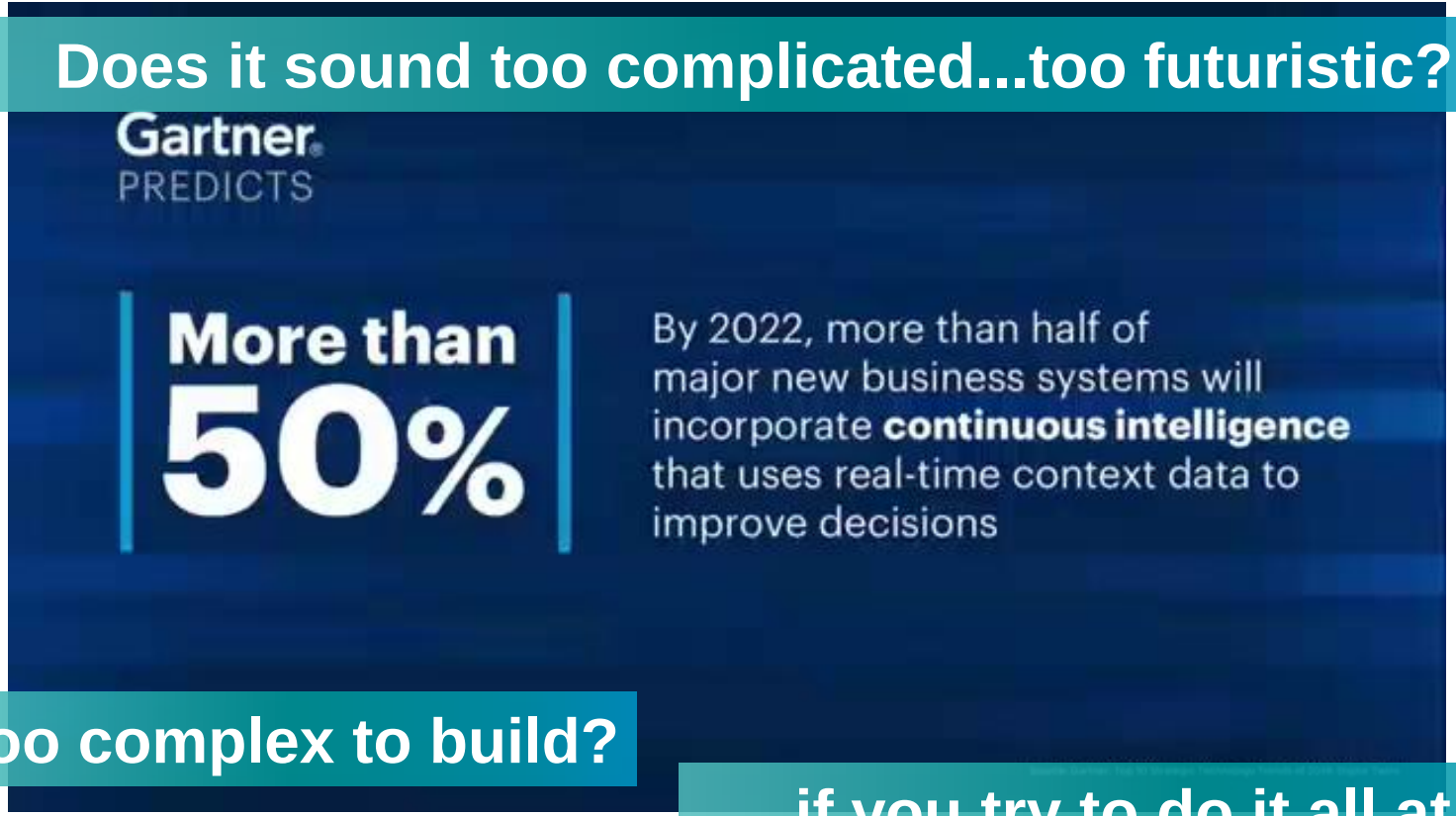
Does it sound too complicated...too futuristic?



Too complex to build?

... if you try to do it all at once

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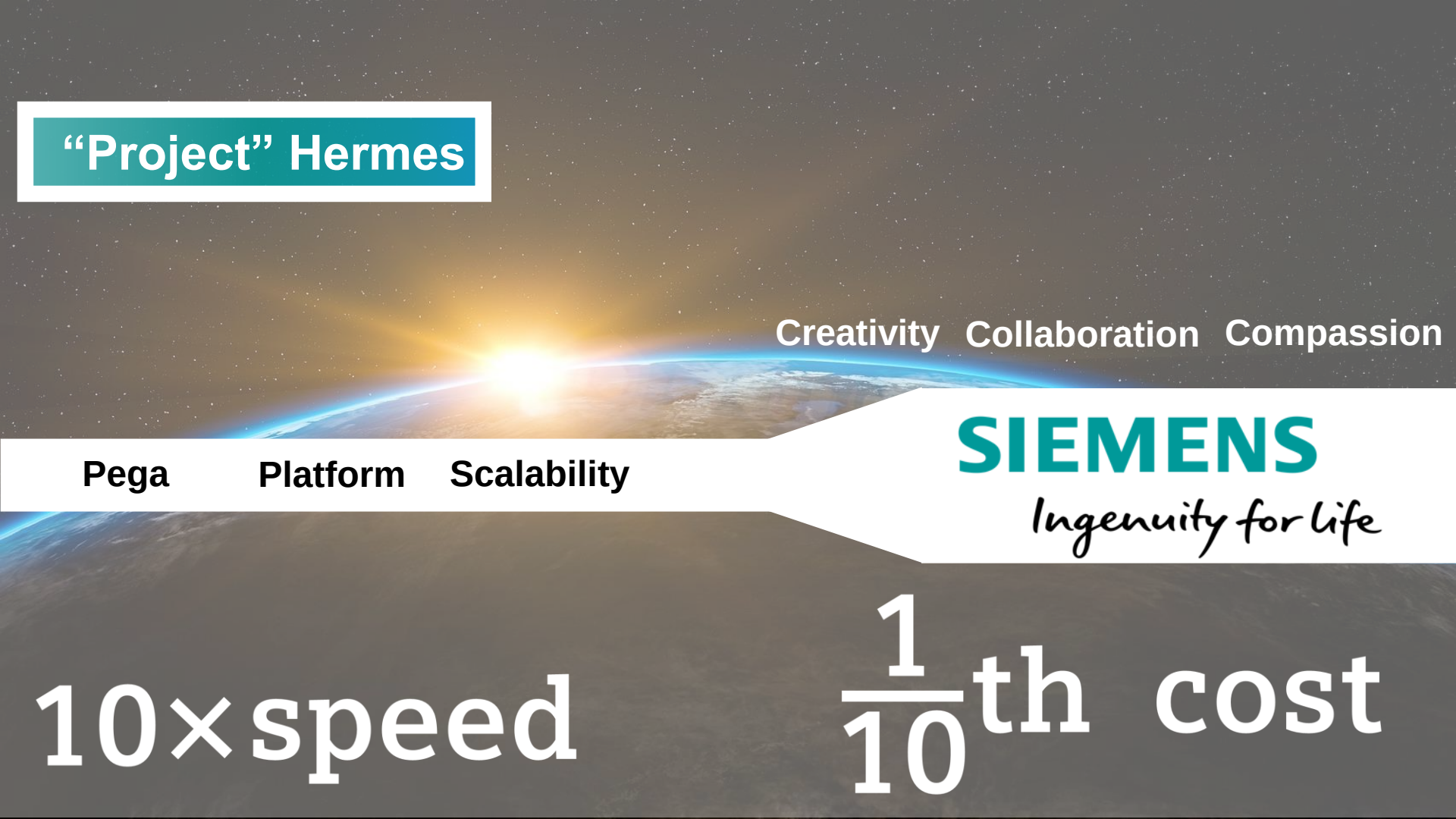
November 22, 2018

“Project” Hermes
10× speed

“Project” Hermes
1/10 th cost


"Project" Hermes
Creativity Collaboration Compassion
Pega Platform Scalability
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Ingenuity for life
10×speed
1/10th cost

April 23, 2019

Love Cake. Love Layers.

Epilogue: Looking further into the future – smiling

Based on Simon Sinek's "Together Is Better"

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Missing a comma

Missing a comma

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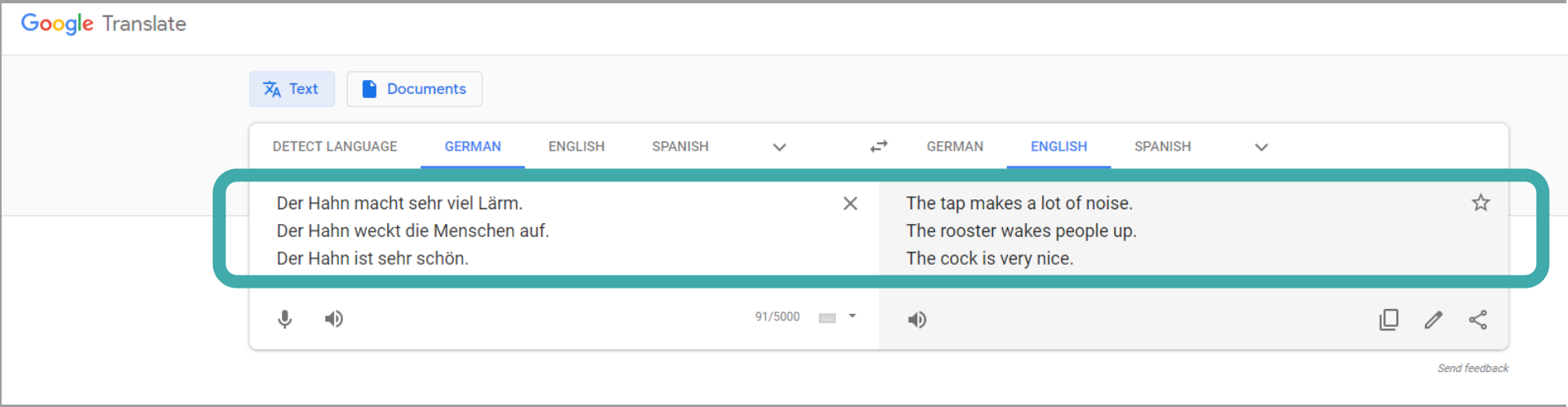
80% is fine - usually



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Based on Garry Kasparov's "Don't Fear Intelligent Machines", TED April 2017

99% is not even close
WAYMO
Based on Garry Kasparov’s “Don’t Fear Intelligent Machines”, TED April 2017

A Tale of Two Cities - revisited

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Powerpoint Layer	Process Working Layer				
Electronic Order	Customer master	Pricing	AWV	Credit Limit	Material Master
No Stops – 100% clean	Texts	Profit Center	Incoterms	Payment Terms	Output Determ.
Automatic PO	ORDERS outbound	ORDRSP inbound	ORDRSP outbound	INVOIC inbound	RV60SBAT
Automatic Billing	Partner Roles	Special Price	Tax classific.	Deviating Del. Add.	Status 51 vs B-Stop

Not everyone can be a hero – but a hero can come from anywhere.

But you can be a true leader

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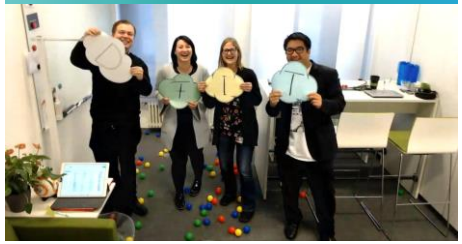
#BeMoreSchroedinger

Auditorium / Konferenzzone
Conference zone

Thank you!



plasticbank

OFFSET PLASTIC NOW

1) Scan Code
2) Choose contribution
3) Share #SocialPlastic

Gia-Thi Nguyen

@wit_thi

#DigitalFitRate

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Ingenuity for life