



## **ICTAZ Presentation**

### **Partnering Towards a Digital Economy**

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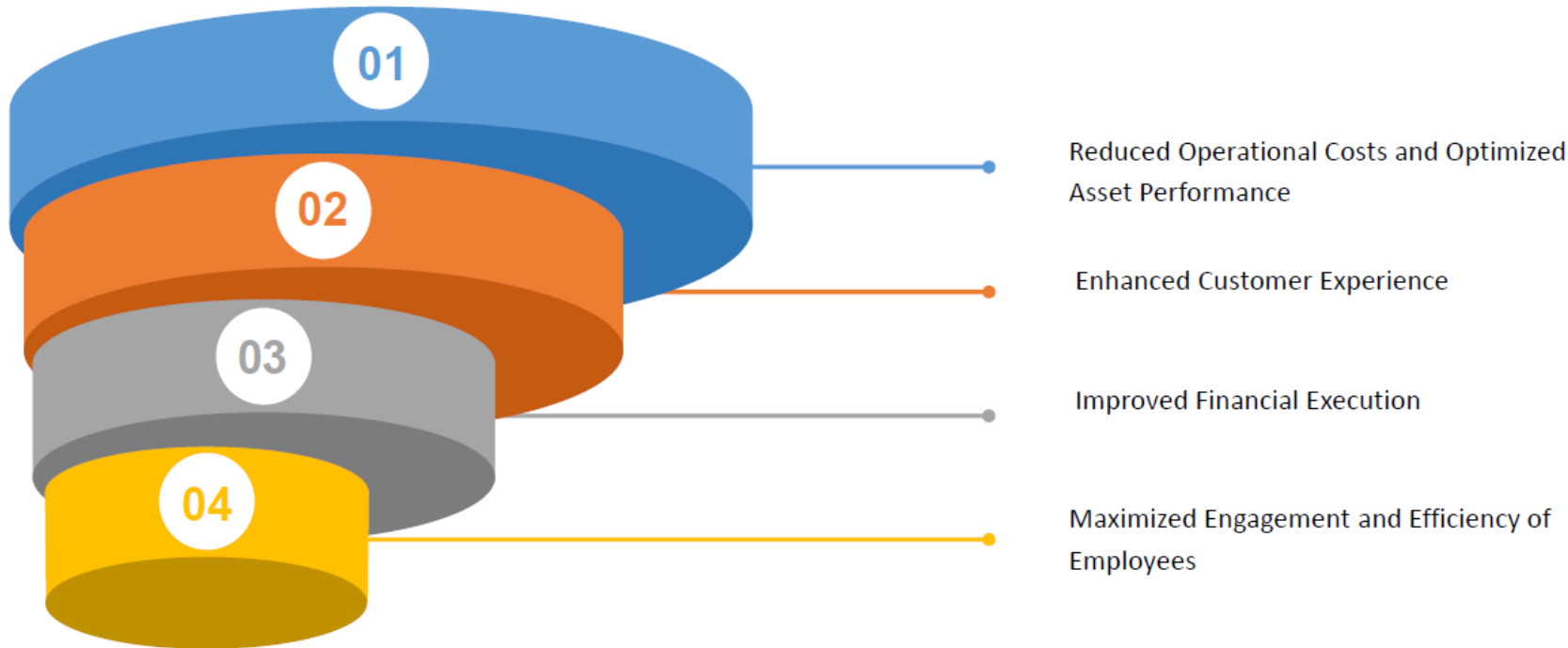
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## What is Digitalization Transformation & It's Advantages?

**What is Digital Transformation;** Digital Transformation is the adoption of digital technology to transform services or businesses, through replacement of non-digital or manual processes with digital processes or replacing older digital technology with newer digital technology. A business may prefer to procure or have these processes internally developed or both. ZESCO is currently applying a mixed bride with the in-house development option being the prime method by an innovation team under the Information and Cyber Security Systems Division.

### ADVANTANGES:



## Digital Channels

### 1. Business/Commercial

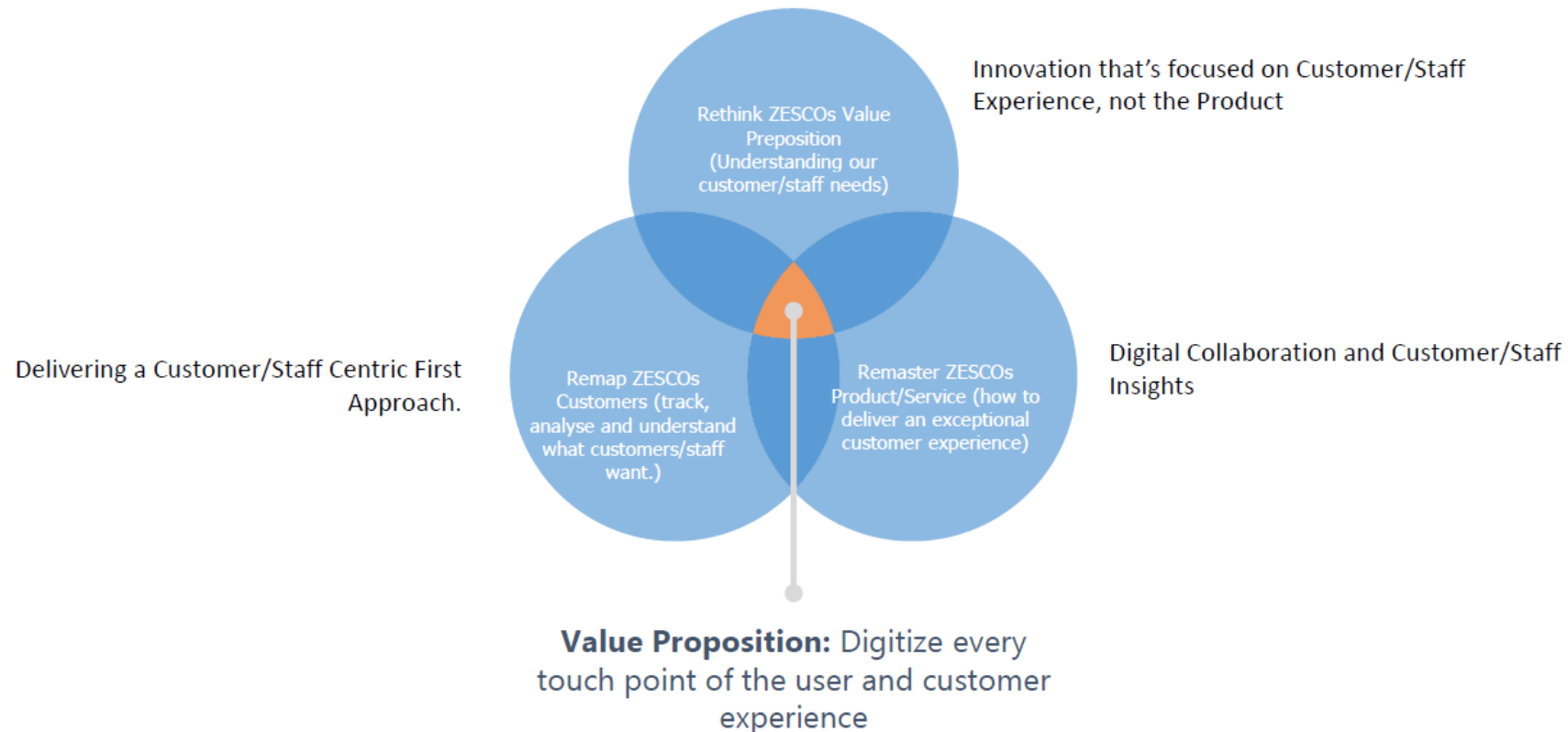
- Online Medical Invoice Submission migrated to new system.
- System operators portal
- Petty Cash
- BIS reports
- Product Security
- BIS learning tool

### 2. Customer Services

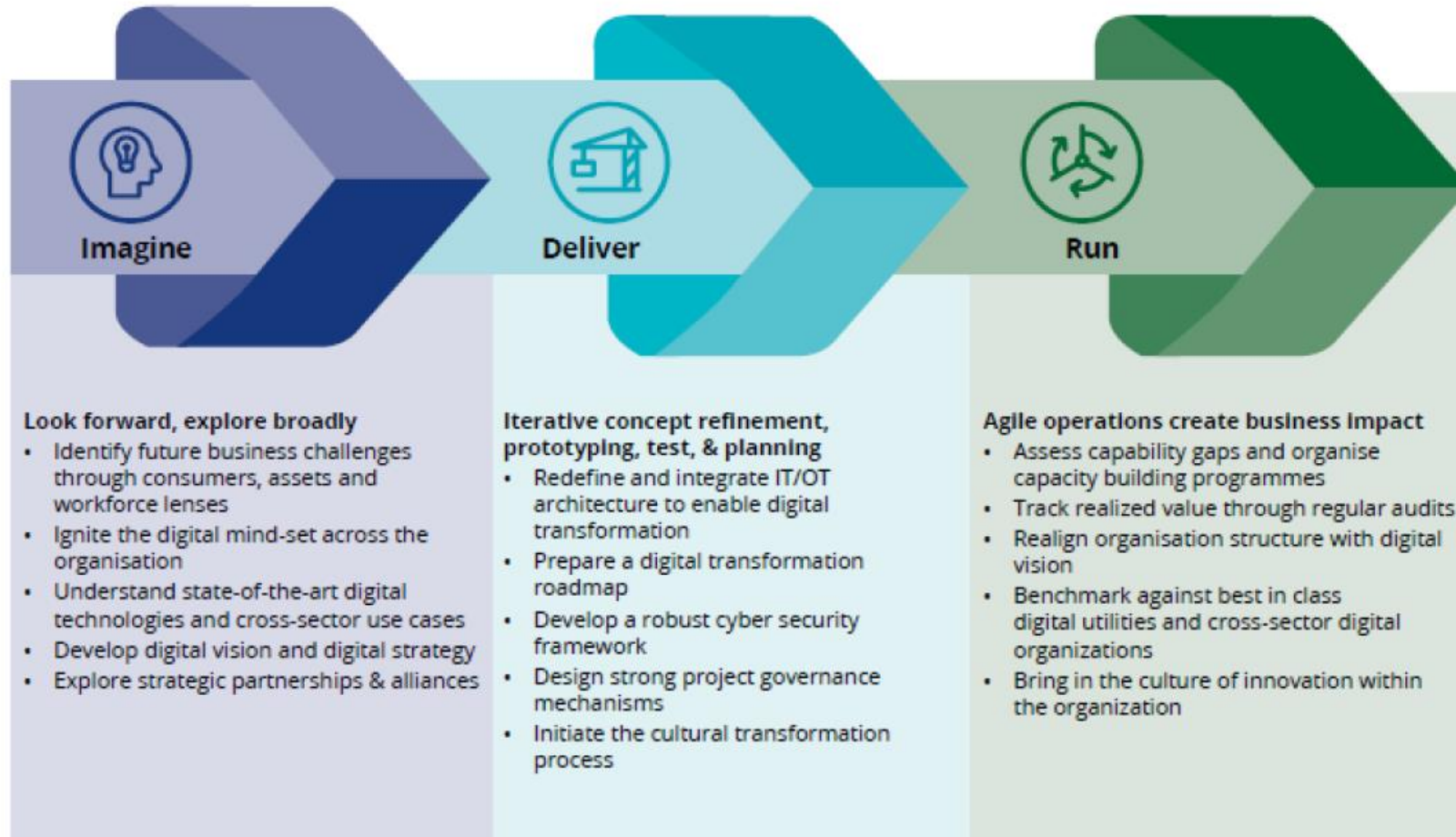
- USSD
- New Corporate Website
- Facebook
- WhatsApp Chat.

## ZESCOs I&CSS Customer Value Proposition on Digitalization

Total successful digital transformation isn't just about the technology. It's about people. So by digitally transforming ZESCO business We are aiming to digitize every single touchpoint of the user experience. Source <https://medium.com/@WarrenKnight/the-most-important-things-successful-digital-leaders-get-right-378d8c7d45e2>

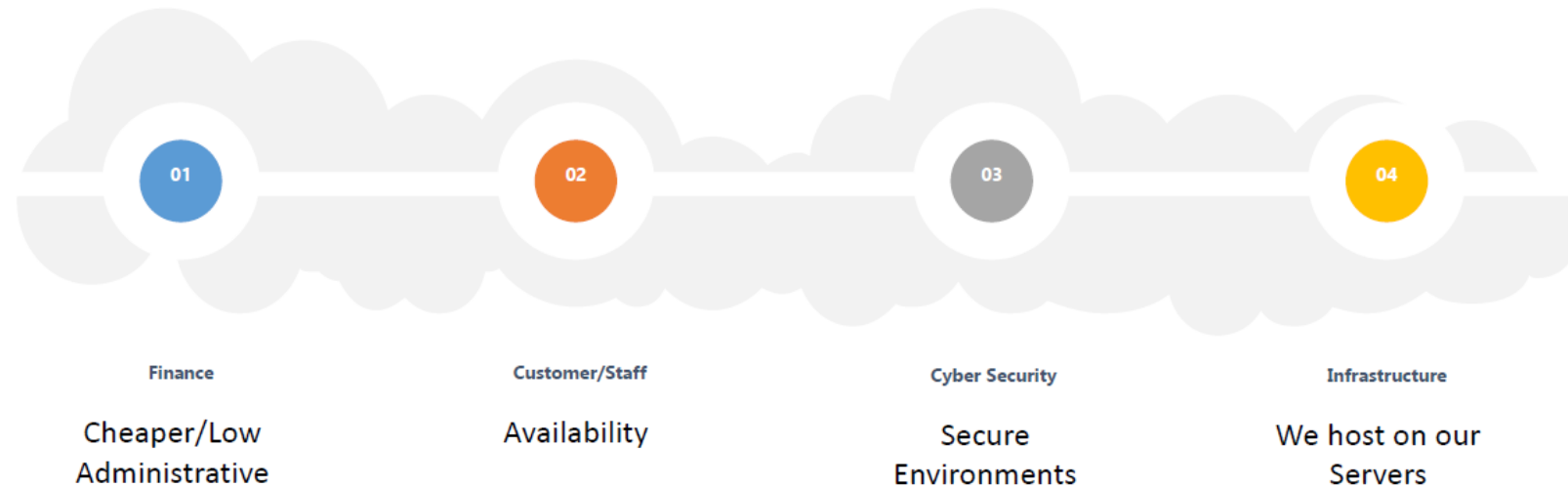


## HOW TO IMPLEMENT DIGITALIZATION IN POWER UTILITIES

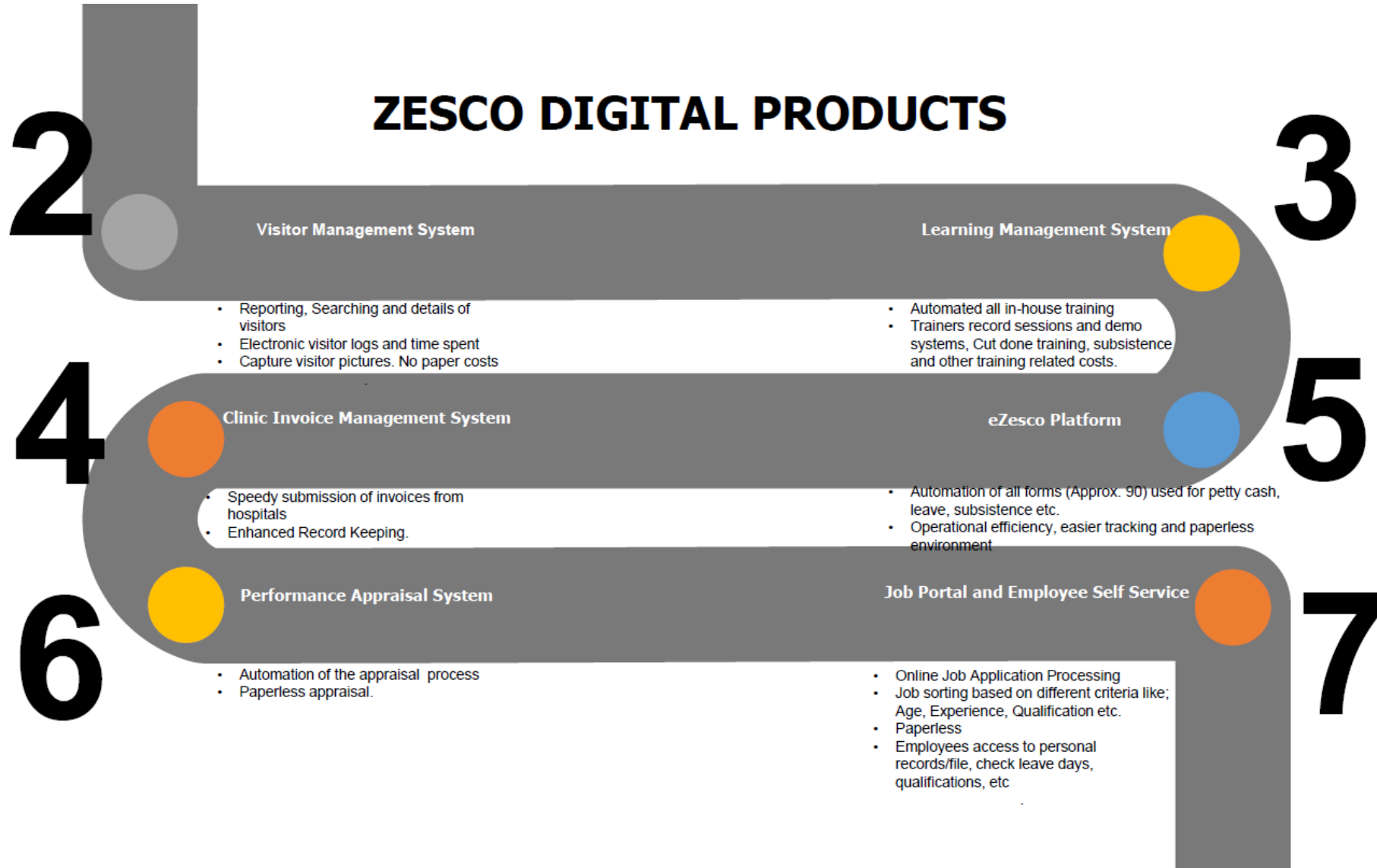


## ZESCO DIGITAL PRODUCTS (2020 to Date)

**1. Private and Hybrid Cloud Deployments;** Cost Saving measure for Hardware and Software licenses towards the innovative products/systems.

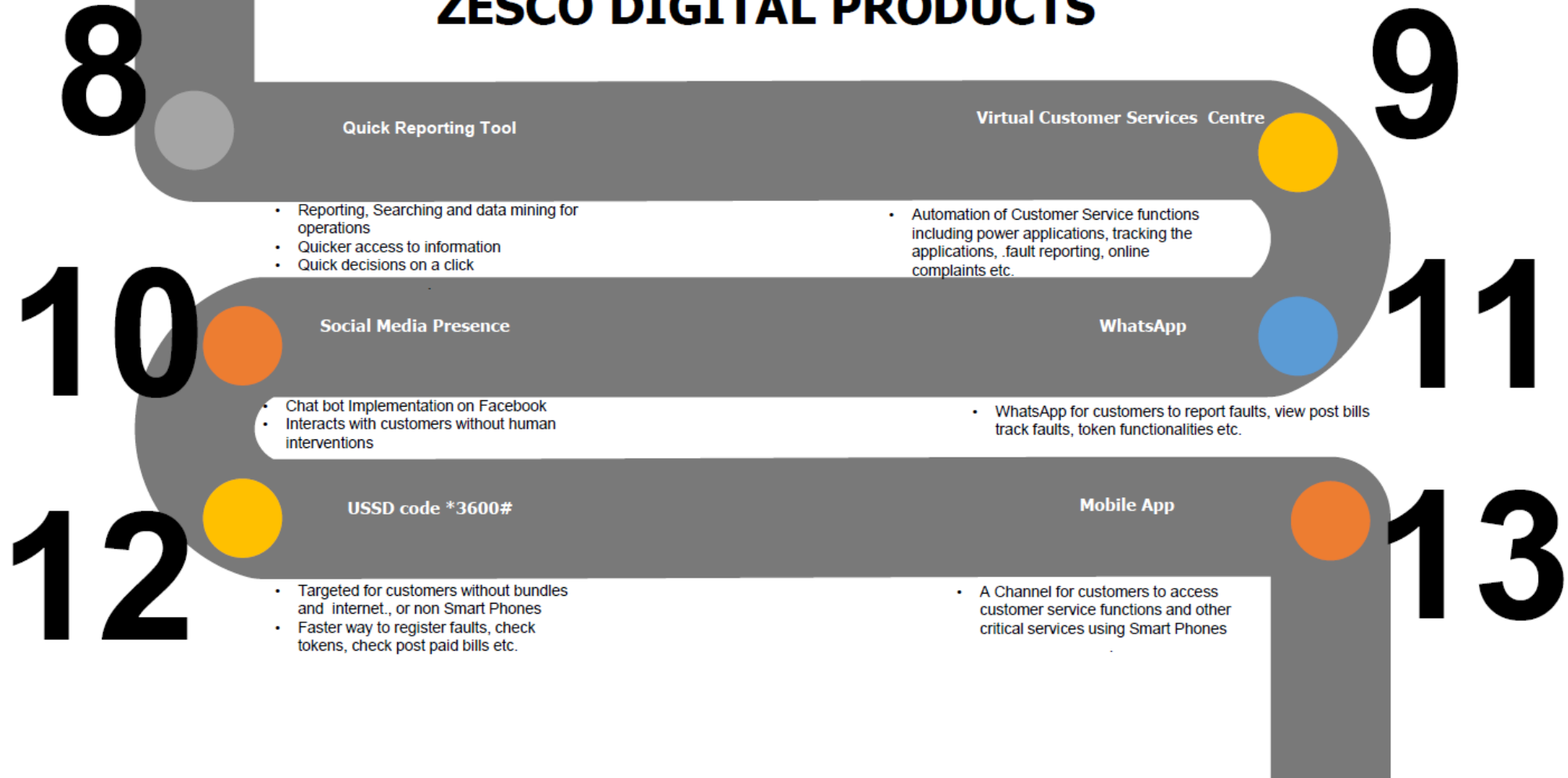


## ZESCO DIGITAL PRODUCTS





# ZESCO DIGITAL PRODUCTS



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