TOMAS – THE PATH TO COMPANY'S KEY PROCESES DIGITAL TRANSFORMATION
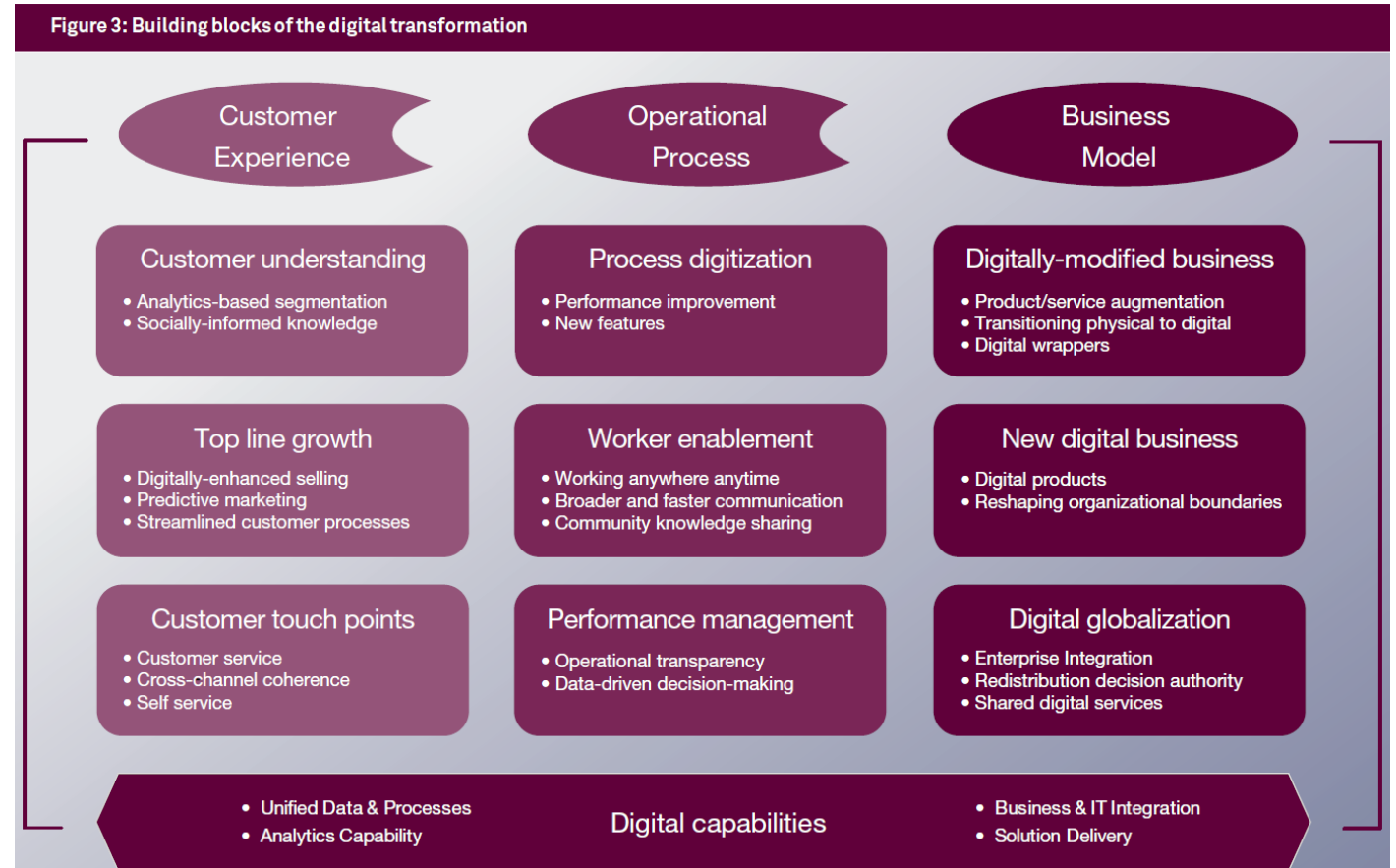
OUR FOCUS

Digital Business Strategy
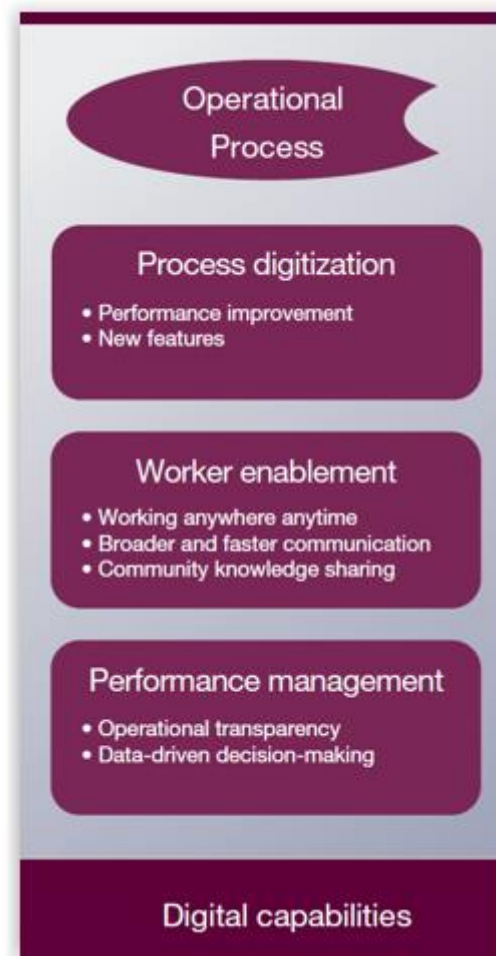
Digital Business Optimization ←→ **Digital Business Transformation**

Improved Productivity & Existing Revenue

Better Customer Experience

Net-New Revenue Product and Services

New Business Models
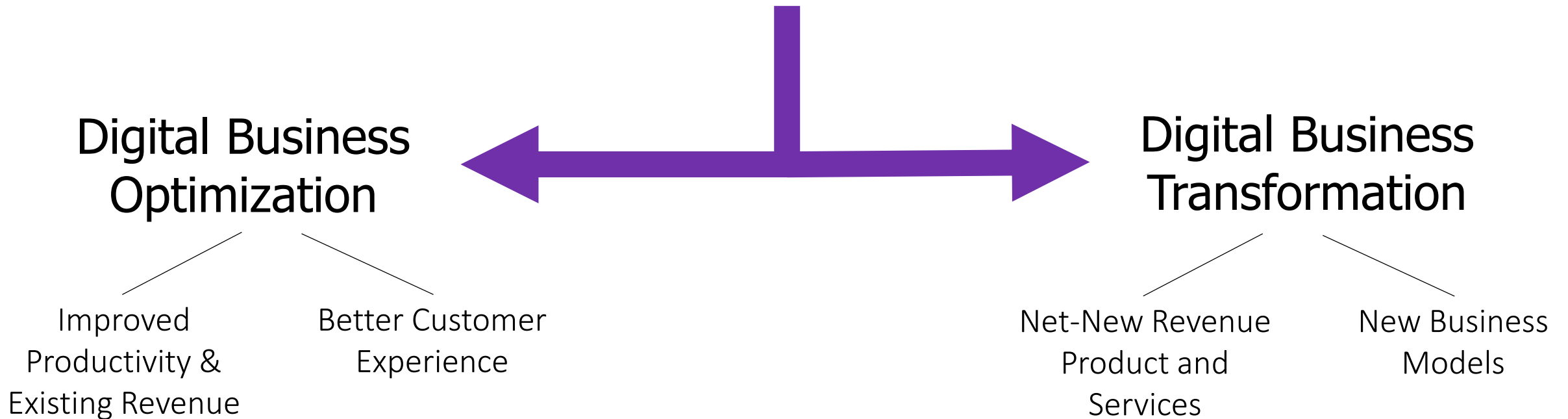
BUILDING BLOCKS

OF DIGITAL TRANSFORMATION

Figure 3: Building blocks of the digital transformation

Customer Experience

Customer understanding
- Analytics-based segmentation
- Socially-informed knowledge

Top line growth
- Digitally-enhanced selling
- Predictive marketing
- Streamlined customer processes

Customer touch points
- Customer service
- Cross-channel coherence
- Self service

Operational Process

Process digitization
- Performance improvement
- New features

Worker enablement
- Working anywhere anytime
- Broader and faster communication
- Community knowledge sharing

Performance management
- Operational transparency
- Data-driven decision-making

Business Model

Digitally-modified business
- Product/service augmentation
- Transitioning physical to digital
- Digital wrappers

New digital business
- Digital products
- Reshaping organizational boundaries

Digital globalization
- Enterprise Integration
- Redistribution decision authority
- Shared digital services

Digital capabilities
- Unified Data & Processes
- Analytics Capability
- Business & IT Integration
- Solution Delivery

TOMAS focus and cover Operational processes block

Tomas solutions digitize companies processes like Claims monitoring, Corrective measures, Risk management, Meetings, CRM, Projects

Operational Process

Process digitization
- Performance improvement
- New features

Tomas solutions enables workers to collaborate on unique platform, having access to all documents needed, viewing all tasks form different sources(tasks, conclusions, projects, corrective measures), viewing all e-mail correspondence with customers…

Worker enablement
- Working anywhere anytime
- Broader and faster communication
- Community knowledge sharing

Performance management
- Operational transparency
- Data-driven decision-making

Tomas solutions with solutions like Strategic planning, Business planning, Dashboards and reports covers all needs for this area

Digital capabilities

All this is already integrated and work out of the box. You don't have to pay integrators thousands of dollars just to make Intranet 'play nice' with other tools you are using.

EVERY
COMPANY
HAS TO!

Embrace the Digital challenge internally

Intranet is Internet

Great user experience is not exclusive to Internet!

An Intranet must provide the same user experience and behaviors as Internet: speed, simplicity and business value. To be used, an Intranet must be useful!

Do you hammer nails with a screwdriver? No!

An Intranet is a communication and collaboration vector!
Use an Intranet for what it was intended to do.
An Intranet is an ecosystem of well integrated systems.

Findability is about "Finding", not "Searching"!

Content creation and classification is not innate!
 Employees must be trained, guided and mentored.
Multiple countries and languages, but only one meaning.
Governance, governance, governance!

EMPLOYEES COLLABORATION

- Workers needs to be involved from the beginning

- Speed is important

- Quality is important

- Efficiency is important

- It is important to have surroundings, that enables constant evolution

MAIN PROBLEM

To many phones, to many mails, to many Excel reports, too many space for errors.

IN THIS PREMISSES WE DEVELOPED
TOMAS

YOUR PARTNER AT INTERNAL DIGITAL TRANSFORMATION

THE ROLE OF TOMAS IN DIGITAL TRANSFORMATION AND COMPANY MANAGEMENT

TOMAS functions:

- Process digitalization
- Workers collaboration
- Performance managemet (planning, measuring, operational transparency, data-driven decision making

EVERY
ORGANIZATION
HAS TO!

Analyze and formulate WHERE THEY ARE
Formulate WHERE THEY WANT
Formulate HOW TO COME THERE

DOES IT REALLY?

Yes – every company needs a strategic plan. Period. If you haven't articulated and outlined a strategic plan, then you only have a dream or hope for your company. That's a start, but it won't get you where you want to go. Furthermore, strategy that remains in the owner's head and is not communicated to everyone on the team, so as it can be aacted upon, will not lead to success.

NAVIGATE THE JOURNEY

IN THE BEGINNING:

Every organization needs strategic plan

MAIN PROBLEM

- Strategic plan of business units (BU) is only on paper.
- Difficult to monitor if planned activities in BU are finished.
- Difficult to monitor Indicators of success from BU and react promptly.
- Stimulations for the BU managers can't be linked to achievement of strategic goals.
- Monitoring only financial KPI's of the BU can alert on the problems with delay (even one year or more).
- No analytical tools for analyzing data of one company and group.
- Stimulations for the employees can't be linked to achievement of strategic goals.

SOLUTION

TOMAS.SP

▪Realization of the Strategic plan can be monitored on Strategic maps, that alerts about late task or bad KPI's.
▪Strategic plan of all BU can be easily seen inside IT tool in one location.
▪Red colors alerts on delayed tasks.
▪Dashboards with KPI's for every BU, and business area, benchmarking, traffic lights to be alerted.
▪We can get success for every BU manager calculated and weighted from KPI's he is responsible for.
▪Balanced KPI's from all perspectives: financial, customers, process, learning and growth.
▪OLAP analytical tool with great analytical power (drill down, rotation, filtering, sorting, charts, aggregations for Regions…
▪Excel add in for automatically preparation of reports for management.

Companies using TOMAS.SP

Continental, Kudu corporation Saudi Arabia, Energetics Maribor, Lily hospital Nigeria

BUSINESS PLAN

Report: **Material costs**   Business unit: **Company 2** For period: -
Status: **Requested**   Submit deadline: Files ▾

Market Slovenia ▾   Sales channel General ▾

Save   Auto save ☐
Submit

	2014 Jan-Dec Plan Quantity	2014 Jan-Dec Plan Price	2014 Jan-Dec Plan Sales Revenue	2014 Jan-Dec Plan Discount	2014 Jan-Dec Plan Net sales revenue	2014 January Plan Quantity	2014 January Plan Price	2014 January Plan Sales Revenue
General						0.00	1	
Coca cola						10,000	2	
Orange juice						4,000	2	
Energy drinks						7,000	2	
Fanta						3,000	2	
Chicken Wings						6,000	5	
Ham and cheese						7,000		
Kids Burger						2,000		
Mixed salad						400		
DRINKS								
FOOD								
Total								

Strategy needs to be converted into operative business plans:

To increase profit, we need in time x to achieve this and that, for which is responsible this one until this time …

MAIN PROBLEM

We don't monitor it, no real time review,
no KPI's, a lot of manual work sending Excel's,
aggregating numerus Excel, chances of mistakes…

SOLUTION
TOMAS.BP

We can define workflow of planning procedures,
peoples involved and tasks they need to perform.
Solution can be used for different planning purposes:
 annual plan, strategic plan, company plan, plan
of group of companies etc.

We can prepare multiple versions of plan (optimistic,
pessimistic etc.).
Solution enables to planner's total freedom in definition
of any number of different input tables for planning

Companies using TOMAS.BP

Don don, Koto, Energetika Maribor, Lily hospital Nigerija,
Adriatic Slovenica-insurance, Nigrad

DASHBOARDS

AND REPORTS
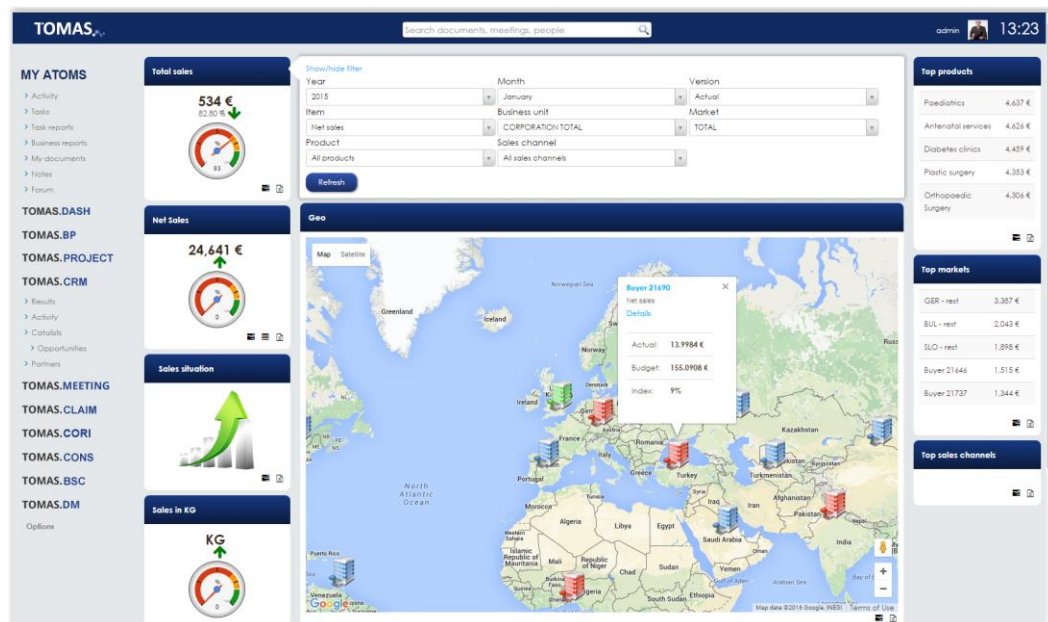
Dashboards and reports offer quick and practical overview of the company's results from different areas everywhere and anywhere. Data are loaded directly from company's databases, from other TOMAS modules or through input tables where users enter data instead of in Excel

MAIN
PROBLEM

- Manual preparation of Excel every month
- Sending Excel by mails.
- No reviews who send tables and who is late.
- You need to call people to send late reports
- Manually copying separate excels in joined reports
- Chance of mistakes, because reporters can change Excels.
- For each month we have separate aggregated Excel, it is difficult to create new reports from this, make comparisons to plan, last year …
- Aggregated reports need to be sent by mails every month to management that are then only on mails not on some place available all the time to everyone that needs them

SOLUTION

TOMAS DASHBOARD

-
- Compared to Excel there is no need to manually combine different table to prepare a report
- Through WEB solution we include co-workers to enter data directly into database instead of sending them mails with Excel tables.
- TOMAS notifies responsible when new reports are requested and every day after the deadline for the report has passed.
- Reports can also be either rejected or confirmed
- For companies with daughters in foreign countries (different languages) we can even have items translations, so the same table can be seen in different languages.
- Tables are formulas don't need to be locked because it's done automatically. So no one can add rows or columns or change/delete formulas.

Companies using TOMAS.Dash

Don don, Koto, Energetics Maribor, Lily hospital Nigeria, Koto, Afrodita Cosmetics, Ministry of health…

PROJECTS

- Everything is a project

- Different types of projects

- The whole project on one place (who is participating, timeline, use of money and resources, documentation, correspondence, project financial plan…)

MAIN PROBLEM

Review of project implementation, review of missed tasks, the financial result of the project

AVAILABLE AT ANY TIME

SOLUTION

TOMAS.PROJECT

- Projects of all type (R&D, Marketing, Strategic...) are on one place, through TOMAS unique features company can add additional input field for different types of projects without programming.
- Projects for all business units (departments and companies) are on one place
- % of projects done is calculated and late projects are colored red.
- Projects success factors are plan directly on each project
- Projects success can be monitored for each project or aggregated to total projects, by business unit, product... And analyzed through multidimensional database
- All mails about projects are visible in activity log of a project.
- All projects documents are available in TOMAS.DM and linked to project.
- All tasks are on server and mails alerts people on late tasks. All late tasks are colored red.
- Projects can be linked to partner (CRM), products, Strategic planning (BSC)...

Companies using TOMAS.Project

Don don, Kolpa, Koto, Energetika MB, Textile company Litia, Lily hospital Nigeria, Romtelco Romania, Sofia knowledge cluster center Bolgarija...

ISO – CQA SUPPORT

MODERN SUPPORT FOR EFFICIENT BUSINESS MANAGEMENT BASED ON ISO STANDARDS AND BUSINESS EXCELLENCE

**HOW
DO YOU MANAGE DEVIATIONS FROM STANDARDS, RISKS, CLAIMS?**

MAIN

PROBLEM

Transparency of deviations, difficult analysis, review of late corrective actions, indicators for process, Documentation management

AVAILABLE AT ANY TIME

SOLUTION

TOMAS.Cori   **TOMAS.DM**   **TOMAS.Proces**

TOMAS.Claims   **TOMAS.Risk**

Management of CAR's - take action in case of deviations of business performance from your goals

ISO documents – IT support for documents management in accordance with ISO standards.

Process modelling - Business process reengineering and ISO support – model your processes and focus them into success and excellence achievement

Complaints monitoring - Allows you to electronically monitor complaints, effectively correct errors, and prevent new ones from occurring, thereby maintaining customer loyalty.

Risk management – allows you to identify risks, analyze and evaluate risks, plan actions and monitor performance.

Companies using TOMAS.ISO solutions

Mercator – chain of supermarkets, Hospital Golnik, Koto, Energetics Maribor, Textile company Litia, Serbian railways, Lily hospital Nigeria ...

MEETINGS

Code	Status	Name	Deadline	Responsible	%	h	€
106	✔ Done	Donation	07/28/2014	Vitasvan Anand	100 %		
				» 1 / Sales Meeting / Sales Meeting			
				» Former Conclusion Review			
100	✔ Confirmed	Las Vegas	07/12/2014	Admin Administrator	50 %		
				» 2 / Sales meeting / Sales meeting			
				» Fair in Las Vegas			
99	✔ Confirmed	Forecast	07/11/2014	Robert Novak	100 %	18 h	
				» 1 / Sales meeting / Sales meeting			
				» Sales forecast			

Meetings can be perfect tool for gathering ideas and suggestions and managing activities for group of people.

But the results are worthless if the meetings are not well organized, managed and if the conclusions are not realized on time.

MAIN
PROBLEM

SOLUTION

TOMAS.Meeting

When we are preparing invitation, we first select template and the already entered data are automatically written in invitation form. This data can be later changed.

At the item former conclusions review we automatically get all unconfirmed (unrealized) conclusions from the past meetings together with reports.

In My conclusions we have a review of all conclusions we're responsible either as a person in charge or person who should carry it out.

All conclusions we can overview of all conclusions agreed upon on meetings we are members. We can see who is responsible, % of done and time and money spent.
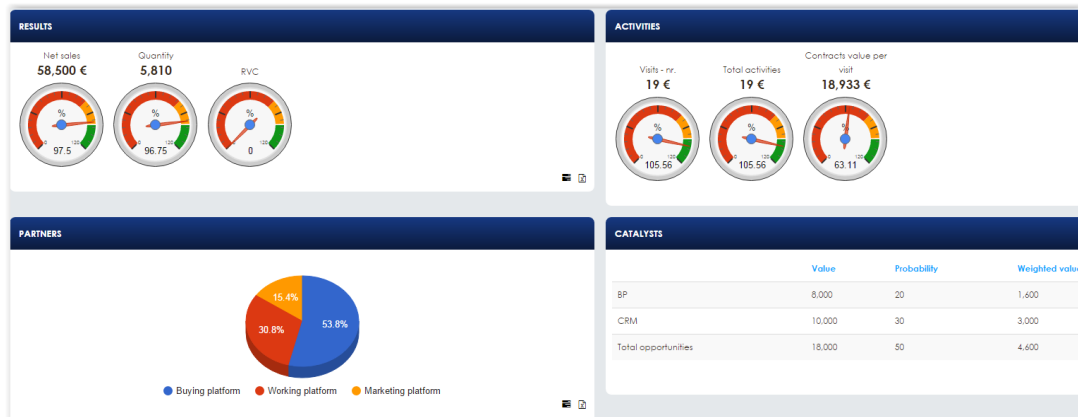
If conclusions are late, responsible are receiving –mail alerts.

Companies using TOMAS.Meeting

Koto, Energetics Maribor, Textile company Litia, Serbian railways, Lily hospital Nigeria …

CRM

- Unique view over all data from business partners
- Simple view on sales activities over more dimensions
- Assigning tasks to co-workers
- Project management
- Setting reminders
- Managing sales team
- Planning activities and Sales results
- Review of sales data in comparison to plan

MAIN PROBLEM

- Activities are not planned.
- Sales plan is only in excel
- Sales reports in comparison to plan are preparing manually.
- Sales results are not available on a daily basis to everyone that needs them
- Reviews of sales activities are not available on one place for every customer
- We can't monitor results of our activities and if they are being focused properly
- Mail correspondence with clients is only on personal computers and can be lost if person leaves company
- Customers documents are not easily found
- Review of late tasks and projects for customers are not available, reports are only by mails.
- Salespeople are not informed about state of customers claims

SOLUTION

TOMAS.CRM

- Sales activities can be planned and monitored
- Sales plan is prepared and simulated through multidimensional database
- Sales reports and analyses are available automated on a daily basis
- All sales activities are on server and can be filtered by different parameters (salesperson, customer, date, type of activity…)
- We can monitor our activities by different platforms (buying, working and marketing platform)
- All mails with our customers are visible in TOMAS.CRM
- All documents with customers are available in TOMAS.DM and linked to customer's card.
- All tasks and projects are on server and mails alerts people on late tasks. All late tasks are colored red.
- On customer's card all claims are visible and with just one click can be reviewed and show to customer.

Companies using TOMAS.CRM

Energetics Mribor Novellus, Lily hospital Nigeria, Clarus Croatia, Textile Litia...

CONSOLIDATION

- Groups of companies and holdings need to prepare consolidated financial statements
- The Group's management requires monthly monitoring, comparisons with the plan, and long-term results

MAIN
PROBLEM

- Data for consolidation are gathered with help of Excel, sent by mails
- There is no review who sent and who is late, manually alerts on late reports
- Manually coping of data into joint Excel for Consolidation.
- Manual calculation of different currencies
- Every time manual transformation into headquarters' standards.
- Only statements data are collected, no detailed account's data.
- Exclusions of internal relations is done only on statements items level, if there is a difference is very difficult to find, what cause it.
- Exclusions of financial investment and capital is done every time manually.
- Exclusions in excel are not clear, you can't see result of only one step, one company
- Because so much manual work is needed, data are usually collected only once per year and so management doesn't have control over success of the companies.

SOLUTION
TOMAS.Cons

- Solution doesn't demand unique and expensive ERP solution (general ledger, invoicing...) for all companies in group
- Automated data loading for all companies without manual entering
- Automated calculation in headquarters currency
- Automated transformation into headquarters accounting standards
- Monthly balances statements for all companies in headquarters currency and standards
- Monthly statements for group
- Monthly internal statements, special reports and analyses
- Automated reports for needs of Controlling (comparison to budget), yearly comparisons
- Automated exclusions of internal relations
- Incorporated rules of consolidations, that allows majority of consolidation steps being performed automated
- We can review results of consolidation for each consolidation step or company
- Because all is automated, it is possible to perform even monthly or quarterly consolidations.

Companies using TOMAS.Cons

Don Don, NKBM-bank, and some smaller Slovenian companies

TOMAS
So we know where we are

|