BUILDING A CONNECTED BUSINESS

BUSINESS SYSTEMS FRAMEWORK

EDUCATION & RESEARCH FOUNDATION
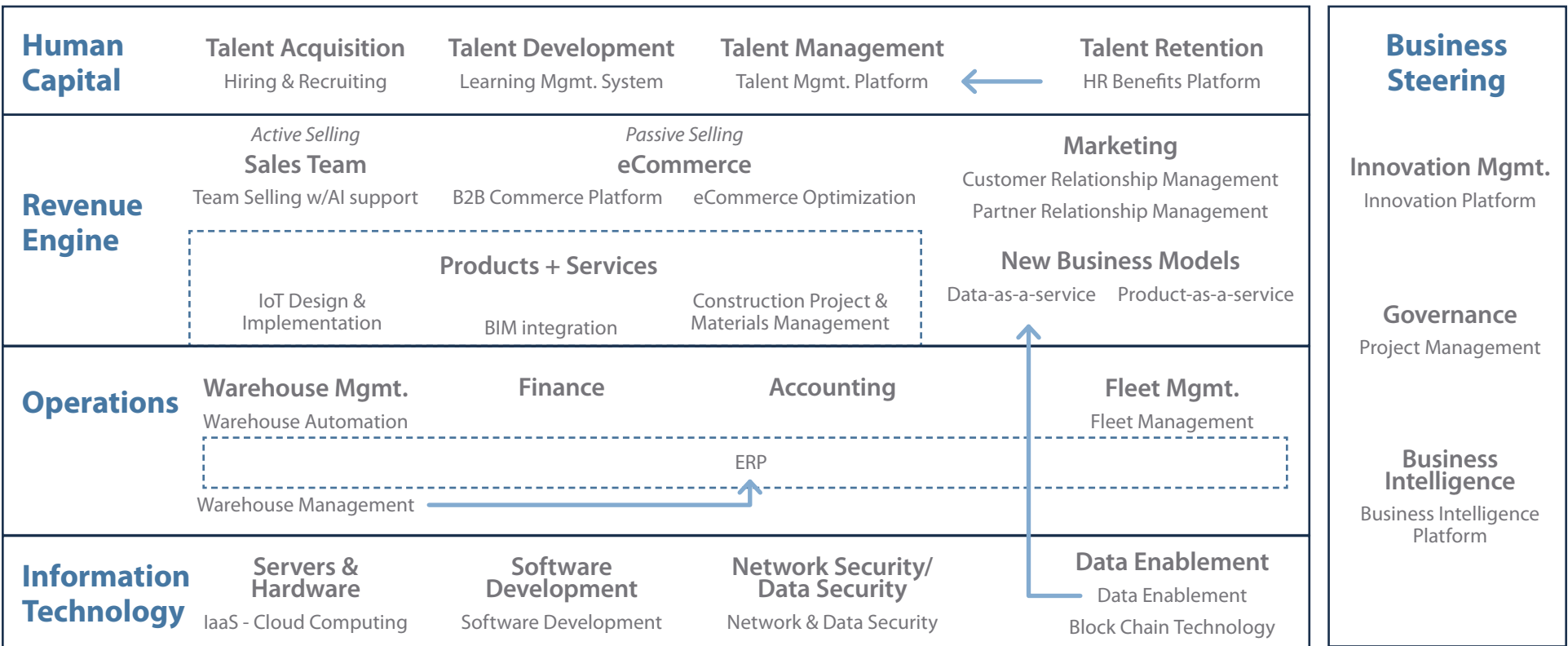NAED

The Frost & Sullivan framework identifies business systems within an organization to understand where a technology investment can provide incremental value. The chart below consists of digital opportunities initially provided by NAED. Additional refinements and suggestions were supplemented by Frost & Sullivan.

This list is not intended to be exhaustive because new digital opportunities for each business system evolve each day. Opportunities may be achieved though a combination of third-party solutions and self-developed capabilities. While some opportunities are specific to the electrical distribution channel, others mirror a technology or process that is used by other industries.
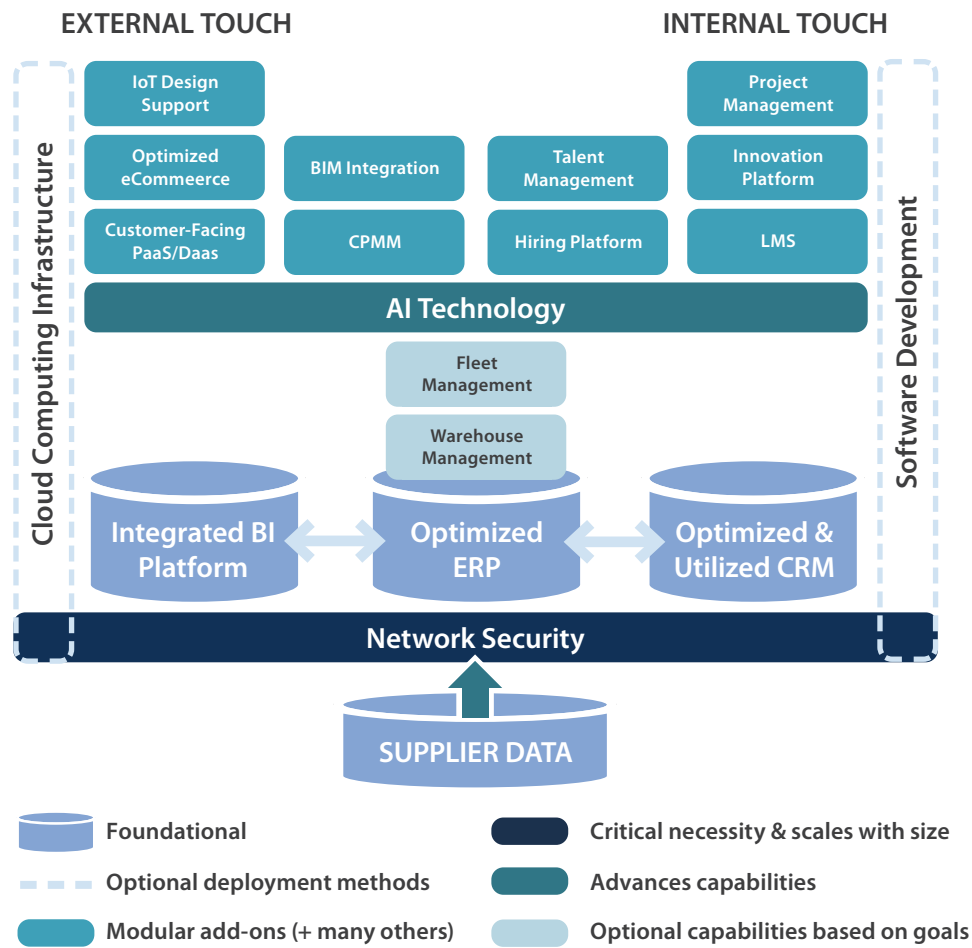
Human Capital

Talent Acquisition	Talent Development	Talent Management	Talent Retention
Hiring & Recruiting	Learning Mgmt. System	Talent Mgmt. Platform ←	HR Benefits Platform

Revenue Engine

Active Selling **Sales Team**	*Passive Selling* **eCommerce**		**Marketing**
Team Selling w/AI support	B2B Commerce Platform	eCommerce Optimization	Customer Relationship Management / Partner Relationship Management

Products + Services

IoT Design & Implementation	BIM integration	Construction Project & Materials Management

New Business Models
Data-as-a-service   Product-as-a-service

Operations

Warehouse Mgmt.	Finance	Accounting	Fleet Mgmt.
Warehouse Automation			Fleet Management

ERP

Warehouse Management →

Information Technology

Servers & Hardware	Software Development	Network Security/ Data Security	Data Enablement
IaaS - Cloud Computing	Software Development	Network & Data Security	Data Enablement / Block Chain Technology

Business Steering

Innovation Mgmt.
Innovation Platform

Governance
Project Management

Business Intelligence
Business Intelligence Platform

(Arrows indicate capabilities that will be included in a related opportunity profile.)

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DIGITAL OPPORTUNITY: SOLUTION ARCHITECTURE

TECHNOLOGY TO IMPLEMENT OPPORTUNITIES

The technology stack of a fully connected business is built on a solid foundation. For a distributor, that foundation is enterprise resource planning software (ERP), customer relationship management software (CRM), and business intelligence software (BI). Linking these systems together, along with inputs of supplier data, will enable the organization to extract value at a high level of efficiency.

Once foundational systems are optimized and interoperable, an organization should pursue value-creating capabilities, both internally and externally, by using the data to implement Artificial Intelligence (AI), eCommerce optimization, and customer-facing platforms such as the Construction Project & Materials Management (CPMM) platform. Additional capabilities can continue to be layered on as each new function is integrated into the organization.

EXTERNAL TOUCH | INTERNAL TOUCH

Cloud Computing Infrastructure | Software Development

- IoT Design Support
- Optimized eCommeerce
- Customer-Facing PaaS/Daas
- BIM Integration
- CPMM
- Talent Management
- Hiring Platform
- Project Management
- Innovation Platform
- LMS

AI Technology

- Fleet Management
- Warehouse Management

Integrated BI Platform ↔ Optimized ERP ↔ Optimized & Utilized CRM

Network Security

SUPPLIER DATA

Legend:
- Foundational
- Optional deployment methods
- Modular add-ons (+ many others)
- Critical necessity & scales with size
- Advances capabilities
- Optional capabilities based on goals

BUILDING A CONNECTED BUSINESS

DIGITAL OPPORTUNITY: TIME HORIZON PRIORITIZATION

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TIMELINE & PLANNING

Every organization, large or small, will be at various levels of digital maturity within each business system. Individual assessments are necessary to identify where to focus resources. A suggested timeline, presented in this report as horizons, can be used to prioritize initiatives and solidify strategies.

IMMEDIATE HORIZON	HORIZON 1 | 1–2YRS	HORIZON 2 | 2–4YRS	HORIZON 3 | 4–6YRS	CONSORTIUM
• ERP Optimization • CRM Optimization • BI Optimization • Network/Data Security • Warehouse Management • Fleet Management	• Hiring Platform [+] • Learning Management System [+] • Talent Management [+] • Team Selling w/AI Support • eCommerce Optimization • Project Management • Software Development • Platform/Data-as-a-Service • Construction Project & Materials Management	• IoT Design and Implementation • BIM Integration • Innovation Management • IaaS – Cloud Computing • B2B Marketplace	• Product-as-a-Service • Warehouse Automation	• Innovation Management • Software Development • B2B Marketplace Note that opportunities in a consortium solution may be advantageous across the industry, but these opportunities could also be pursued by an individual organization.

[+] Optional importance for local/regional distributors depending on size/scale