

A photograph of two women in a factory setting. The woman on the left has blonde hair and is wearing a blue jacket over a red shirt. The woman on the right has dark curly hair and is wearing a dark blue blazer over a light pink shirt. They are standing on a grey floor with yellow safety lines. In the background, there is a car chassis on an assembly line and industrial equipment.

BRING DIGITAL TO LIFE: PEOPLE AND CHANGE MANAGEMENT

Delivering a successful digital transformation program requires the buy-in of relevant stakeholders, who have the right skills to design and deploy it, who share the vision giving it purpose and who are prepared to make changes to achieve it.

IFS WHITE PAPER
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The IFS logo, consisting of the letters 'IFS' in white, slanted, and set against a purple square background.

IFS

If digital transformation (DX) is a technology-enabled philosophy, then the success of DX will rely on people undertaking activities in line with its principles.

As with any philosophy it invites questions at all levels and challenges the status quo, but unlike academic discussions, DX demands answers.

The key question to ask in successful DX programs is “How can we ensure we have the right people to deliver it?”

As job openings continue to increase in the manufacturing industry globally, so talent to fill those roles is becoming scarcer. Also, as technology changes impose re-skilling, it is no wonder that attracting, nurturing and retaining talent is a top issue facing the manufacturing executive.

Correspondingly there is the need to address emerging business models capable of leveraging the fourth industrial revolution. This combination establishes a burning requirement to generate a competent talent base around a digitally transformed business model.

ESTABLISHING A TALENT BASE

Traditionally technology has been used to automate low level, repetitive tasks, moving the human worker into a net up-skilled position. With the advent of IoT, AI and other more intelligent technologies, the changing roles of humans in business is set to move up again.

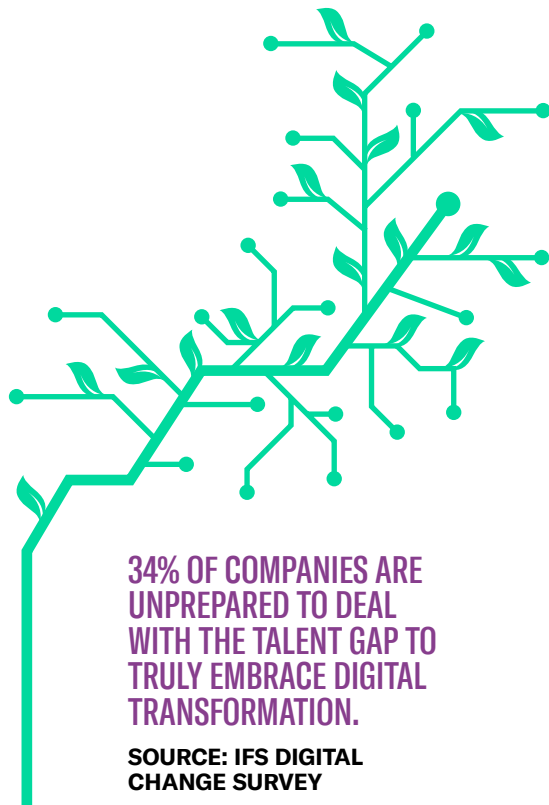
Generically some of the new skills technology is enabling are captured in this [IFS Blog: Prepare to surf a business skills revolution](#) and our [Manufacturing Digital Change Survey](#) highlighted AI/robotics and business intelligence as the greatest skills gaps concerning businesses.

Nurturing and recruiting talent is at best a medium-term strategy, so partnering for success may provide the short to medium term skills needed to deliver the required DX.

IFS can provide both the technical solutions and people to ensure your DX project has the talent it needs from day one.

GUIDING THE TALENT

Whether nurturing, partnering, recruiting or outsourcing there are two key people-based facets to guiding the talent base towards a successful DX: championing change and enthusing the team.



34% OF COMPANIES ARE UNPREPARED TO DEAL WITH THE TALENT GAP TO TRULY EMBRACE DIGITAL TRANSFORMATION.

SOURCE: IFS DIGITAL CHANGE SURVEY



**“50% OF COMPANIES SURVEYED
CITED AVERSION TO CHANGE AS
THE BIGGEST BARRIER TO
SUCCESSFUL DX”**

IFS DIGITAL CHANGE SURVEY

CHAMPIONING CHANGE

Successful DX is not done to people, it is done by people, and so buy-in to the DX means an acceptance of change by the stakeholders.

Sometimes we must change, other times we know we should, but rarely do we want to. We engage with DX because our vision, mission and strategy require different results, and different results necessitate change.

People are naturally averse to change because of a hard-wired fear of the unknown, but people are also accepting of change if provided with clarity of reason, security of tenure, and the tools and training to succeed.

Clarity requires transparency through communication of the DX objectives and how they connect personal objectives to the attainment of corporate goals and vision. This provides the context for change and establishes a visual guide on the linkages between personal performance and corporate performance to everyone from the board to the shop floor. More information on this can be found at <http://ifs.world/dxgoals>

A natural reaction to change is to wonder if you will still have welcome employment after it. Communication around role evolution and skills is critical, especially when considering the use of newer technologies. As part of that conversation a training plan should be devised, and development conducted.



BRING DIGITAL TO LIFE

Not all systems are created equal. IFS solutions engender buy-in by providing easy to use, visually appealing and device agnostic means to access data and information and perform relevant activities.

#forthechallengers

ENTHUSING THE TEAM

Championing change is also the first part towards creating an enthusiastic team, one that wishes to embrace the DX philosophy to make improvements which achieve the goals.

A well communicated implementation plan can also enthuse by instilling long-term confidence—by outlining what will happen during each project phase.

But the real key to enthusing the team is to unlock the benefits, both to the individuals, and the business. IFS solutions not only enlist new capabilities to automate low level tasks, allowing users to concentrate on more rewarding work elements, they also provide a unique and dynamic interface that delivers the freedom to work using their preferred device.

ABOUT IFS

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with a commitment to delivering value to every one of our customers, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 3,700 employees and growing ecosystem of partners support more than 10,000 customers around the world challenge the status quo and realize their competitive advantage. Learn more about how our enterprise software solutions can help your business today at [IFSworld.com](https://www.ifs.com).

IFS APPLICATIONS

Successful manufacturers need business tools that enable them to quickly embrace change and derive value from it. IFS Applications is a single, integrated, application suite available in Cloud and on-premise, that is specifically designed to meet the demands of all types of manufacturing business. Through its multi-mode, global capabilities, you'll have a winning platform for change that can support new products, services and channels.

WHERE WE ARE

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