

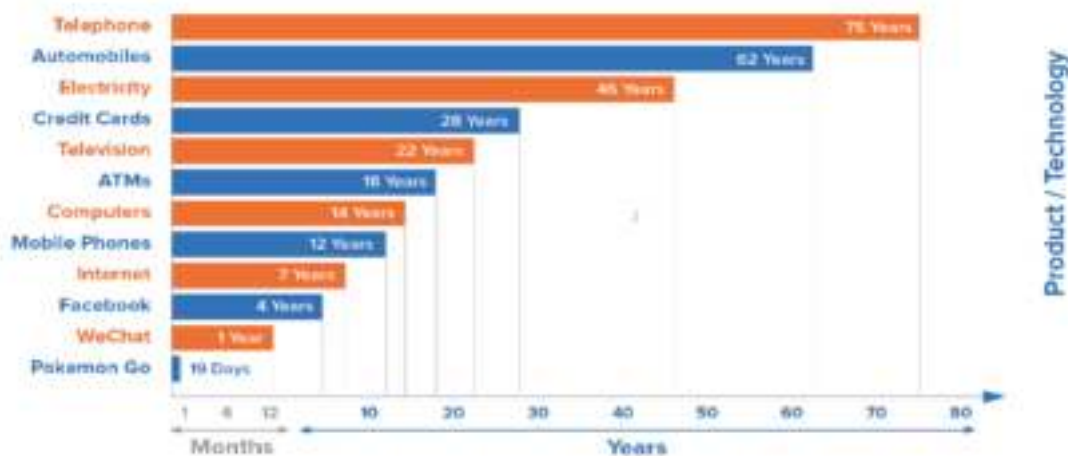
# Digital Transformation with **CLaaS@Work**



## Digital Revolution Has Redefined Future Businesses

Technological progress has been transforming humanity for decades. But the pace and scale of recent changes are unprecedented. It took 75 years for telephones to reach 50 million users, but Pokémon Go gained that many subscribers within 19 days of its launch.

### TIME TO REACH 50 MILLION USERS



Rapid advances in digital technologies are redefining our world. The plummeting costs and ‘combinatorial’ effects of digital technologies is revolutionizing business and society. Technology is the multiplier.

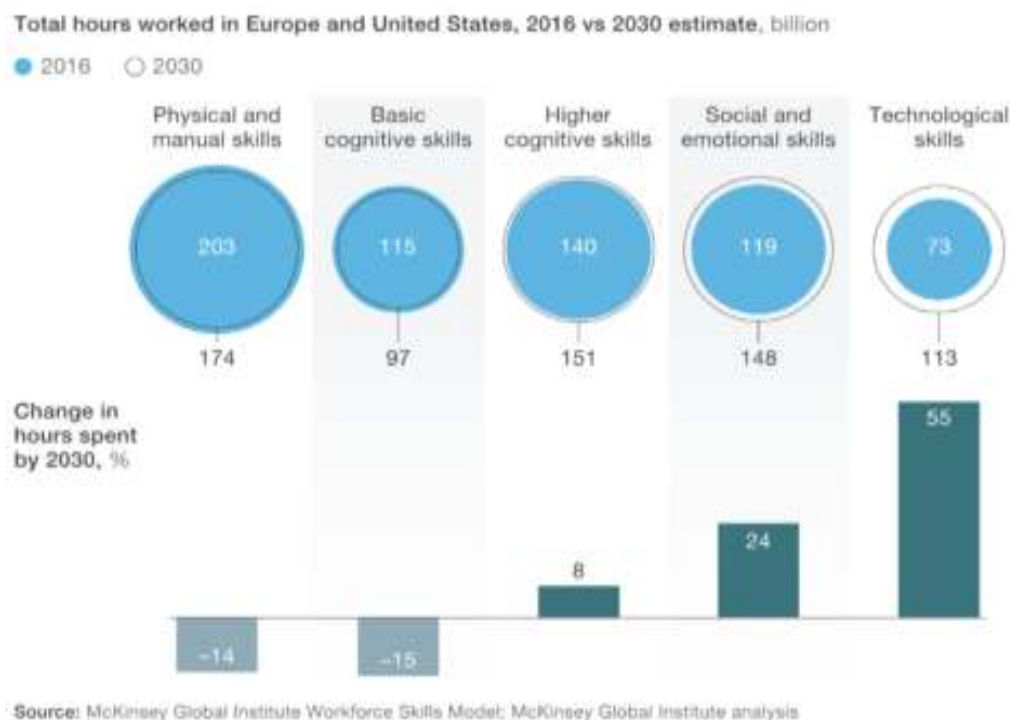
Digital transformation provides industries with unparalleled opportunities for value creation. It used to take Fortune 500 companies an average of 20 years to reach a billion-dollar valuation; today’s digital startups are getting there in four.

World Economic Forum reported that the unprecedented disruption by COVID-19 is accelerating the urgency for agility, adaptability and transformation. Industry structures and business models are being disrupted – and the digitalization of the economy is being rapidly accelerated. An estimated 70% of new value created in the economy over the next decade will be based on digitally enabled platform business models.

## Future Ready Skills for the Digital Economy

The way businesses work, the skills needed to support businesses, and its future are rapidly evolving. These changes are driven by technology, innovations and shifting business models that demand new skillsets from the labour market, resulting in high skills mismatch and workforce turnover that calls for continuous skilling, reskilling, and upskilling needed of the workforce for businesses.

McKinsey Global Institute (MGI)<sup>5</sup> produced a report illustrating how workforce skills will shift with the adoption of automation and artificial intelligence in the digital economy.



In fact, such skills will be the fastest-growing, by as much as 90%. The demand for all technological skills, both advanced and basic, will grow substantially (given the growth in jobs such as data scientists, software developers, and systems engineers) because it comes with the adoption of advanced technologies into businesses.

Not forgetting, business success is no longer just about adding new technologies. It is increasingly critical to innovate to create value rather than just add value. The agility in adaptation and function in a more ambiguous digital economy requires the workforce to be lifelong learners with multi-disciplinary skills that encompass broad digital competencies and deep digital domain skills, the optimum balance of skills to harness technology in a way that drives competitiveness.

## Future Proof Your Business with Holistic Digital Transformation

To future proof your business in the digital age, it is no longer the question if you should digitalize your business, but how and when.

To support enterprises in their digital transformation efforts, the Singapore Government has launched the industry transformation map (ITM) taking a targeted and industry-focused approach to provide step-by-step digital transformation guidance for 23 industries under 6 clusters including manufacturing, built environment, trade & connectivity, essential domestic services, modern services, and lifestyle.

Accompanying each ITM, it includes an Industry Digital Plan (IDP) to provide small and medium enterprise (SME) with a step-by-step guide for adopting digital technologies at each stage of their growth. Each IDP delivers industry specific roadmap for technology solutions adoption to support holistic digital transformation from getting SMBs to be “Digital Economy Ready”, “Grow in the Digital Economy” to “Leaping Forward in the Digital Economy”.



## Digital Economy Ready with Collaborative and Agile Workforce

As more companies become truly global with employees and partners located across the world, traditional boundaries of time, location, space, and structure are quickly blurring.

Companies need to reimagine the way people get the work done with computers. It has become essential for businesses to be equipped with digital collaboration tools that transcend geographical boundaries for communication and information sharing, not only for groups within a company, but across teams that may span multiple organizations and communities.



In the digital economy, people's most important contribution to the creation of corporate value will increasingly be their ability to innovate. Every person in every role will be expected to be agile with ability to employ digital best practices for creating value rather than just add value.

## Grow in the Digital Economy with Borderless Commerce and Connected Workplace

The emerging technologies of today will be powering the customer experiences of tomorrow. And many of those technologies would need to be seamlessly integrated for building a Connected Workplace able to deliver straight through processing in real-time for a seamless customer experience and journey.

With the emergence of end-user technologies such as robotic process automation (RPA) and zero code application development tools, companies can now build their connected workplace without the need to outsource application development and integration.

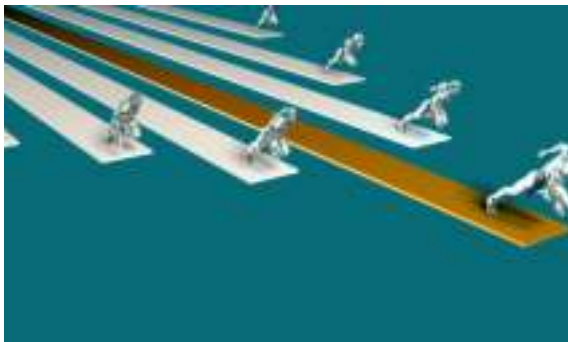
Businesses are leveraging on digital technology to design, market, sell, distribute, and service their customers via online2offline engagement in a borderless digital economy. Omni commerce business will be the new normal in the digital economy.



## Leaping Ahead in the Digital Economy with Data Driven Business

Advances in digital technologies can now help us extend our ability to think and create. Machines have become a lot smarter, able to learn from our behaviours and adapt to our preferences, and do so in a more personalized way.

Data Democratization will empower more employees to make strategic decisions. Employees at all levels of companies will have greater access to quality data and actionable insights enabled by powerful AI, machine learning, and analytical tools for a data driven business.

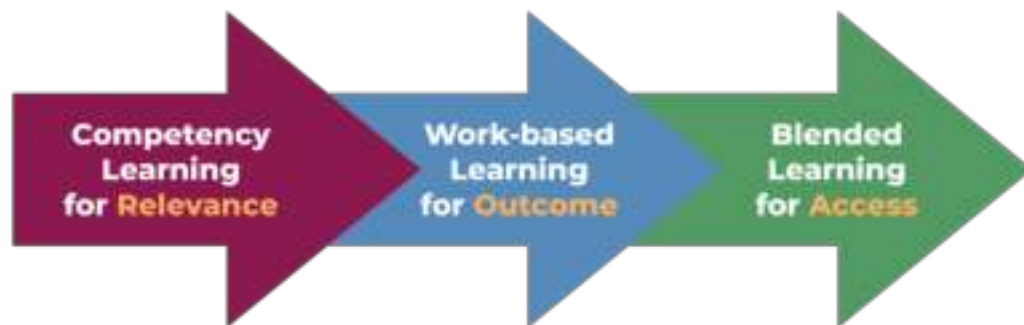


In a data driven business, everyone at every level can make confident and intelligent decisions using up-to-the-minute data analytics. Employees will unify data from many sources to create interactive, immersive dashboards and reports to deliver business intelligence for all.

## Holistic Digital Transformation with CLaaS@Work

Conventional classroom-based learning is no longer adequate for the workforce. It is often isolated and highly invasive to business owners as it takes the workforce away from their work. All this means low return on investment for the business. At eduCLaaS, our solution to overcome the ineffectiveness of conventional corporate training is CLaaS@Work. It is Competency Learning as a Service, an advance education technology contextualized with work-based learning pedagogy to deliver workplace skills utilization for tangible business outcomes.

CLaaS@Work is structured to bridge 3 major learning gaps inherent with traditional corporate training – namely Relevance GAP, Outcome GAP, and Access Gap.



### Competency Learning for Relevance

CLaaS is aligned around a competency-based curriculum to deliver specific skills and competencies to enable the workforce.

For business professionals, we deliver digital skills bridging CLaaS including agile innovations, digital business, digital marketing, digital applications, and data analytics.

For tech professionals, we deliver digital skills acceleration CLaaS for keeping pace with emerging new technologies such as full stack software development, data science, artificial intelligence, cloud computing, cybersecurity, and digital systems.



## Work-based Learning for Outcome

Our learners progress from knowledge acquisition in the classroom to higher order skills application and on-the-job skills mastery at the workplace using real-life projects. We implement work-based learning pedagogy with the adoption of the 70:20:10 learning model to deliver improved KSAs (Knowledge, Skills and Ability). We facilitate collaborative learning with learning co-ownership between learners, L&D, training provider with social learning and mentoring support from businesses.



## Blended Learning for Access

We deliver blended learning journey with learners involved in self-paced e-learning, instructor-led flipped classes, industry expert mentoring and peer2peer social learning. An individual can personalize their learning journey for a non-invasive, just-enough and just-in-time learning. Learners can learn only what they need at their own pace any time anywhere with alignment to their career and personal commitments. CLaaS@Work supports Digital Learning & Development at the workplace with contextualized curriculum, on-demand mentors and learning technology as a service.



## Discover Your Digital Skills Needs in 20 Hours

To support enterprises kickstart their digitalization journey, we provide Digital Fluency CLaaS augmented with Digital Skills Discovery Application for rapid and holistic digital transformation implementation.

### Digital Fluency CLaaS

The 20 hours Digital Fluency CLaaS aims to deliver digital skills foundation for enterprises to develop digital upskilling plan in alignment with their digital transformation plan.

- Agile management & practices for business innovation
- Digital collaboration applications for hybrid workplace
- Omni-commerce technologies for borderless business
- Process automation for tech-enabled operations
- Data & Analytics for data driven business
- Emerging technologies for intelligent & secured workplace
- Lifelong learning to stay relevant

### Digital Skills Discovery App

The Digital Skills Discovery App supports enterprises in preparing contextualized workplace learning plan aligned to bridge digital skills gap with tangible digital transformation outcomes.

- Set up desired digital competency by job role
- Establish digital skills proficiency level
- Assess digital skills gap with skills profiling
- Prepare contextualized workplace learning plan
- Determine learning investment with outcome alignment





**eduCLaaS** is a Pan-Asia Digital Learning & Talents Platform aimed to deliver talents and enterprise growth with **CLaaS**® for inclusive digital economy transformation. We connect higher education students, working adults, enterprises, employers, and post-secondary institutions for digital upskilling, digital career induction, and digital workforce development.

**CLaaS**® delivers **Competency Learning as a Service** to bridge the digital skills gap with competency-based curriculum, work-based learning pedagogy, and a blended work2learn journey. **CLaaS**® courses have received accreditations from education regulatory bodies and over 100 international universities.

eduCLaaS, with a network of 100+ campuses, has served over 50,000 learners, and more than 2,000 enterprises across Asia with CLaaS®.

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