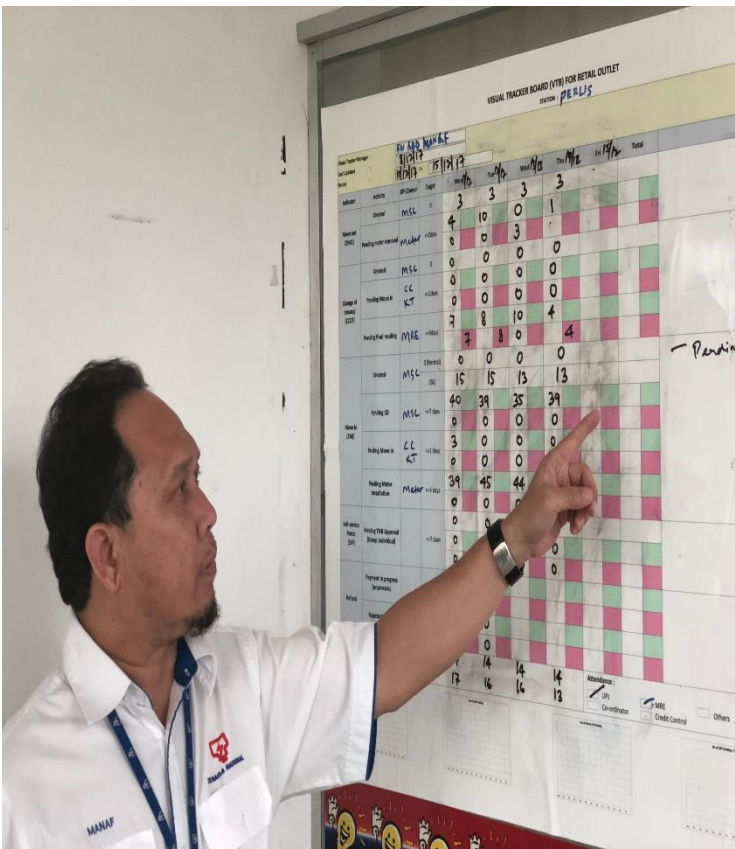




Shaping Culture Towards Digital

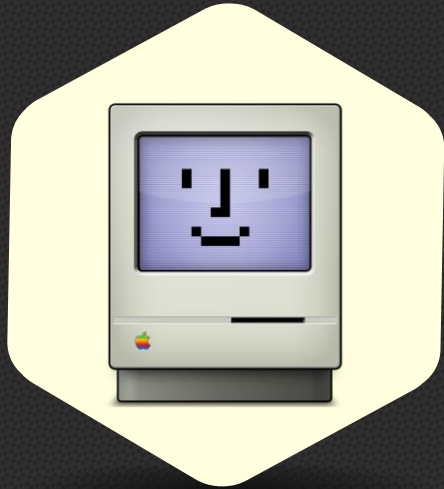




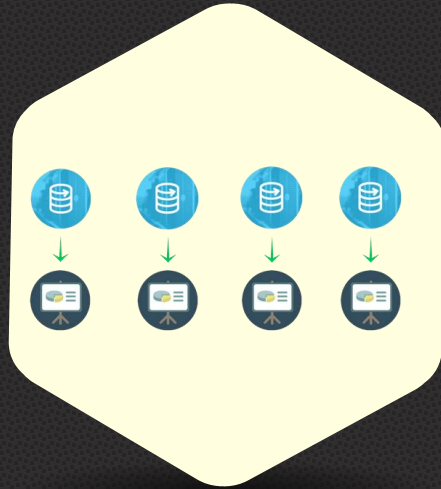
Shaping the Culture Towards Digital Transformation



Challenges - Companies are battling with...



Switch from legacy
systems & Process



Siloed data



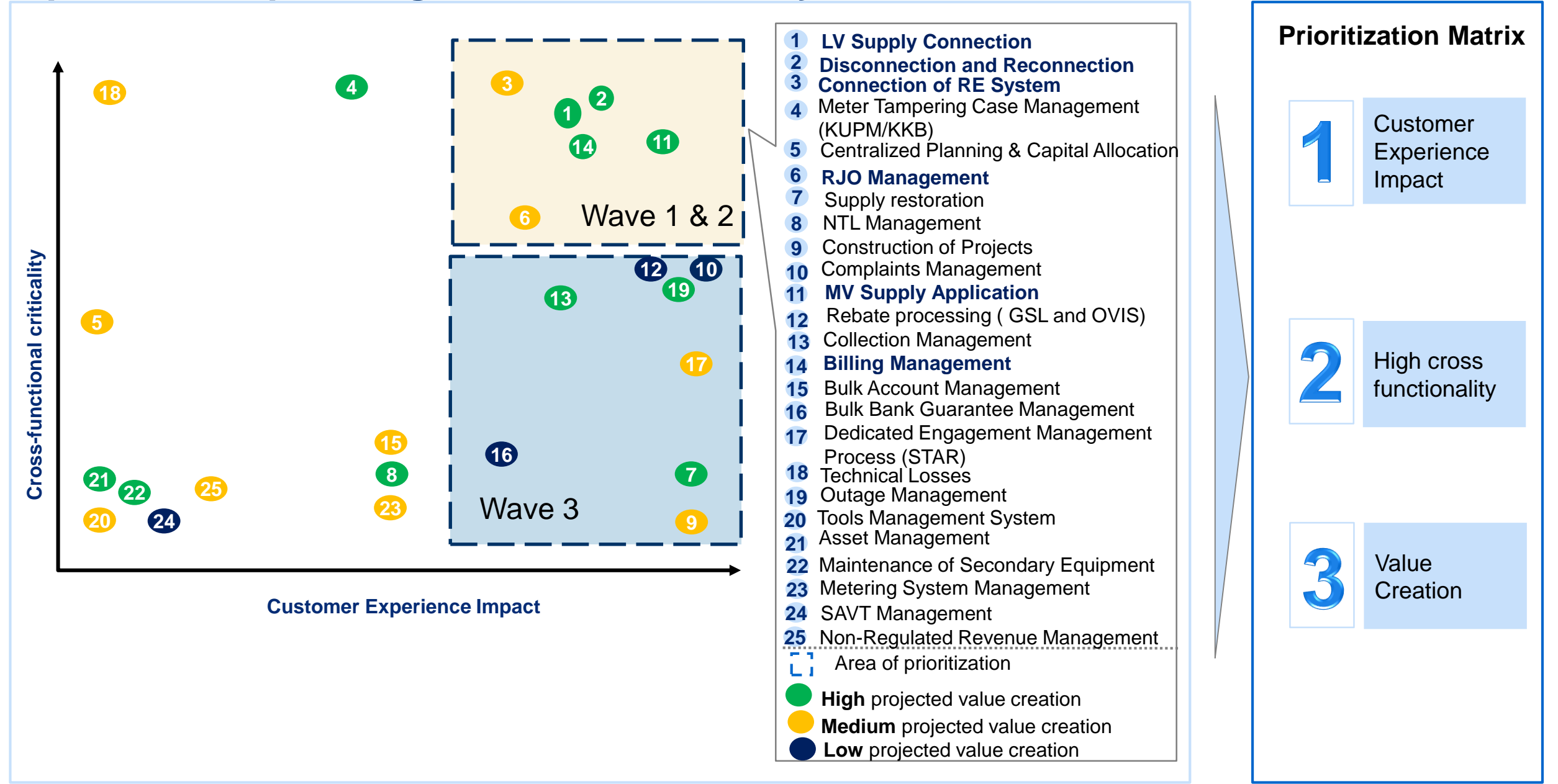
Timeline (Fast Result)
& Value



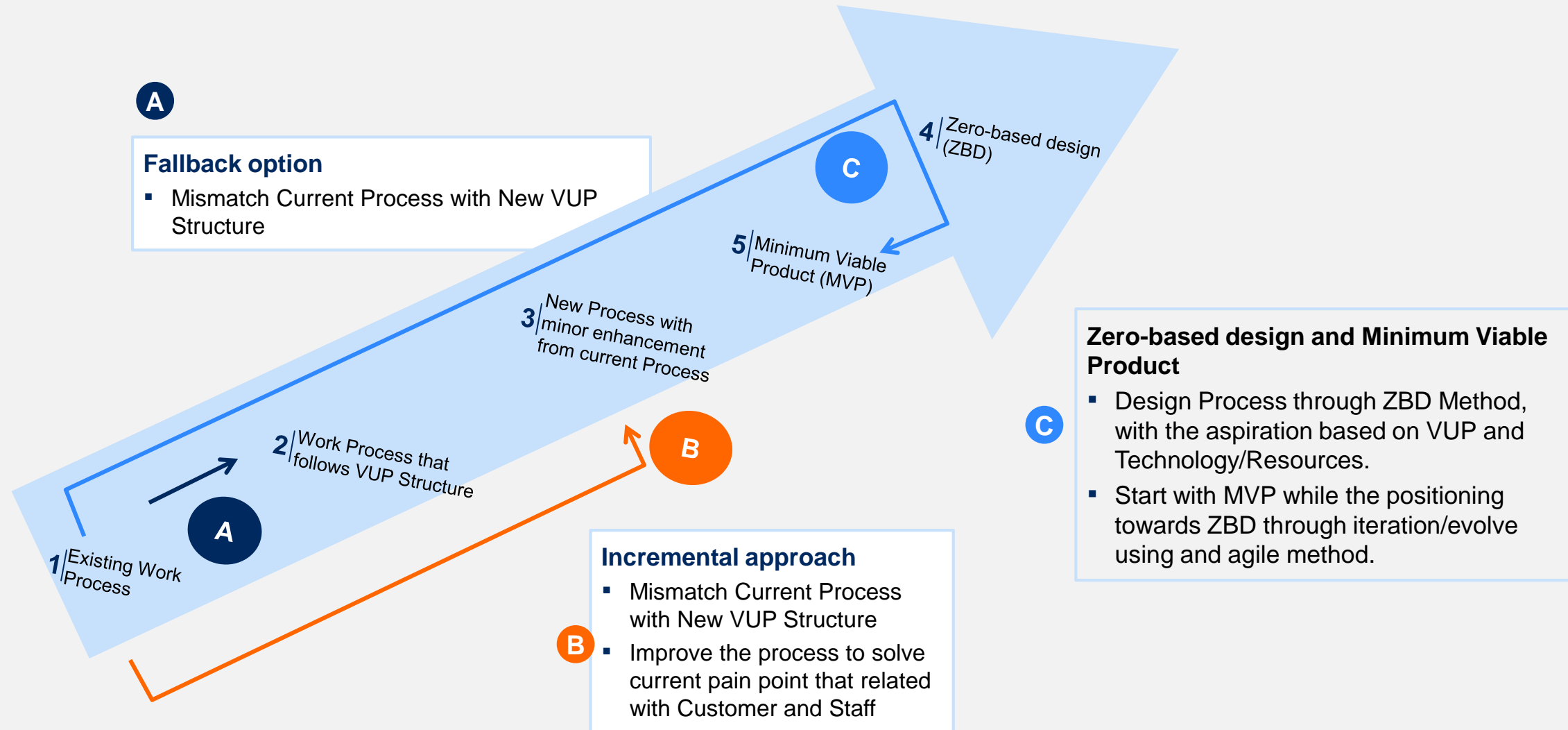
Keeping customers
pleased

The Reason Why we need to shape the right culture towards Digital Transformation?

We prioritize processes to be embarked on D2T initiatives based on customer experience impact, high cross functionality and value creation.



D2T approach towards developing end-to-end digital solution is via two levels
i) Incremental ii) Zero-Based-Design; depending on the readiness of the process, technology and resources.



BPM – Business Process Management

Input

- Existing Process
- Raw Data from Enablers
- ZBD
- CPA
- KPI

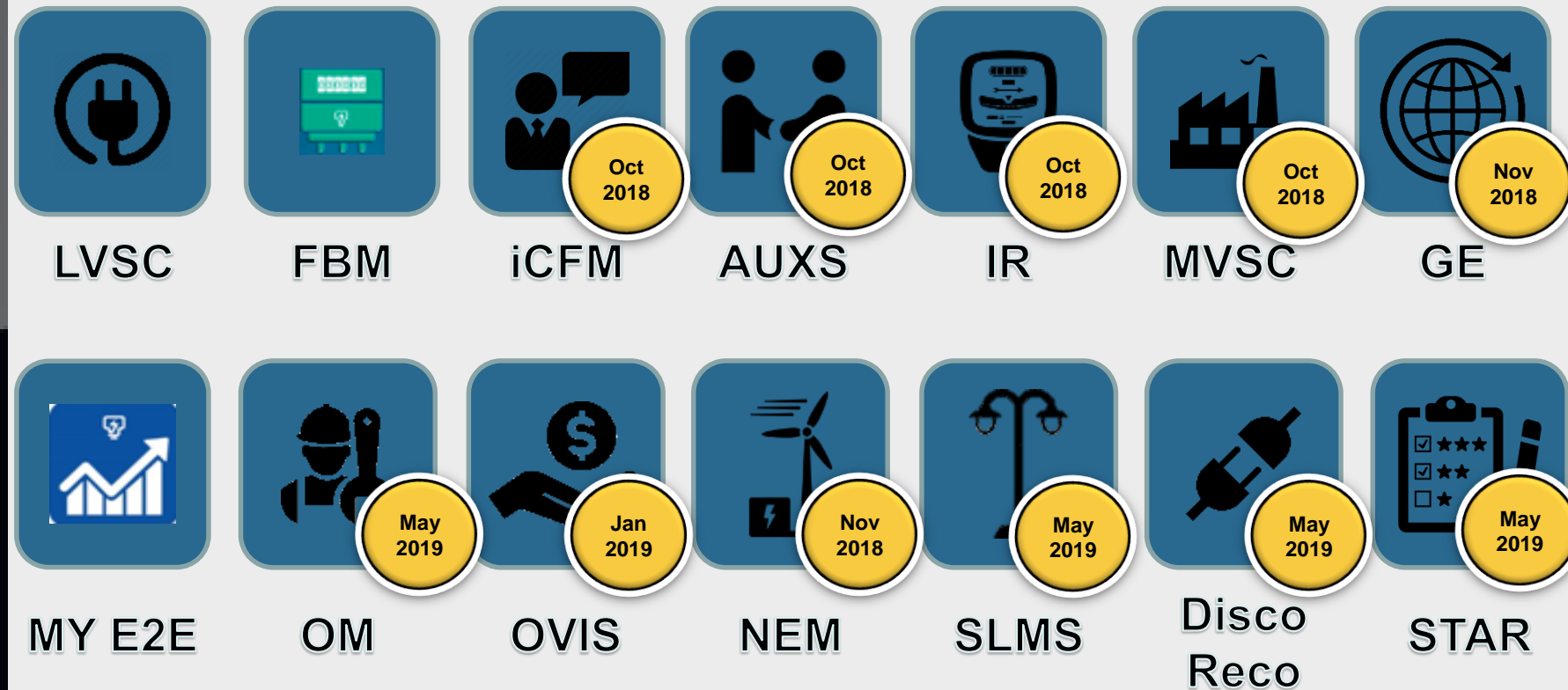


Discovering the value of D2T

Output

- Better Customer Experience
- Cost to serve.
- Gamification that will increase staff motivation and productivity.
- Exceed Customer Expectation.
- Game Changer – Revolutionist the way TNB do their works.
- Better Decision Making
- Productivity and P&L measures.
- Merit & Demerit
- Dashboard

Shaping Culture – Towards a New Normal of TNB Distribution



6 key features that drives our Initiatives



Positioning to the next Level

“Real-time productivity”



- Gamification
- Cost to Serve
- Priority Listing
- Notification & Escalation

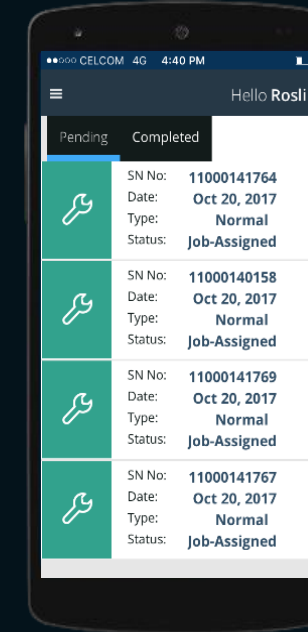
“Uberisation Made Ready”



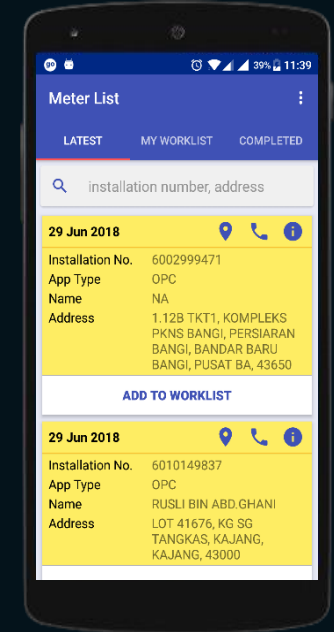
LVSC



FBM



Disco
Reco

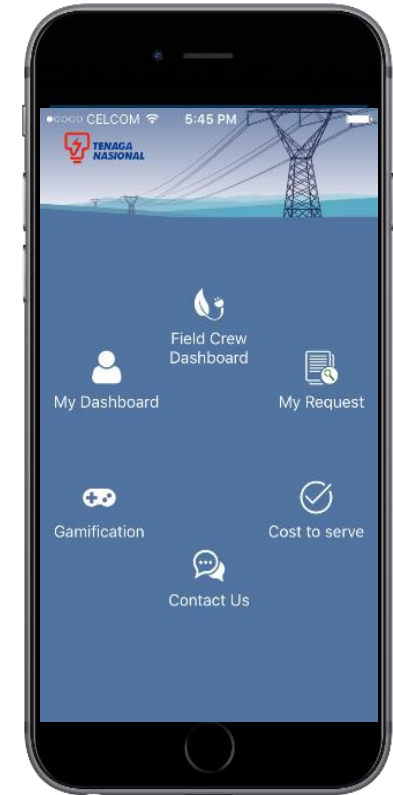


Street Light
Mgmt

And many more.....

THE NEW NORMAL #1:

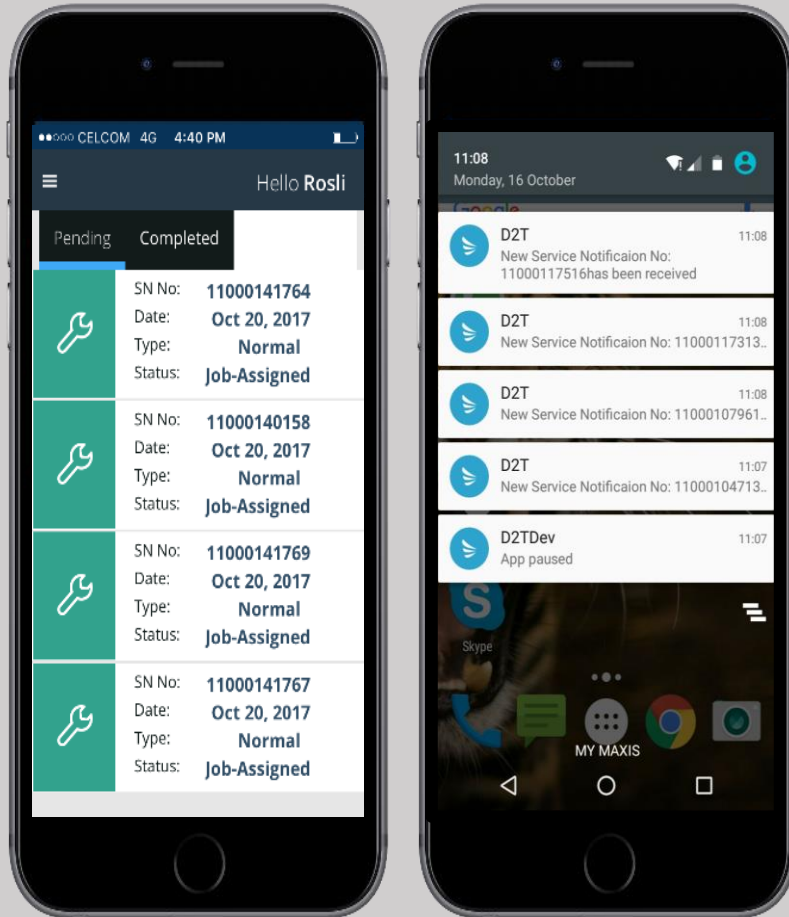
“Real-time, online, workforce monitoring, performance tracking and culture change through Gamification”



LVSC App
“Real-time productivity”

Introducing LVSC App

- “Real-time, online, workforce monitoring, performance tracking and changing culture through Gamification”



Workforce App



Productivity App

Real Time Data & Transparency

9:24 4G

11000152563 (Normal)

Approval
Completed

Planning
⌚ 1 day 5 hours
Completed on Fri, 24 Nov 17 by Rosli Bin Mohamed Shariff

CC Payment
⌚ 10 days 17 hours
Completed on Tue, 05 Dec 17

Construction
⌚ 2 days
Completed on Thu, 07 Dec 17 by Mohammad Fitri bin Husaini

SD Payment
Completed

Move In
Completed

Metering
⌚ 7 hours
Completed on Sun, 10 Dec 17 by Nairul Aifelrizam Bin Zakaria

9:27 4G

11000152563 (Normal)


Connection Details

SN Number	11000152563
SSP App Number	NC-000-077-1840
Metering SO Number	104000486157
CA Number	210064911109
Application Type	Normal
No of Poles	Temporary
Construction Type	Temporary
Customer Name	[REDACTED]
Customer Address	[REDACTED]
Contractor	MAFATECH ENGINEERING
Metering	

⌚ 7 hours
Completed on Sun, 10 Dec 17 by Nairul Aifelrizam Bin Zakaria

12:44

Construction



Mohammad Fitri bin Husaini

[Call](#) [Email](#)

Completed

Start date: 07 Dec 2017 End date: 10 Dec 2017

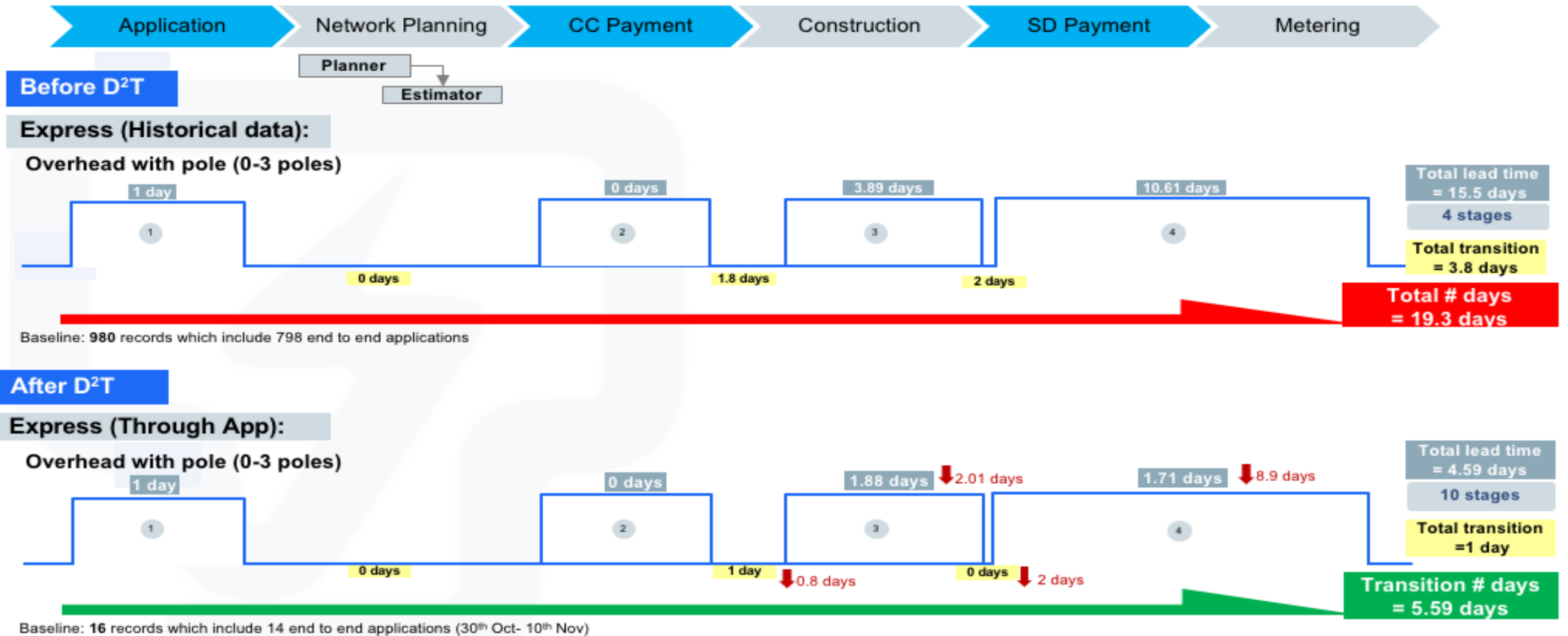
Customer rating: 5.0

★★★★★

Feedback
Professional and Committed

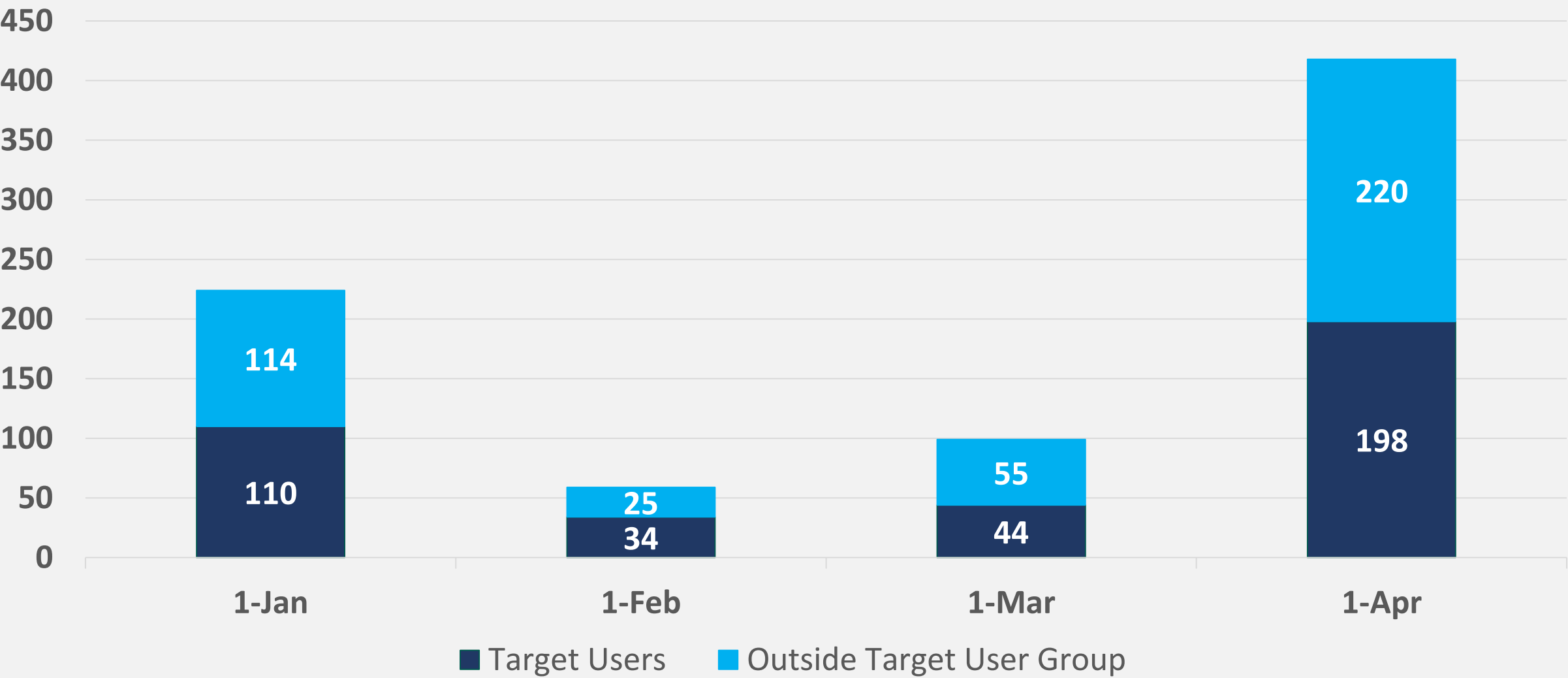
Pilot project of LVSC Mobile Field Force and Dashboard App in KL improves productivity for express applications from 19 days to 5.6 days

The pilot project started in November 2017



Usage of LVSC after Jan 2018 Nationwide Rollout, Only 10-25% usage by target users.

LVSC Usage Analysis Jan'18 - Apr'18



*16/4 – Gamification nationwide launching

*4/7 – Notification & escalation nationwide release

Combined together, Gamification module and Notification and Escalation module presents the new normal of workforce productivity monitoring

Management Control Mechanisms

- **Gamification**

PULL

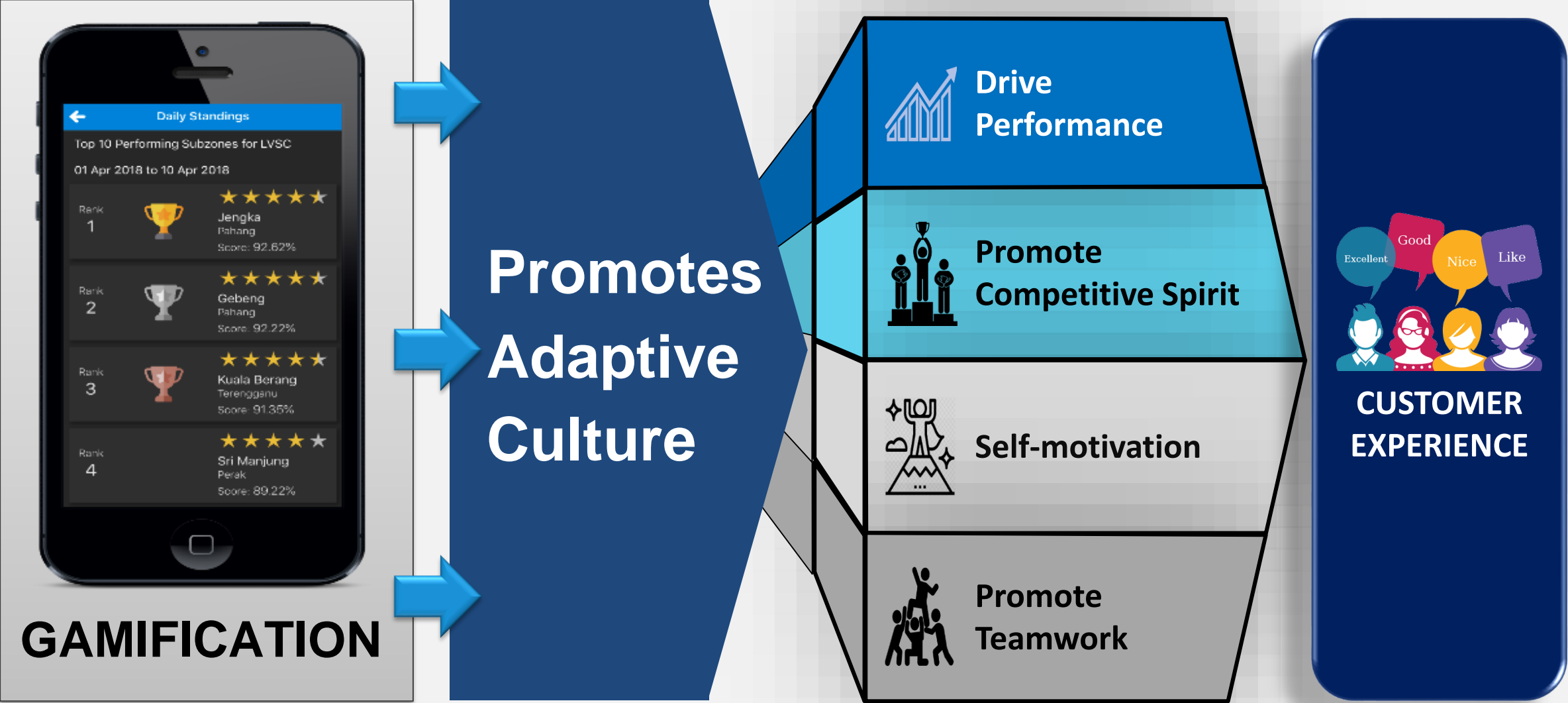


PUSH



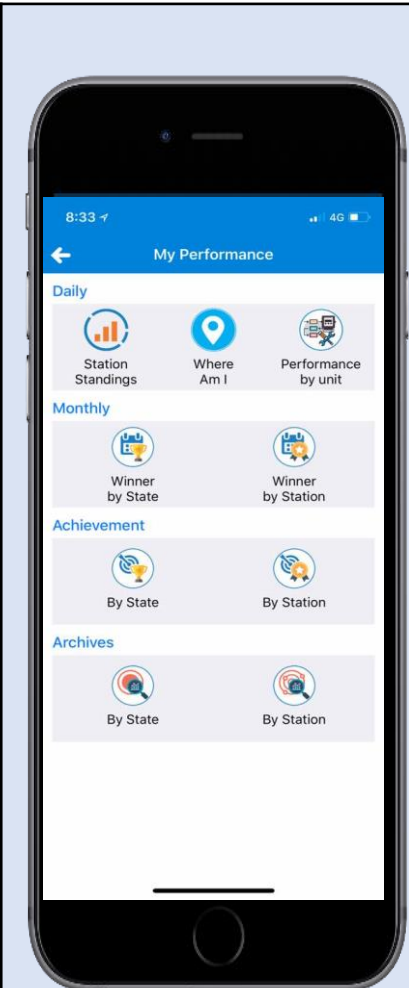
- **Notification and reminders**
- **Escalation**

LVSC App highlights the first gamification module ever deployed to the Distribution workforce to drive adaptive culture for superior customer experience.

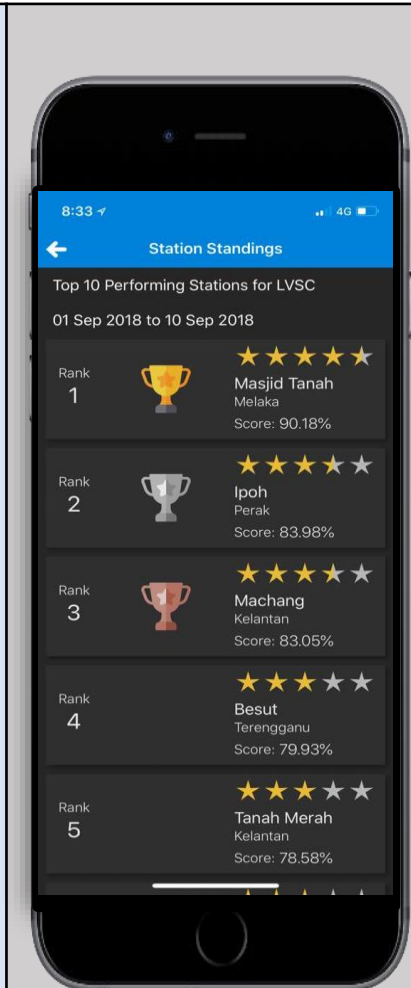


Introducing Gamification

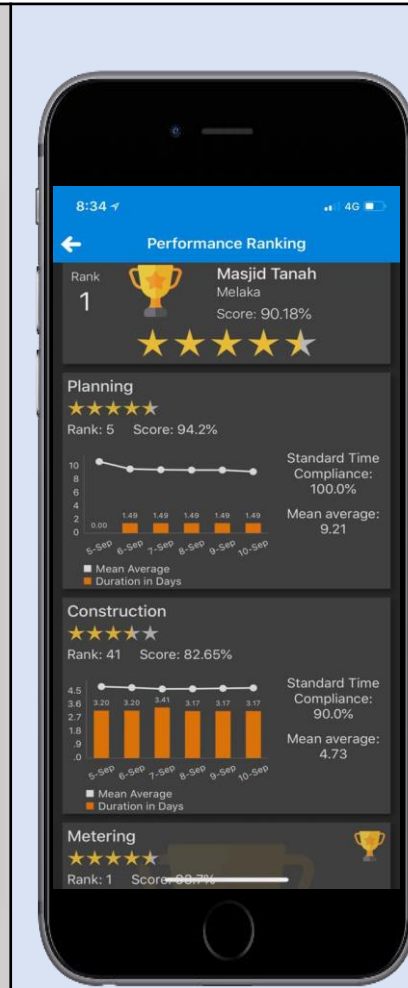
- “Real-time, online, workforce performance tracking which shape workforce culture towards digital transformation



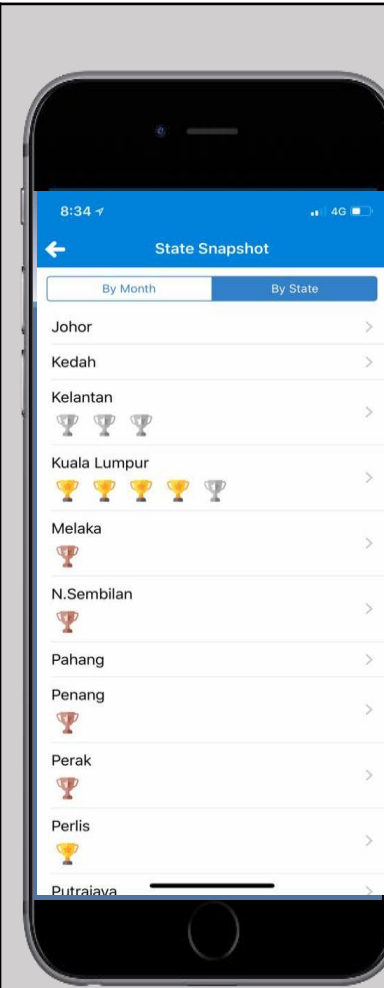
Real Time Data



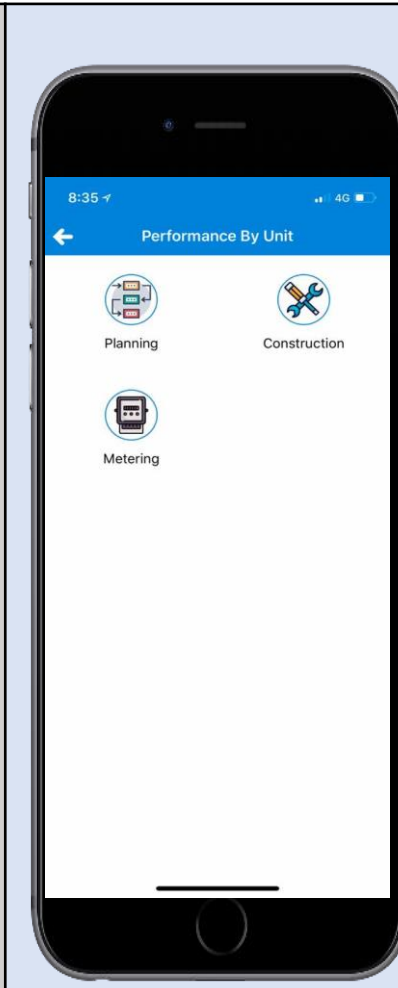
Real Time Winner



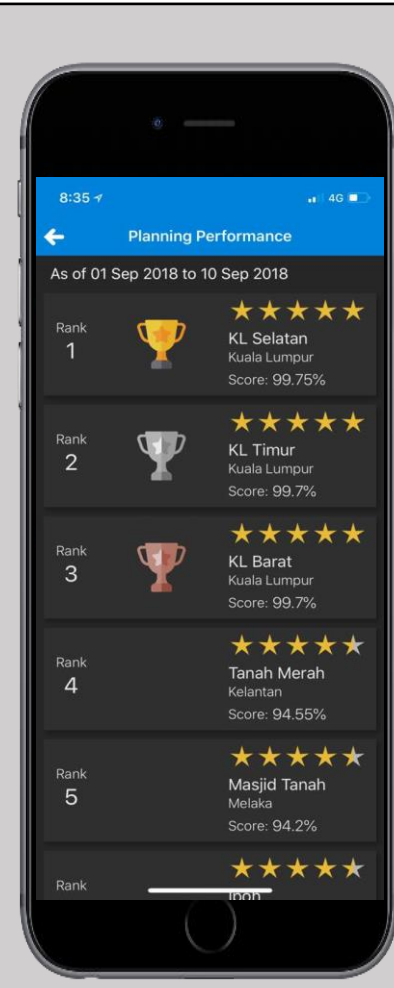
Promote Teamwork



Achievement

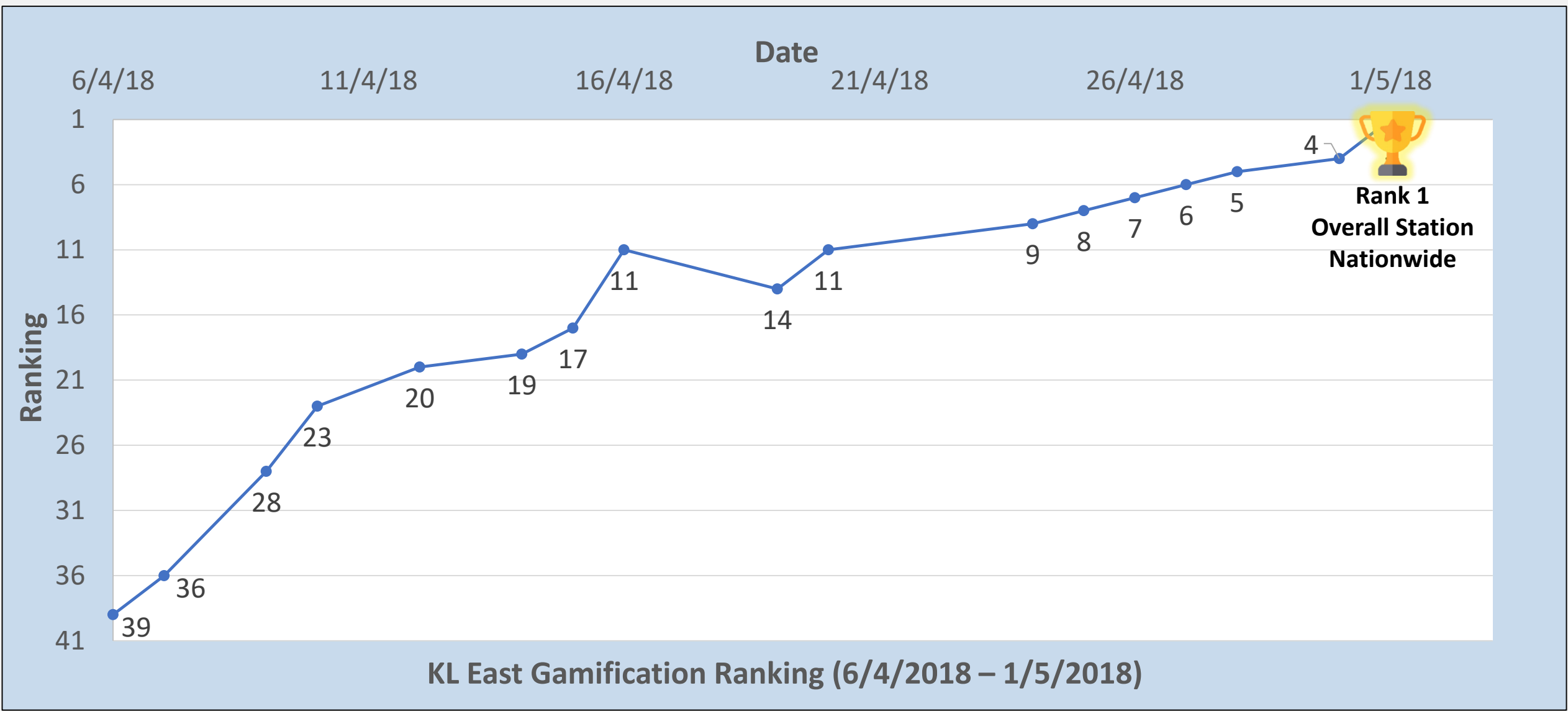


Benchmarking made easy

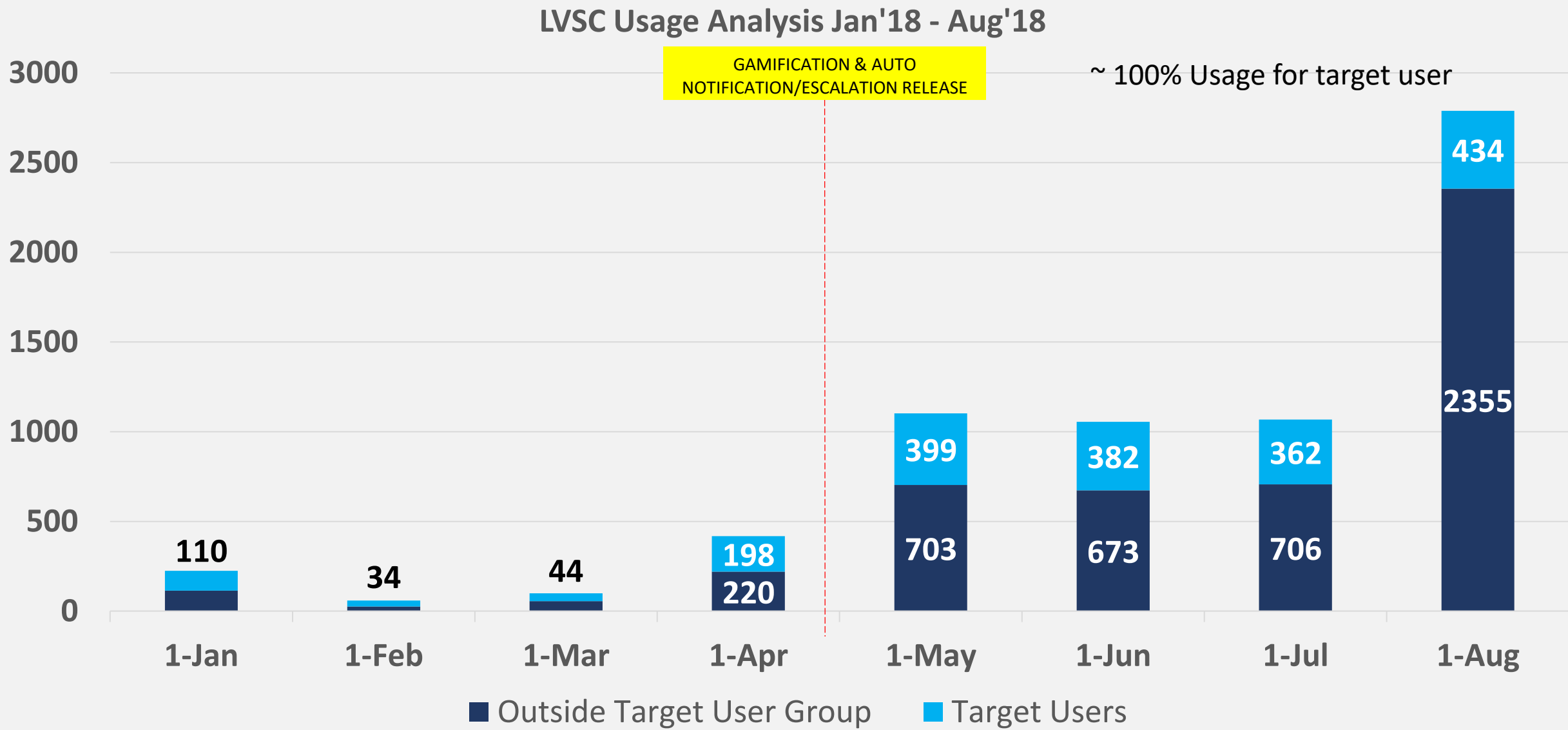


Top of individual unit

Pilot results: KL East improved their ranking within the first month of Gamification release (April)



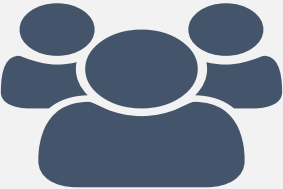


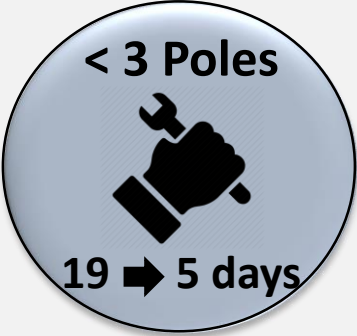
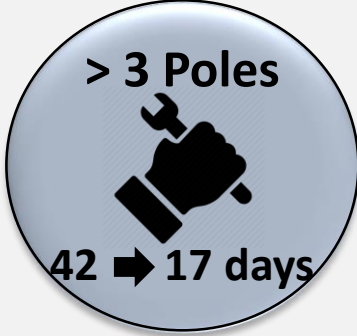






Significant improvements in usage after Gamification, Auto-Notification and Escalation module was released in End Apr 2018.



*16/4 – Gamification nationwide launching

*4/7 – Notification & escalation nationwide release

Based on first D2T project of LVSC, Gamification contributes some benefits/values.

 People				
 Financial				
 Customer				

THE NEW NORMAL #2:

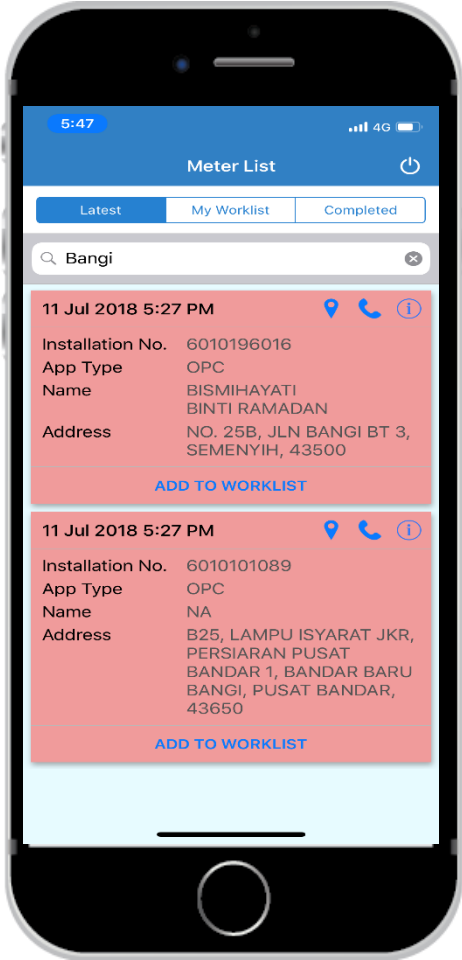
“Readying for the future of
Uberisation - for Billing
Management & Services”



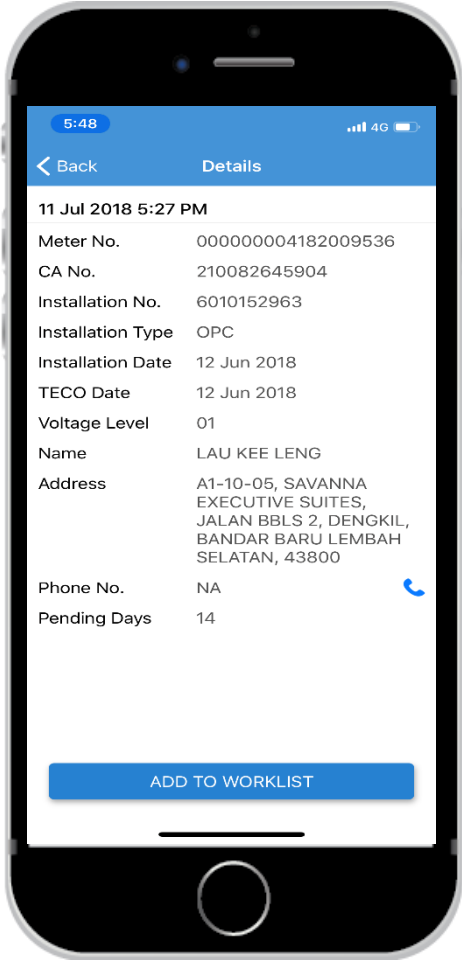
First Bill Management
“Uberisation Made Ready”

Introducing Bill Management App

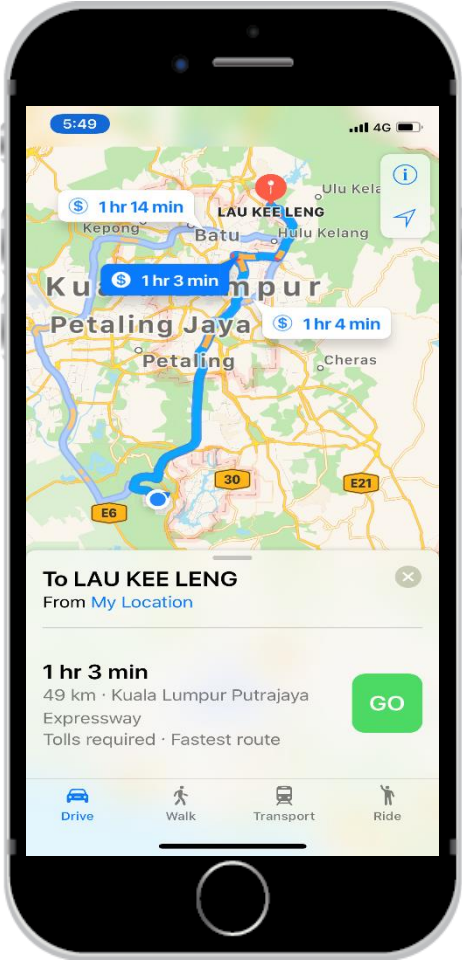
- “Ready for the future of Uberisation for Billing Management in TNB”



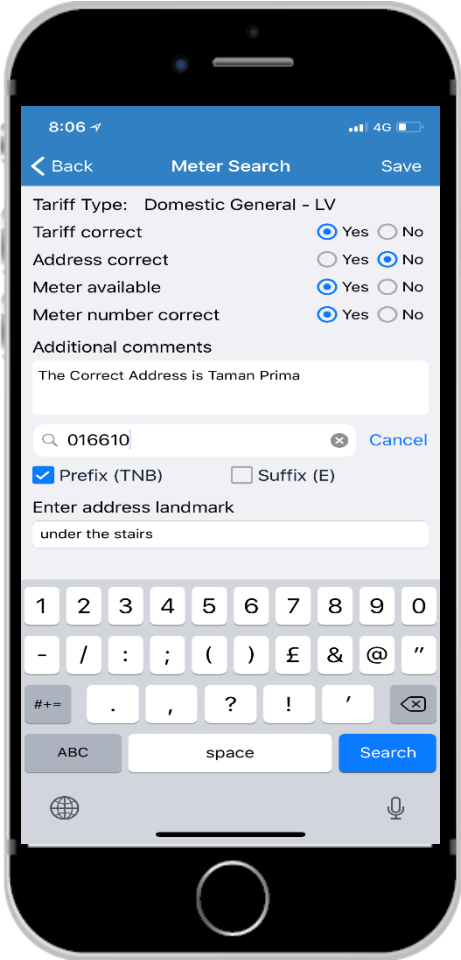
Worklist



Task Detail

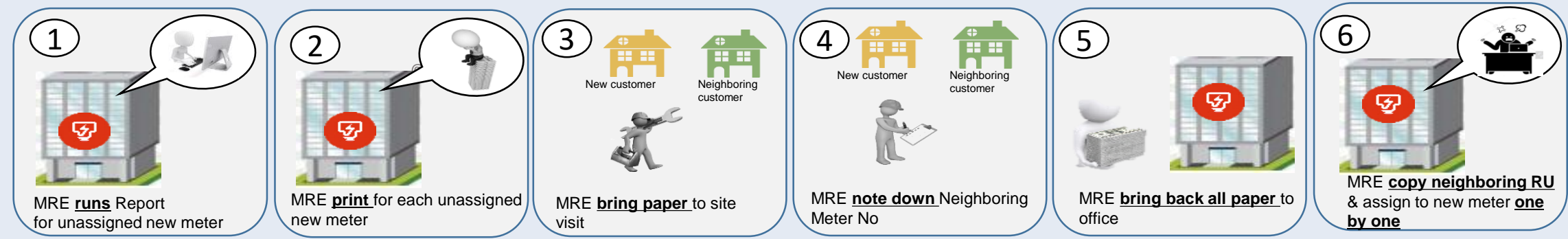


GPS Location

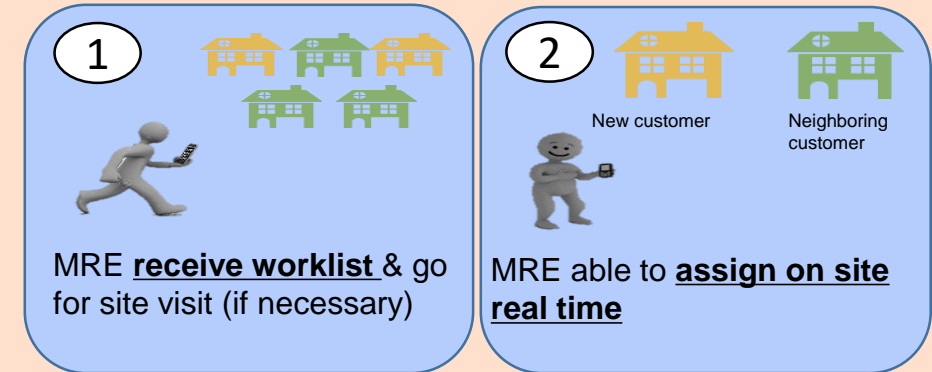


First Bill App reduces billing process from 6 steps to 2 steps and new RU assignment can be done at site

As Is Process



New Process



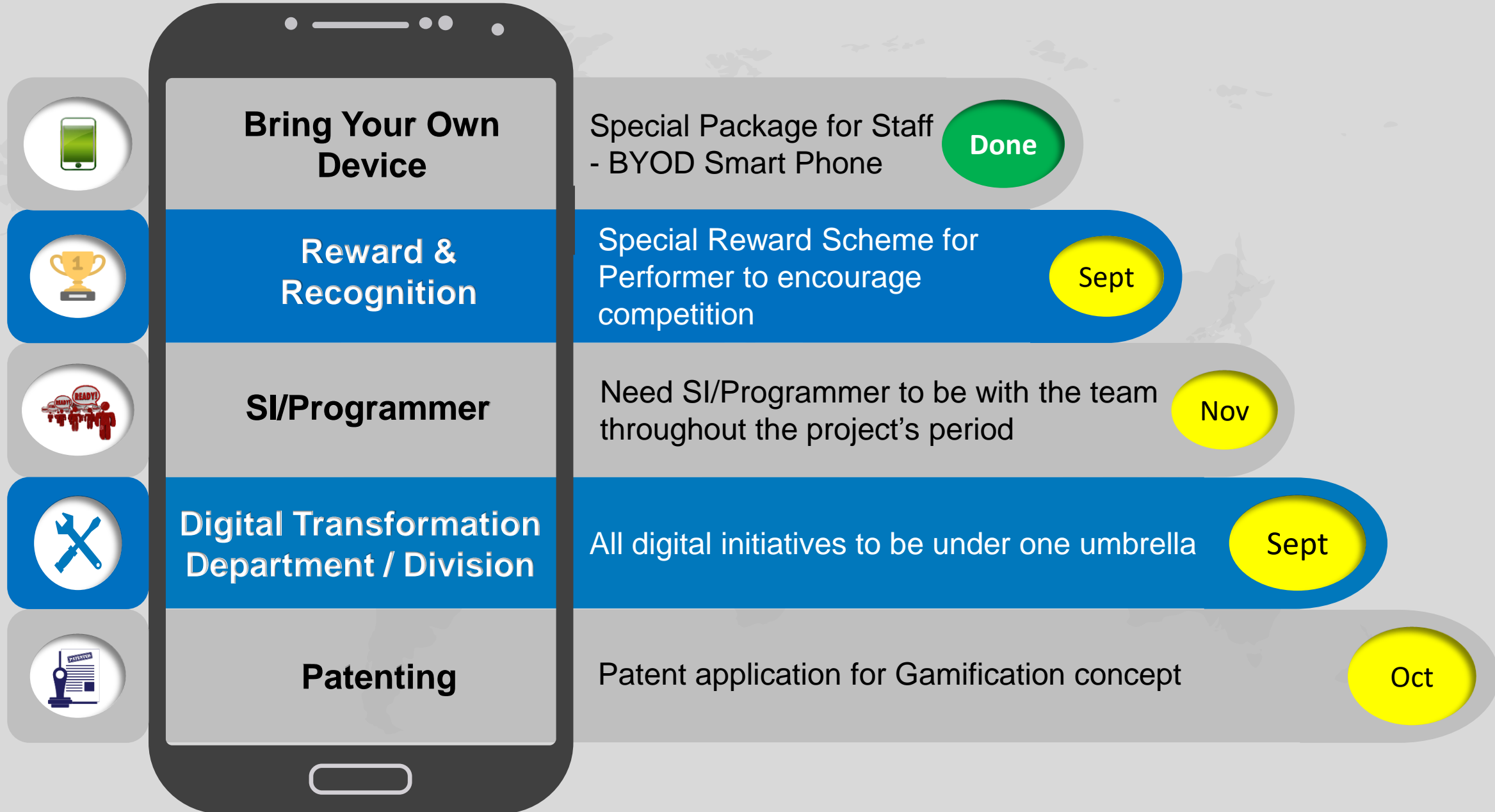
Features of To Be Process

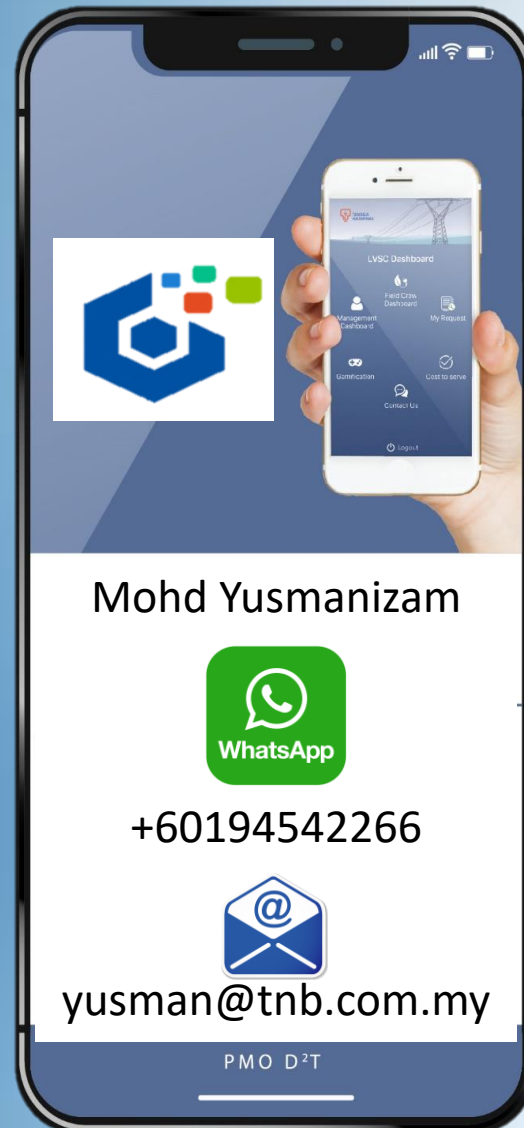
- 1. **Task scheduler** with personalised route listing & color indication based on standard time prioritization
- 2. **Offline capability** to save site details during no signal coverage
- 3. **Onsite search** for new Meter Reading Unit (MRU)
- 4. **Real time** Reading Unit (RU) assignment
- 5. **GPS coordinate** which direct to new Customer's house
- 6. **Management dashboard** for real time performance
- 7. **Real time email notification & escalation** to Immediate Manager & Head of Zone

Internal Target



Way Forward





Thank You

