



SMART ERP

BLOG

smartERP blog

DIGITAL ASSISTANTS

HOW CAN THIRD GENERATION SOFTWARE
CHANGE YOUR LIFE FOR THE BETTER?

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Introduction

The job market has hit a barrier: for business owners, it's difficult to find good staff, and for job-seekers, it's difficult to find satisfying jobs. To make things worse, knowledge and expertise quickly go out of date. What was modern yesterday is out of sync today, and by tomorrow it will be ancient and inapplicable.

Competition in business will not go away, either. Businesses who want to succeed need to find a lasting solution because work has to be highly productive but also fulfilling.

Technology, coupled with a new mindset, offers a solution. To see this solution, we need to take a fresh look at the purpose of jobs, and how this purpose can be achieved. We also have to better understand human needs and physical and mental limitations.

It is paramount we use technology to actually help us, and not just for its own sake. Once we have identified a job's purpose, be it managerial or otherwise, we can design technology to help us achieve that purpose. We do this, not to replace ourselves, but to free and enhance ourselves so that we can live better, more productive lives.

It's easy to get confused about what technology can and can't do and how it can affect our work environment. Science fiction has often painted a vivid picture of the future; however, these images aren't always accurate, or possible. While the products of artistic imagination can provoke our minds and challenge our thinking, they often omit the best available options and are often a far cry from reality.

Arguably, reality can offer better and more intriguing options than fiction, even if reality lacks fiction's visual fireworks. If we look hard enough, we can find a wholesome and inspiring technology emerging that can serve as a loyal ally to make our lives better—better for business and for management and staff.



A hybrid solution for the workforce

Humans may have hit their glass ceiling in many jobs, but what if we reconstruct those jobs? What if we split them digitally, so they are done collaboratively by a human and a digital assistant? We can work with digital assistants just as a hunter works with a dog or a driver works with a GPS device.

A few obvious advantages to digital assistants:

- 1 The digital assistant can bring super human qualities to the collaboration, offering resilience, data crunching, unquestioned loyalty, etc.
- 2 Humans can be freed of many soul-crushing, stressful, monotonous tasks, which then can increase their scope, creativity, contentment, loyalty, while also reducing indifference and burnout.
- 3 Digital assistants can form a cohesive digital workforce with a clear structure, well-oiled processes, and seamless communication.
- 4 Digital assistants can manage a vast portion of the information flow between jobs and can also help us compose sensitive messages, opening doors for healthier and more constructive feedback while further increasing productivity, easing stress, and improving leadership.
- 5 When an employee leaves the company, the job left behind is only partially vacant, making replacement cheaper, easier, and quicker.

This collaborative approach gives us new horizons. However, it also highlights the necessity of redesigning jobs and the interdependencies of these jobs, hence the need to create clearer and better business processes. When we view jobs as a collaboration between staff members and their digital assistants, we suddenly have a large array of new possibilities.



Education and training

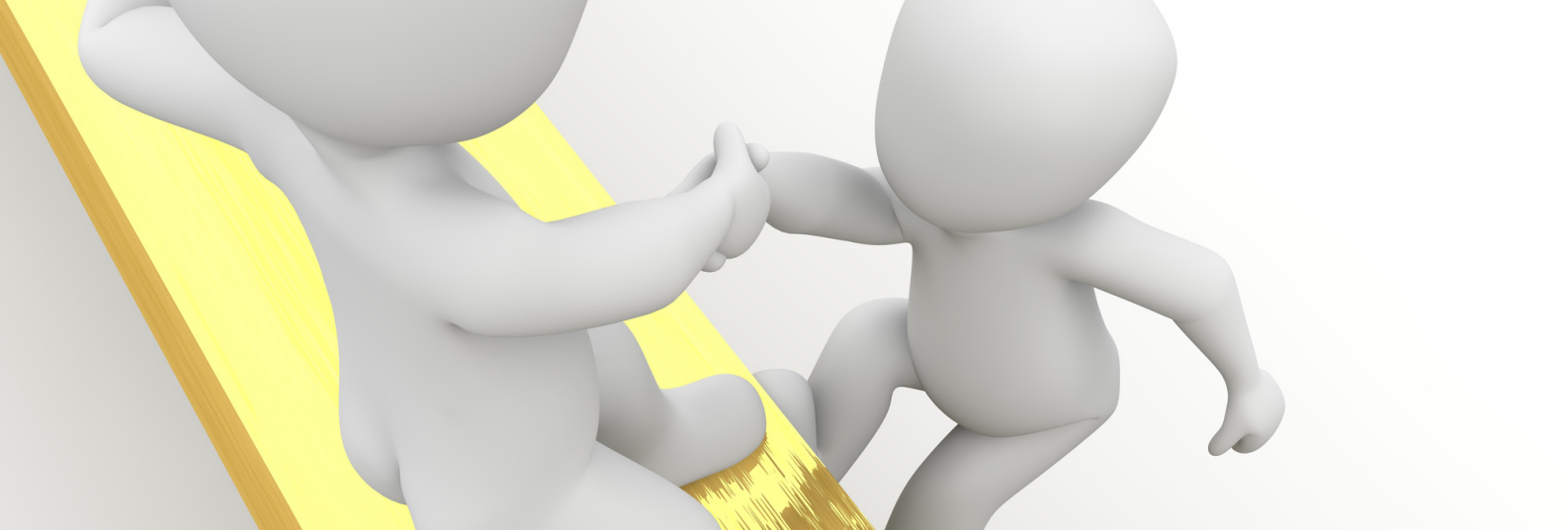
Better ways of doing things are always coupled with the need for training and education. The immense potential of digital assistants is no exception.

Digital assistants help people to rid their lives of many job-related shackles. In return, the company can expect to get higher added value from their work. They get a chance to become better at what only humans can do. Digital assistants can reduce needless friction in jobs, and a part of the this saved energy can be funnelled into challenges that need human attention, intelligence, creativity, and empathy.

To make this happen, training and education is essential at all levels inside a company, including management and leadership. Jobs are changing and so are staff expectations. The way companies are designed, run, and led have to follow these changes. Acquiring new skills and the understanding of how technology fits into business processes are the key to many companies' rise—or downfall.

With all the changes in the world, leaders can't blindly rely on old recipes of success. In many areas, old mindsets can become ineffective. When it comes to technology in business, new topics like digital strategy, digital transformation, and change management can't be ignored.

This doesn't mean that leaders have to become IT experts or psychologists. But if they want to stay on the top of their game, leaders have to become familiar with how technology can serve a company and what it takes to introduce new technology into a company's life.



3Gen, dAssistants and dWorkforce

Computers have come a long way. In the early days, computers used punch cards and magnetic tapes and had to be housed in big rooms. Since then, every successive generation has outperformed the previous one in every way. The early large computers were replaced by much smaller computers that fit onto desks, used a mouse, and often had integrated database systems to store data. And now, we have moved on to third generation software of digital assistants and digital workforces.

To understand what this means, there are two main differences between the still widely used second generation business software and digital assistants of 3Gen:

- 1 Digital assistants aim to be more like collaborative partners than data-projecting blinking screens. Instead of trying to force humans to become tech and data savvy, 3Gen digital assistants do their best to adapt to the human environment.
- 2 3Gen frees itself from historical data structures that were necessary compromises for second generation systems. This enables seamless communication between the job-specific digital assistants, and instead of forcing companies to adapt to “IT thinking”, 3Gen moves towards human interpretations of the world.
- 3 3Gen gives unrivalled modelling tools that let companies glimpse their future.

3Gen could never reach its potential if it were strictly technology. The science behind 3Gen comes from our better understanding of the mind and what it means to be human. Digital assistants use a virtual reality data structure, and to make their development cost-effective, AI supports the coding process.

Digital assistants usually aren't robots but exist virtually. This enables them greater freedom to serve because they are not limited by physical constraints. It also makes them easier to change or update, cheaper to build, require less maintenance, and be far more versatile in communicating.



Job market and digital transformation

Businesses want good staff, people want good jobs.

Common ground between these two camps is forged when businesses create productive, sustainable, satisfying jobs and an effective, pleasant work environment. Digital assistants, coupled with training and education, can offer this.

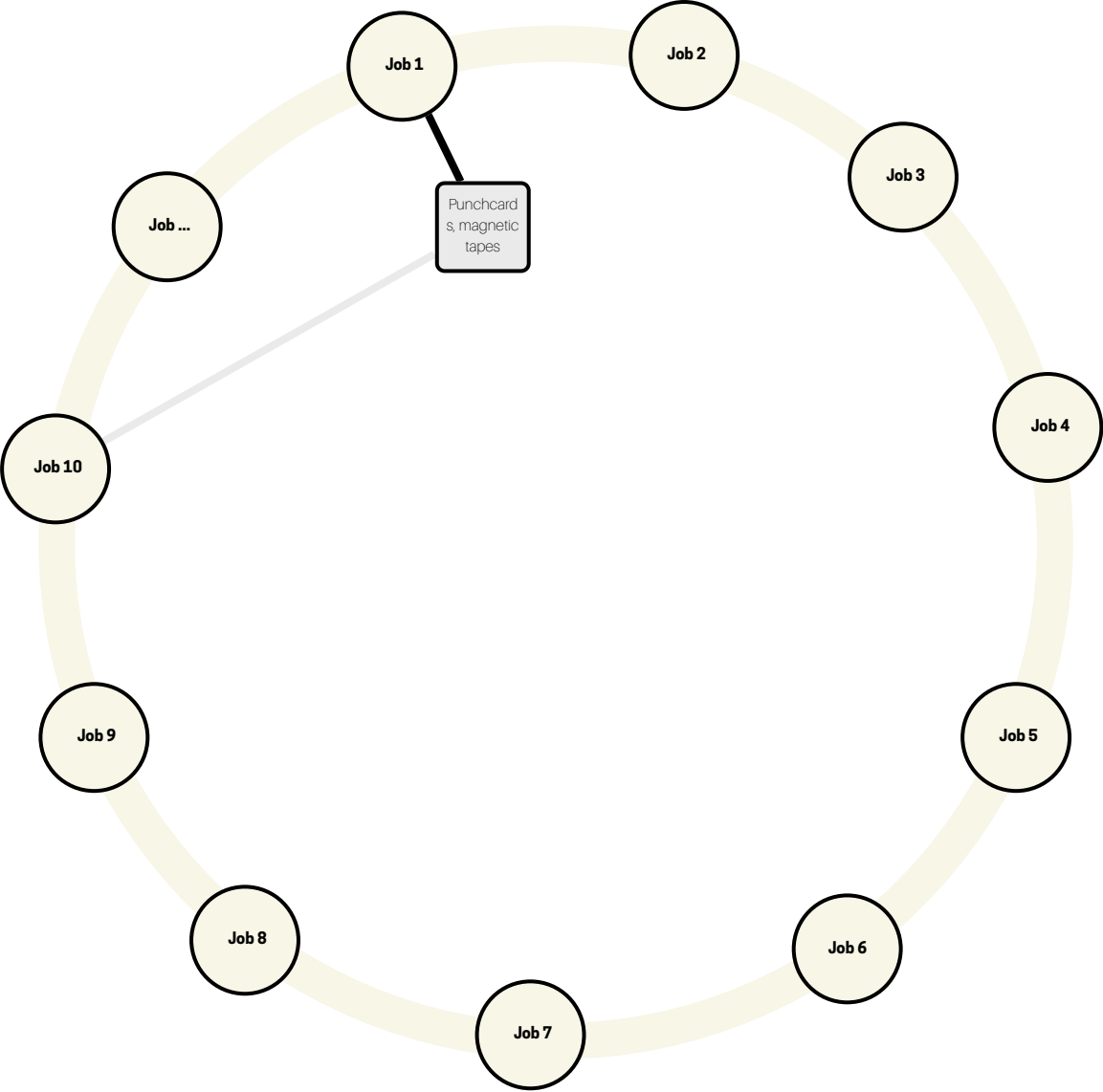
By 2030, the majority of jobs will be digitally split. Progress is unstoppable, even if we are not advocates, and if we embrace this progress, we can stay ahead of the race.

Digital transformation is not a trivial, overnight affair. Indeed, it takes years of concerted effort to happen. However, it is not rocket science, either. With an open mind and a success-oriented attitude, this transformation should be no more difficult than many of the challenges that successful entrepreneurs have already met and overcome.

1st generation business software

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The dawn of computers



Human workforce

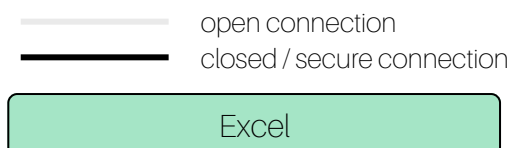
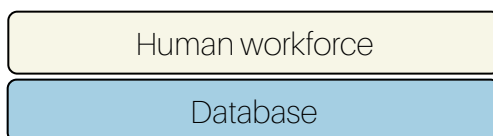
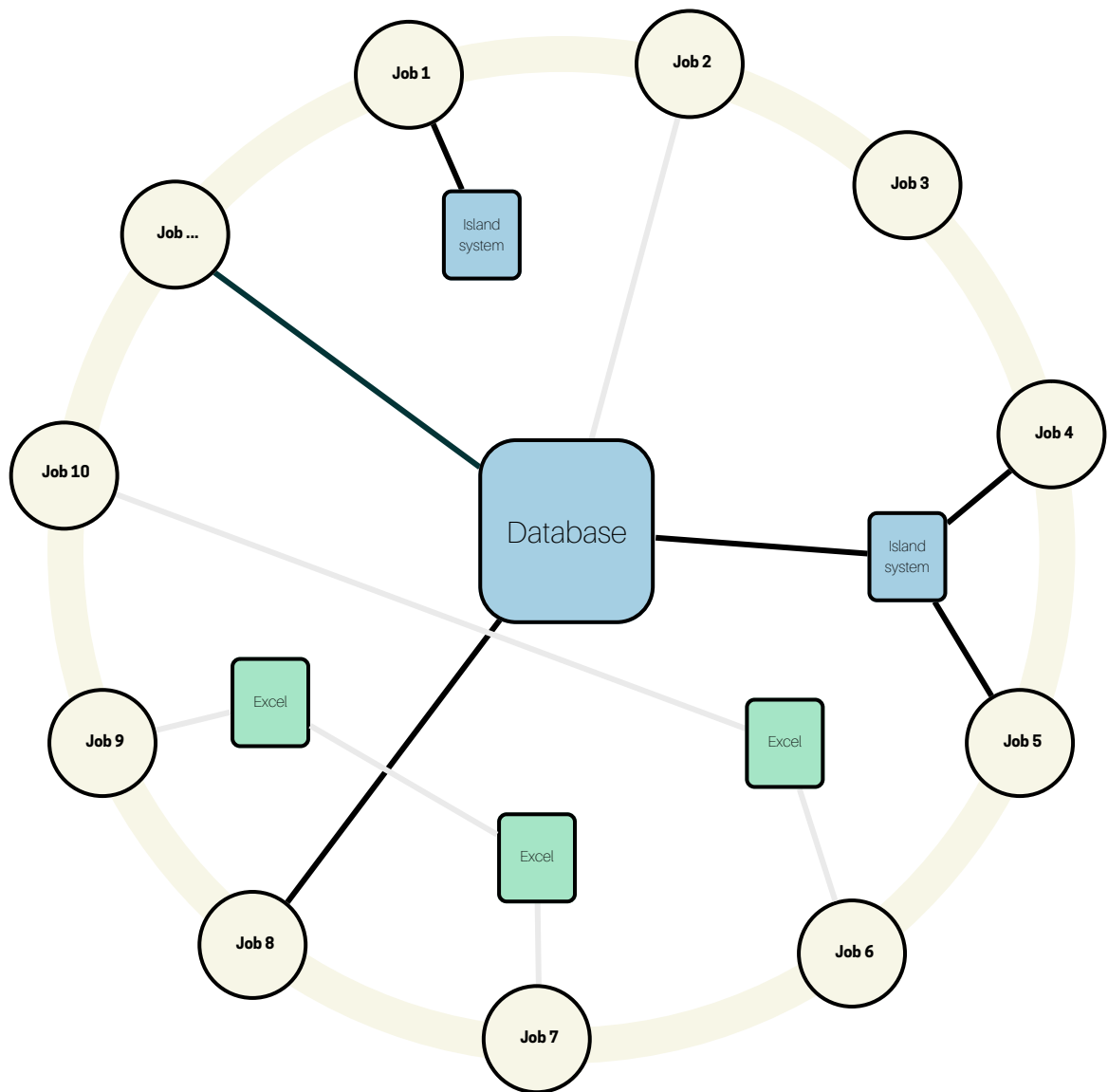
Systems with punchcards, magnetic tapes

open connection

2nd generation business software

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ERP - islands/integrated



3rd generation business software
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Digital Assistants - Digital Workforce

