



5 Minute Strategic Mindset

““Life can only be understood backwards, but it must be lived forwards” Soren Kierkegaard



Is this now how we'll live?

Here in Melbourne Stage 4 restrictions are with us for another 6 weeks. One of my clients (employing primarily knowledge workers) just surveyed their 500+ staff about working from home:

- 90% are positive about continuing to WFH for up to 3 - 4 months longer.
- 50% would like to do indefinitely -- the top reason stated was to avoid commuting.
- 75% feel more effective now than when they first started WFH in March.

So, bad news for public transport operators and commercial property landlords, but good news for this business that's met all KPIs / service levels during lockdown so far. To get these results, this organisation has prioritised:

1. Helping people get set up at home;
2. Improving document flow and decision systems, including quickly digitising 80% of previously manual / exception processes;
3. Checking in with staff 1:1 to gauge individual circumstances and coping levels.

Question: What do you think the above numbers would be for your organisation?

Defying spatial limitations

Continuing the WFH subject, a common objection I hear is, “What if I *need* to be on site?” A consulting colleague works with clients in agriculture, manufacturing and logistics and she told me that COVID has forced a dramatic uptake of [Microsoft hololens “mixed reality” technology](#).

If you haven't seen it, it's a visor that projects 3D images and interacts with the physical environment around you. It's quite remarkable and I strongly suggest you click on the links below to check out its capabilities:

- [Furniture designers](#) can show people what their products look like, in different finishes, within the customer's home.
- [Manufacturers](#) can get onsite technical assistance from experts located elsewhere.
- [Surgeons](#) can have patient diagnostic imaging projected in front of them so they can perform minimally invasive surgery.
- [Architects and construction companies](#) can visualise and interact with complex large-scale projects.

When I first saw this, as a Version 1 release a few years ago, I thought, “Wow - there's the future”. It's now way better, way cheaper (\$5k per device) and, some predict, this technology will completely replace phones and screens within 5 years.

Question: What aspects of your services could be enhanced with mixed reality?

Unknown magic

[Ping An](#) is the largest insurer, financial and medical services company you've probably never heard of. They're Chinese, with half a billion customers, and they're investing \$22b in artificial intelligence (AI) and other leading edge technologies.

Here's what some of what their AI investment is buying them:

- Insurance claims settled within 3 minutes, by processing customer-uploaded photographs of accident damage and quotes.
- Facial recognition to ensure that all 1.4 million of their agents attend a morning briefing (previously, some were getting their friends to sign them in using their staff cards)
- Facial scanning to ensure a borrower's identity is correct (previously, fraudsters would impersonate customers, borrow money, and vanish)
- Detecting fraudsters exploiting China's \$1 trillion public health system fraudsters by fabricating documentation relating to fake medical services

And, fraud and risk reduction is only the tip of a very large iceberg — they're using AI to redefine a traditionally “low-touch” customer relationship by adding services and by gaining deeper insights into things like driving habits, which can then translate into more sophisticated underwriting models, customer selection and pricing.

They are regarded by some in their industry as ‘unknown magic’ because of their ability to see what others can't . . . and, yes, they've even developed an AI detector for coronavirus . . .

Question: What risks or potential fraud in your business could AI detection help reduce?

As always, please send me your feedback by email to ww@workwell.com.au. Which bullet above is your favourite? What do you want more or less of? Other suggestions? Let me know!

Have a wonderful weekend, all.

Andrew

Andrew Hollo wins the international award for the Society for the Advancement of Consulting's **Consultant of the Year 2020**



[Unsubscribe](#)