



Advancing Digital Transformation Opportunities for Vietnam

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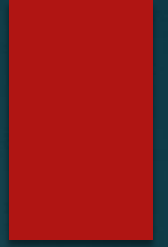
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What is Digital Transformation ?

- ▶ Effecting fundamental change on society, an institution, or an industry using digital technology
 - ▶ Examples
 - ▶ Estonia – the most digital country in the world
 - ▶ The effect of Uber and Grab on transportation, and Amazon on retail
 - ▶ Japan – Society 5.0
- ▶ It is re-drawing the lines between organizations, industries, customers, suppliers...

Myths and Truths



- ▶ Transformation > Digital
 - ▶ Using IT to make an existing process better is not digital transformation
 - ▶ Transforming the process using IT is digital transformation
- ▶ People > ICT
 - ▶ Digital transformation is driven by people, not technology
 - ▶ Effective digital transformation must be driven from the top, and get buy-in at all levels
- ▶ It's not just about AI, IoT, and blockchain
 - ▶ It's about the benefits and beneficiaries

Areas of Digital Transformation



Infrastructure



Government



Healthcare



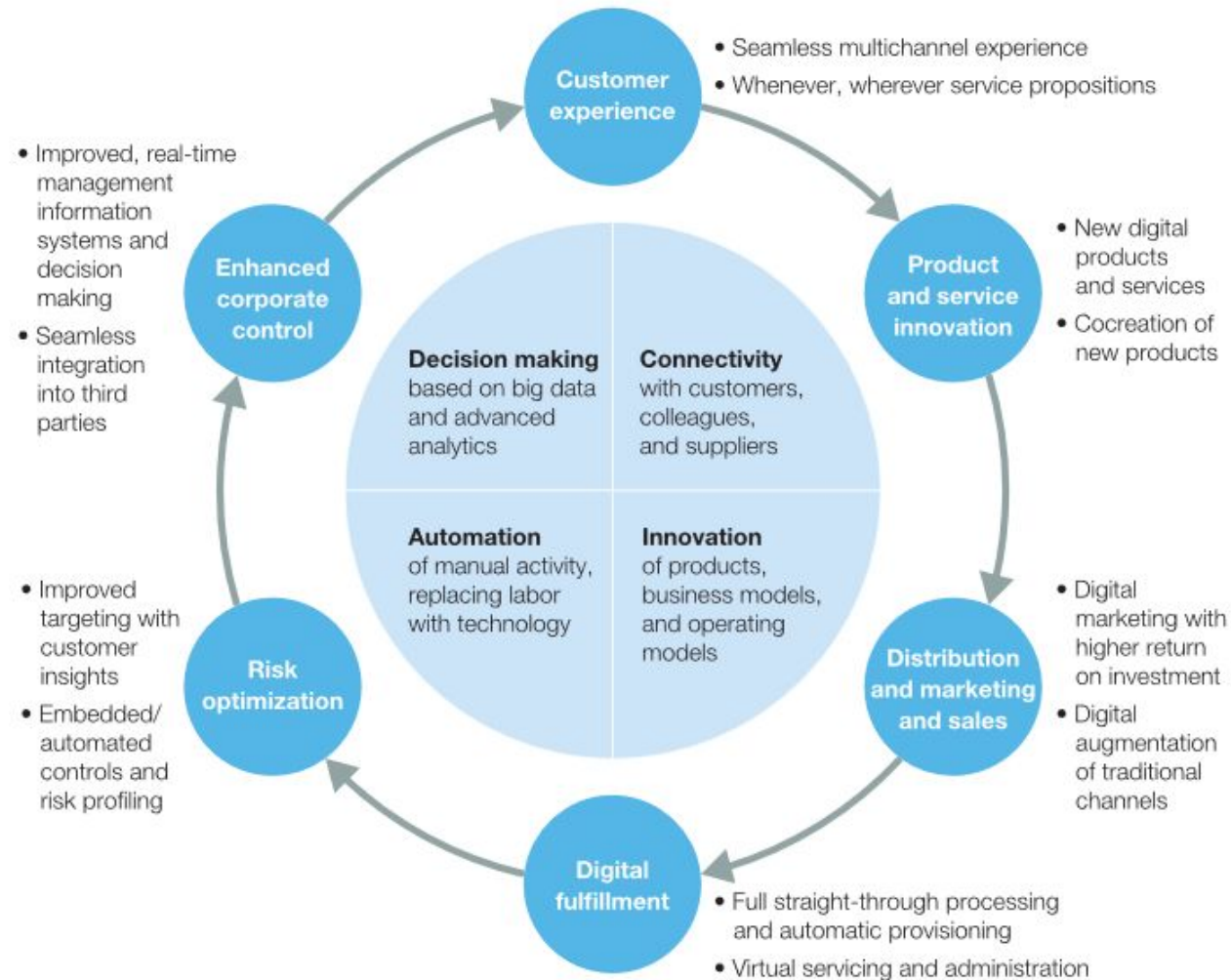
Education



Digital Transformation
in Business

Industry – agriculture,
manufacturing,
In particular b2b

Holistic Effects on a Business



Source: Expert interviews; McKinsey analysis

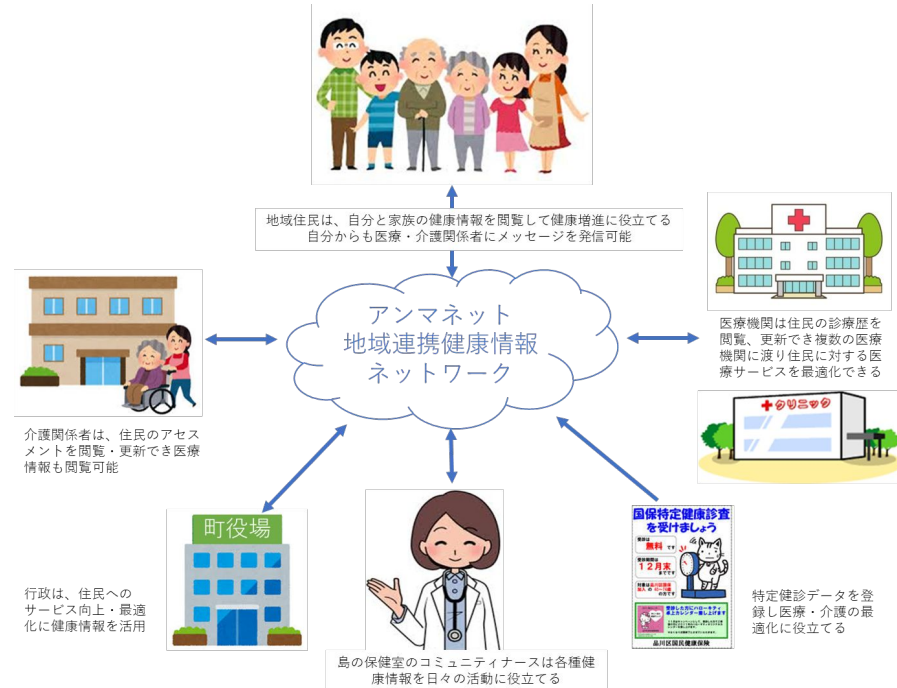
Opportunities for Vietnam

- ▶ Practice Digital Transformation
 - ▶ Vietnam is already “transforming”
 - ▶ Invest in digital transformation to improve global competitiveness
 - ▶ Most of the world is still only 10-20% “transformed”
- ▶ Enable Digital Transformation
 - ▶ Vietnam has many young software engineers and entrepreneurs
 - ▶ Foster the growth of Vietnam’s technology companies (especially b2b) in the global digital economy
 - ▶ Government and businesses should be pro-active in working with new companies



Setouchi is a small town in southern Japan
30% of the population is over 60
The families of many seniors have moved to the city

ANMA+NET is the digital transformation of the town government's health services operation



Digital Transformation Case Study

Local Health Services Network

Setouchi, Japan

Before:
Doctors, care givers, health services were disconnected
Exchange of information was limited, and slow (paper)

After:
Doctors, care givers, health services, residents, and their family have real-time access to health related information

Benefits and Beneficiaries

- ▶ Improved service
 - ▶ Care givers, medical providers, and health services can share information
- ▶ Improved productivity
 - ▶ Less paperwork, fewer meetings and phone calls
- ▶ Resident satisfaction
 - ▶ Residents and their families can see their data and take steps to improve their health
 - ▶ Higher satisfaction with health services
- ▶ Long-term benefits
 - ▶ Healthier residents
 - ▶ Lower healthcare costs

Re-drawing the Lines

*Remove the barriers
between healthcare
providers, government, and
residents*

Case Study: Combining IoT, AI, and Cloud for Workflow Automation

Scan directly from device using IoT technology



Documents processed in Cloud using AI

- OCR
- Discovery / NLP
- Image recognition
- Transformation



Use cases in government, retail

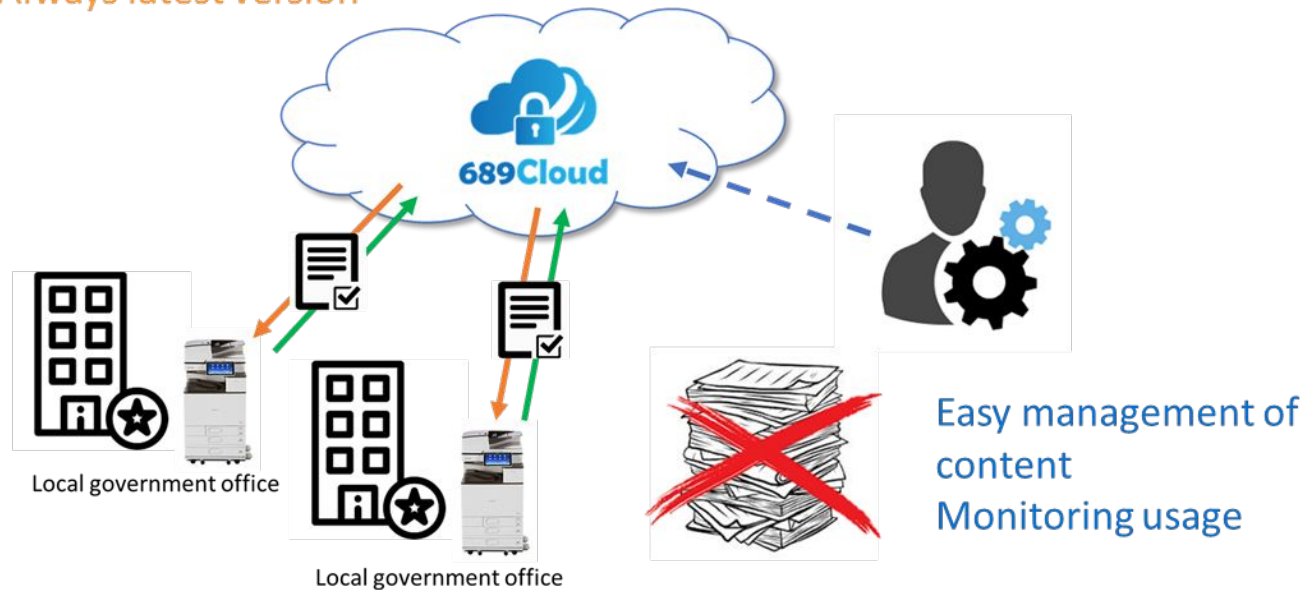
Proof of Concept in Ho Chi Minh City



Customers / Citizens Get Better Service

Print forms and documents on demand, on site

- Reduce waste
- Always latest version



Scan filled form to convert to digital data

Reduced Cost, More Efficiency

Benefits and Beneficiaries

Digital Transformation Imperatives



- ▶ Look 5 years ahead, but implement for today
- ▶ Follow the rules of the digital world
 - ▶ Protect intellectual property and privacy
 - ▶ Be aware of security risks
- ▶ Engage
 - ▶ Customers, partners, workers
- ▶ Listen with the intent to be changed

Making Vietnam a Digital Transformation Powerhouse

- ▶ Bold actions by government and industry to transform Vietnam for the digital society
- ▶ Support the growth of Vietnamese digital transformation providers
 - ▶ AI developers
 - ▶ IoT companies
 - ▶ Cloud services
- ▶ Engage globally