



الخدمات الاحترافية
KNOWLEDGE GRID
PROFESSIONAL SERVICES

digital transformation



addressing digital transformation holistically.

With the rapid evolving complexities in the business landscape, organisations require more than incremental growth; they require strategic foresight with tailored integration and alignment that only experts in their own right can deliver. Knowledge Grid Professional Services delivers evidence-based yet practical strategic and digital transformation solutions that solve hard-hitting challenges.

Our comprehensive knowledge base allows us to craft holistic digital transformation strategies to adjust the organisation's course, align it towards its vision and design a tailor-made change management process that will deliver the desired results in a sustainable manner.

our track record of superior results and success.

22% increase in
financial performance



62% improvement in
recordable incidents



72% improvement in
employee engagement



20% increase in
production outputs



60% improvement in
quality



1. commitment to change agility.

Your commitment to agility is critical to the success of your transformation journey. Flexibility and adaptability will assist you to streamline implementation and adjust trajectory during implementation.

2. acknowledge complexity.

Organisations are complex systems, consequently you need to acknowledge that even subtle differences matter and need to be considered for comprehensive integration.

3. understanding to the frontline.

Your consideration, insight and understanding of your frontline workers and the nature of your operations.

4. continuously monitor and improve.

A minor lapse in implementation is only a symptom of a greater systemic challenge that needs to be addressed to ensure success.

5. consider the communication spiral.

Common language during transformation is a critical pillar to successful implementation. Great emphasis must be placed on the values & motivation of employees to align them to the vision of the organisation.

6. inclusion of expertise.

Leadership commitment and ownership of transformation will remain pivotal to the journey yet authority must be given to subject matter experts with experience and not necessarily those within the hierarchy with rank.

core to our approach: high-reliability theory.

Digital transformation can be a daunting task that creates significant uncertainty and stress within organisations. To ensure adoption and sustainability, traditional change management will not make the cut. Rather, organisations require a blended methodology that cultivates ownership on the frontline, leadership commitment at the top as well as systemic internalisation and buy-in from key stakeholders essential to strategic success.

When dealing with digital transformation, we recognise high-reliability theory as a core principle in our approach to ensure organisational alignment, buy-in, commitment and ownership at its applicable level.

Because we view digital transformation as fundamentally gearing organisations, their people and ecosystems, for business model innovation, we know it necessitates evidence-based practices to streamline a bottom-up and top-down approach; it requires big-system thinking that only high-reliability theory can deliver.

Our approach facilitates flexibility, resilience, inclusiveness, expertise cultivation and continuous improvement, unlocking value that matters most to your organisation.



05
CONTINENTS



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INDUSTRIES



16
COUNTRIES

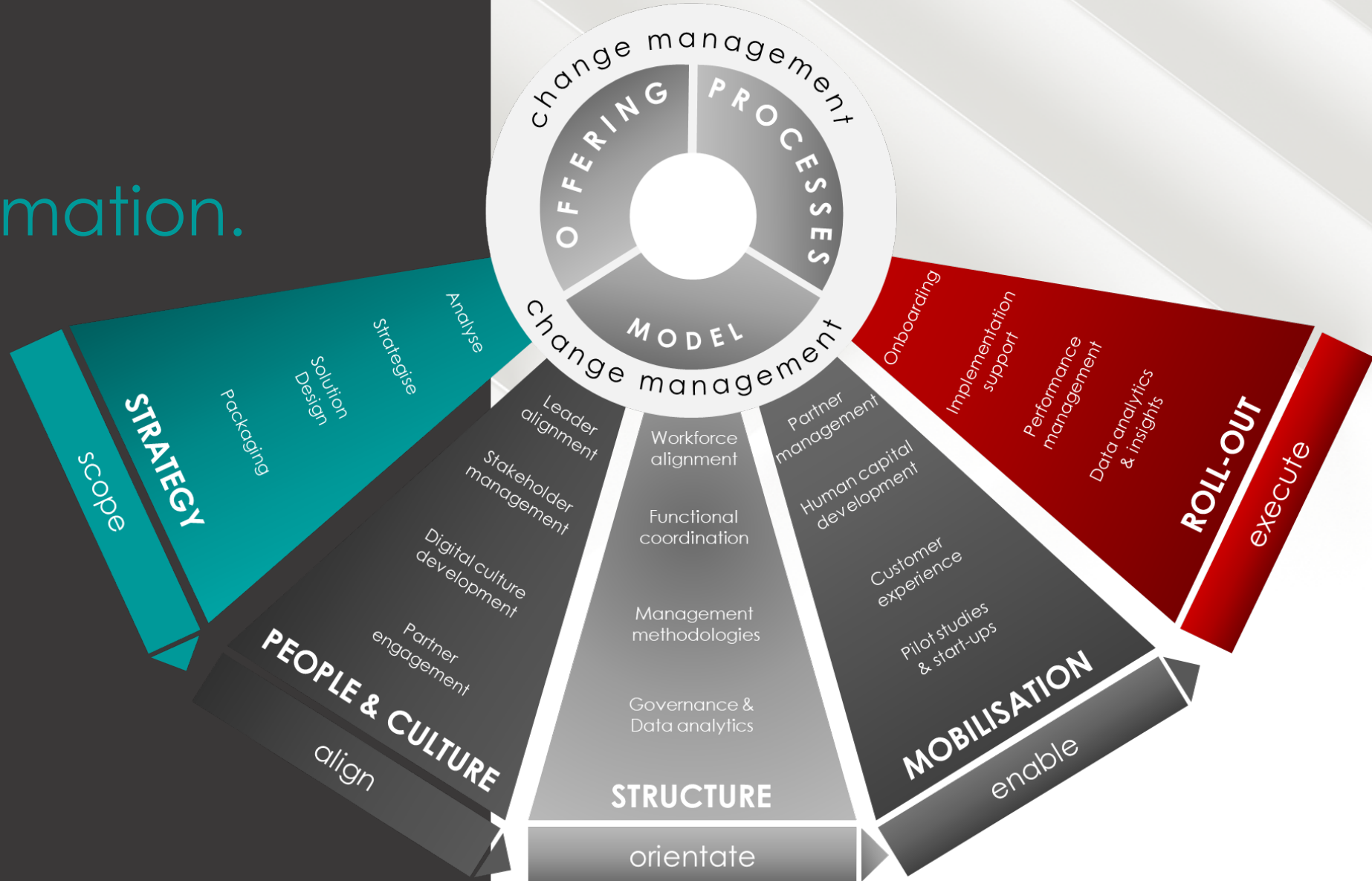


30 YEARS
IN PRACTICE

superior digital transformation.

When fundamentally transforming how organisations operate and compete, we implement a combined organisation development & change management methodology where action-research and stakeholder management are at the center of successful execution. Our methodology is holistic, allowing us to analyse, understand and orchestrate strategy, technology, processes, and people change to help organisations leverage digital capabilities for sustained competitive advantage and breakthrough value.

As your partner, we solve the most significant challenges of managing organisational change and workforce alignment, upskilling your employees, driving commitment and ownership, introducing novel technologies to processes, integrating or modernising legacy systems, and crucially, ensuring that all efforts demonstrably drive tangible business outcomes.



our comprehensive digital transformation offering.

We deliver a comprehensive suite of services throughout the transformation journey. Our expertise is vast and can be summarized by seven pillars; strategy, people & culture, customer experience, organisational alignment, analytics and AI, data and innovation management.

Our process is simple and modular, allowing our clients to build their own tailored solution that may include:

- Assessments to diagnose gaps and opportunities, co-create tailored digital strategies and roadmaps
- Crafting detailed blueprints for processes, technology architecture, and data models
- Hands-on support navigating execution, including technology selection, vendor management, program oversight, and solution implementation
- Communication,
- Training
- Cultural shift initiatives
- Tools and mechanisms to track progress, measure return on investment (ROI), and ensure the transformation delivers tangible, measurable results

STRATEGY

Competitive analysis	Digital ethics	Financial impact studies
Cross-functional strategies	Eco-system partnership analysis	Organisational roadmap

PEOPLE & CULTURE

Collaboration	Employee analytics	Human capital development
Education management	Empowerment	Social responsibility

CUSTOMER EXPERIENCE

Customer engagement	Content strategy	Customer research
Customer journey	Experience automation	Stakeholder management

ORGANISATIONAL ALIGNMENT

Customer service	Information technology	Legal/compliance
Ecommerce	Infrastructure	Functional alignment

ANALYTICS & AI

Business intelligence	Operational analytics	Customer service analytics
Mobile analytics	Product & innovation analytics	Web analytics

DATA

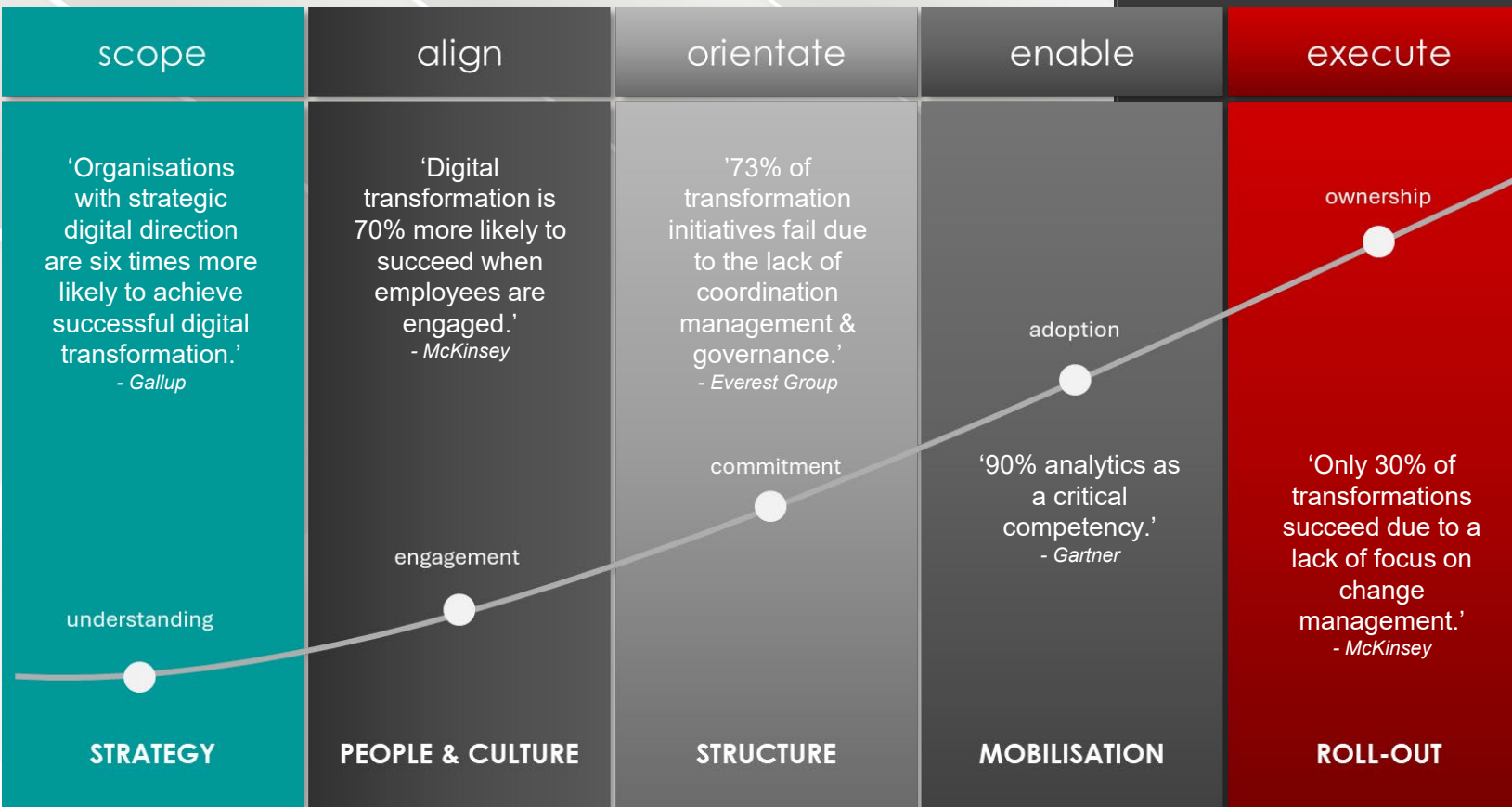
Data architecture	Data privacy	Cyber security
Data governance	Data analysis	API, frameworks & sharing

INNOVATION

Innovation development	Intrapreneurship	Innovation fund management
Culture transformation	Innovation management	Governance

reputable partnerships:





fundamentally gearing organisations for business model innovation.

Our methodology is managed by five phases and milestones. These milestones allow us to determine the current state of our client's organisation, its desired future state, the implementation roadmap to reach its future state, as well as courses of action in the event of strategic implementation changes trajectory.

Not only do our milestones have specific implementation achievements attached to it, but it also holds the potential to translate into greater value that may further increase digital transformation success as research suggests.

our solutions catalogue

people. operations. strategy.

Over the years, we have had the privilege to partner and collaborate with some of the leading companies in their respective fields and, as a result, have delivered superior project results, directly impacting

critical business metrics as well as the triple bottom-line. Our multi-sector involvement has given us the opportunity to apply our insights and experience gained across all industries we've worked in such as,

but not limited to Oil & Gas, FMCG, Mining, Agriculture, Logistics, Banking, Financial Services, Retail, Manufacturing & ITC.

lead	transform	enable	develop
board & advisory services	transformation	change management	Leadership development
operational readiness	organisation development	competence assurance	Personal mastery
operational excellence	operational review	human factor research	Executive coaching
asset management	governance	learning technology	Performance coaching
human capital management	organisational culture	psychometric assessments	Supervisory effectiveness
business continuity	employee engagement	climate surveys	Mining technical
feasibility studies	customer centricity	management systems	Oil & gas technical
merger & acquisitions	consumer behaviour	technology adoption	Maintenance technical
digitisation	safety culture	amalgamation management	Asset management
insights & analytics	employee wellbeing & wellness	emergency response	On-the-job training & mentoring

our reputable clientele



are you ready
to find out more?

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