

Digital organisation to manage the COVID-19 crisis

Discussion paper



Discussion paper has already happened

Organisations have to prepare and act now to manage their business in the “new normal”.

Disruption is already a fact. We are facing a crisis of great magnitude and in exceptional circumstances.

- Population confinement affecting both the workforce and consumption
- Unpredictable consequences in the economy and therefore in the viability of the business in the medium and long term

It is now imperative to manage the company in the new reality with a double objective:

- Maintain critical business operations
- Minimise the impact of the situation on the P&L

... and do it differently, in an environment where contact and face-to-face interaction are extremely limited

We seek to ensure the operation of the business from now and its successful exit from the crisis with a reinforced management model

Teleworking is necessary but it is not enough: the key is managing the business digitally

**Large levers to operate
in the new environment:**

A

Telework platform to ensure remote working

- The need for optimal communications
- Accelerated incorporation of new tools (virtual rooms, document sharing, ...)
- Adaptation to new ways of working
- Generation of individual accountability for each person

B

**Digital deliberation processes,
decision making and execution
in business management**

- Implementation of a new methodology in business management (The “Minsait Approach”): Participatory, Collaborative, Executive and Digital
- Strengthening of the digital tool for Collaborative Intelligence [IC] in management processes, from strategic reflection on the monitoring of action plans



In leading organisations, the current crisis will speed up its digitization and cultural transformation

A new way of working...

...that is much more digital and collaborative

A structured set of key actions must be undertaken to emerge stronger from the crisis.

Enablers / New way of working (A, B1, B2)

A Remote/teleworking “base” tools

1 **Continuity Plan**
Design of business continuity in the “new normal” (the new BAU).

2 **Viability Plan¹**
Design of mitigation plans for the impact on the income statement.

3 **Integrated action plan and monitoring model**
Preparation of action plans and implementation of the organisation, processes, tools and work approaches for monitoring in the new context (Support office).

B1 Digital deliberation, decision and monitoring processes (enabler)

Execution

4 **Continuity of operations**

5 **Projects mitigating the impact on the P&L**

- Temporary readjustment capacity
- Suspension of non-critical projects
- Digital distribution acceleration
- ...





B2 Digital processes execution (enabler)

¹ It includes new business opportunities derived from discontinuity (reinforcement of digital , ...)

Deliberations with Collaborative intelligence [IC] ...




...are carried out around a progressive sequence of online conversations

Get insights (diverge)

1. Evaluate the baseline situation → 
2. Collect valuable ideas dispersed throughout the organisation (bottom-up) → 
3. Validate the hypotheses from the management (top-down) → 
4. Stimulate with market trends and best practices or diagnostics or frameworks → 


Large group

Prioritise (converge)

- Filter and organise → 
- Go in depth → 
- Prioritise based on impact and feasibility → 

Leadership team

Decide (align)

- Decide → 
- Formalise → 

Steering Committee

Act (empower and follow)

- Assign actions to leaders → 

OT + Changemakers










Key benefits
More people involved, more often
More insights, more depth
Improved and more end product targets

Shorter generation times
Discovery of talent and initiative (changemakers)
Greater engagement, buy-in
Natural digitisation

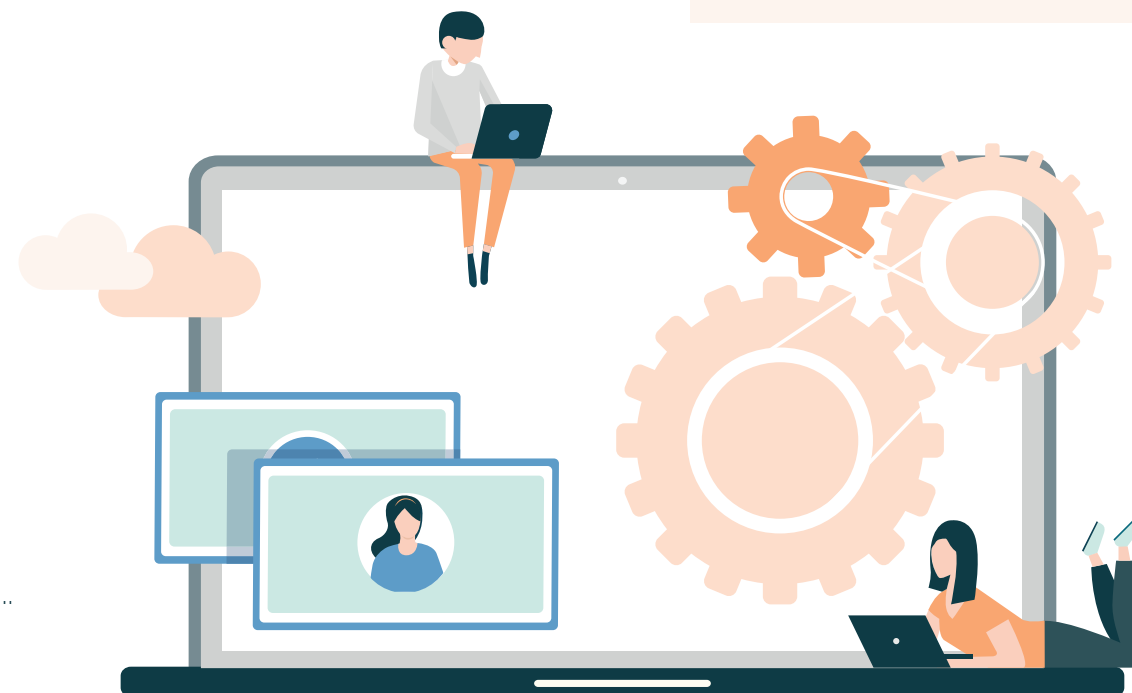
Able to adapt to any management process (the “use cases”)¹

Strategic reflection with action plan

Features of the Delibera tool

-  Scores
-  Percentage
-  Ranking
-  Follow-up
-  Meeting
-  Feedback
-  Decision
-  Idea
-  Debate

¹ Design of the feasibility plan, monitoring model from the Support office, monitoring critical projects, ...



Walk this path with the Delibera Digital IC tool



Projects executed digitally with [IC]...

...are more productive and effective

Week 1
Focus, digitise and launch

Project file with BC

- Signed
- File
- Access

Open digital spaces

- Communicate
- Think
- Tasks

Team launch

- Kick-off meeting (30 min)
- Training (90 mins)
 - Methodologies
 - Tools

Instant communication

Through Teams or similar (Slack, WhatsApp...)

Deliberations

- Debate
- Up to 10 templates available to think together remotely

Report

Monitoring

Support-oriented supervision (file KPIs)

Tasks

Daily task monitoring

Week 2
Land and prioritise action

Create user stories (deliverables)

- Ideas

Prioritise user stories

- Scores

Monitor progress on the SCRUM dashboard

TO DO | INPROGRESS | TESTING | DONE



Sprints (1-2 weeks each)
With specific deliverables

Calls or daily meetings

(15 min), preferably in front of the agile dashboard

M T W T F

Final SPRINT meeting

Approve stories

Collect end user feedback

Shared file

Final week
Close

Calls or daily meetings (15 min), preferably in front of the agile dashboard

Final project meeting

Feedback from team members on project methodology, results, and leadership and dynamics

Features of the Delibera tool

- Follow-up
- Meeting
- Feedback
- Decision
- Idea
- Debate

Walk this path with the Delibera Digital IC tool



At Minsait we are ready to help Senior Management

With our approach and differential tools along
with a pragmatic and very specific proposal.

Provide support to Senior Management in managing the COVID-19 crisis.

- Guarantee a single vision and integrated execution of Continuity and Feasibility Plans (**PMO/Crisis management support office**)
- Incorporation of **digital work processes**, through Collaborative Intelligence [IC], for the **PMO operation** and/or guarantee the execution of **key projects** in a remote management environment
- Incorporation of digital work processes, through Collaborative Intelligence [IC], for the PMO operation and/or **guarantee the execution of key projects** in a remote management environment, Ad-hoc support BPOs)

Minsait base team consisting of 3-4 consultants,
within a Flexible framework of monthly collaboration and
adjustable in sizing according to the real support needs

Speed up transformation

Build digital processes



Mark Making the way forward

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