



CEO Jotting

Kiran Deolalkar

CEO, Founder Sedibuz Consulting LLP

The digital era has evolved to such an extent that the whole world seems smaller, anyone anywhere can be connected via a digital platform. Though technology has reached the cities and to some extent villages, how much it has impacted and reached the remotest area is still to be debated. There might still be a few areas where they would not be accessible to net connectivity. Our aim has to be, to reach these citizens, explain how technology can benefit them and help them to educate themselves and have a progressive lifestyle. Till then we cannot say that technology has reached every corner of the world.

Focus Product of the Month

Automation Anywhere empowers enterprise CIOs and IT teams to transform their workforce with the new Automation Success Platform.

Access valuable insights and data, learn what global organizations like NHS and Salesforce are doing to unlock productivity, and discover why cloud RPA is essential for the future of work.

Your customers are waiting. It's time to simplify the agent experience and empower them to do more, connecting across all existing contact center applications.

What is RPA and what it can do it for you?

- Robotic Process Automation (RPA) is hyperflexible software that anyone can use to automate digital tasks in minutes
- Run business processes non-stop and error-free at speed and scale without breaking a sweat
- Up the ante on operational security, controls, and compliance

What will you automate next?



Interested! To Know More E-Connect

Ravikanth

Sales Director, Sedibuz

Mob- 9867253366

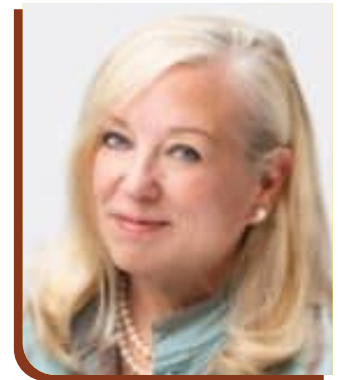
ravi@sedibuz.com



At Workplace

Nancy Hauge

Chief People Experience officer at Automation Anywhere. Recipient of the "Stevie Awards" for women in high tech and was named by the Silicon Valley Business Journal as one of the "100 Women of Influence" in Silicon Valley.



The Future of Work Is People

Business leaders are faced with unprecedented challenges. The fallout from the ongoing pandemic affects supply chains, workforces, consumer behaviours, and more. Couple that with rising inflation, recession risks, global and cultural upheaval, and cybersecurity threats, to name but a few, and the only certainty appears to be that more challenges await.

But if you're a business leader, with so many external forces working against you, it's imperative that you focus inwardly to improve, modernize, and reenergize your organization. The Great Resignation and an upside-down jobs market, where job openings outnumber available workers by the millions, put you under even more pressure to improve your workplace and its attractiveness to current and potential employees.

Where you have the most control is in how your teams work. Sure, there's the obvious topic of remote work, but beyond where work happens is the challenge to improve how work happens. The future of work will focus less on a place and more on the human aspects of satisfaction, productivity, value, interpersonal connections, and more. And your future of work will depend on how you modernize and automate the parts of work that will have a positive impact on your people.

Focusing on people

Higher productivity is a great side effect of job satisfaction. So, helping workers find more

satisfaction in their roles is not only good for the worker but also good for business. Research by Oxford University found that happy workers are 13% more productive.

Increasing productivity where it matters

Prioritizing people helps you view productivity from a different perspective. Speeding up an assembly line, for example, will churn out more widgets per day. But it will likely increase injuries, decrease quality, and physically and mentally exhaust your people. You want productivity to increase where it makes sense for workers and your business. Again, it all comes back to people.

Making the connection

Compliance, for example, is one area most IT teams are forced to maintain with little regard for productivity. Cybersecurity is another cost of doing business that decreases risk yet pulls IT teams away from more valuable work. But progressive IT teams are looking to Robotic Process Automation (RPA) to take over some of those tasks.

More time to connect with customers

The customer experience is a direct result of the employee experience. The focus on worker productivity to drive happiness and success provides benefits even when profits are not the goal. Healthcare organizations are working to automate tasks so their valuable workers can spend more time on patient care.

Time to rethink

Focusing on your workers as people, empowering them to do more higher-value work, and giving them more time to serve customers and coworkers is where automation can pay near-immediate dividends. But you must make it happen. Today.

The article has been authored by Nancy Hauge, chief people experience officer at Automation Anywhere. She is a recipient of the "Stevie Awards" for women in high tech and was named by the Silicon Valley Business Journal as one of the "100 Women of Influence" in Silicon Valley.

Technology Talks

RP Singh

Senior Vice President-APAC, Smart Energy Water



The Promise of Digital Transformation for Energy and Water Providers in India

As India gears up to meet the socio-economic changes, the energy and water sector is undergoing a radical transformation. The advent of smart homes, smart meters, EVs, native mobile apps, and a lot more, is fueling smarter lifestyle which has made today's consumers informed, connected and much more demanding. To build superior experiences, DISCOMs need to develop a comprehensive strategy to adapt to these fast-moving transformations and bring in digital solutions while keeping change management at the center of the vision and strategies.

Whether it is offering an omnichannel experience to end customers, building connected workforce experiences, simplifying business operations, or improving agent productivity, digitalization is set to change how the energy and water industry operates. Needless to say, providers that are agile in embracing and adopting new technologies and can quickly pursue opportunities will position themselves for growth.

Here are some areas businesses need to deeply evaluate:

BEING POWERED BY EMERGING TECHNOLOGIES

Using technologies such as AI, ML, IoT, NLP, Analytics, Cloud and Mobility, providers need to rethink several use cases for multiple business processes. These include optimizing the entire customer journey through intelligent insights, promoting digital self-service, delivering AI-powered chatbots, online smart marketplace solutions, comprehensive mobile workforce management, water- and energy-saving programs and more.

READY FOR EMOBILITY AND SMART HOME

As part of operationalizing decarbonization and achieving sustainability goals, energy providers and stakeholders need to drive greater eMobility adoption. By allowing customers to better manage and control their electric vehicles and smart devices, innovate to deploy behavioral demand response programs and provide bundled experiences that support the delivery of seamless and superior customer experiences.

ADVANCE INTELLIGENT COMMUNICATIONS

Providers need to drive proactive and personalized engagements with customers, offer channel parity and consistent omnichannel experiences across text, voice, email, IVR, push, social media and chatbots for intelligent communications and deeper customer-utility relationships.

FIELD SERVICE INNOVATIONS AND CONNECTED CUSTOMER-WORKFORCE EXPERIENCES

Simplify the day in the life of a field worker. Allow field workers to seamlessly gain the convenience and comfort of accessing information related to customer queries, assets, inventory, work orders, etc. and build a connected ecosystem with close collaboration

of field workers and customers, thus removing silos and improving transparency.

We at SEW realize the urgency to meet the growing demand for digital transformation and recognized the value of investing in digital customer-workforce platforms that drive swift business outcomes. We partner with utilities and DISCOM's to deliver solutions that are easy-to-use, integrate seamlessly with utility systems, and help build a strong technology foundation that allows utilities to become future ready, by harnessing the power of digital technologies.

With our innovative and industry-leading cloud platform, we aim to deliver not only the best Digital Customer Experiences (CX) but also Mobile Workforce Experiences (WX), powered by AI, ML and IoT Analytics (IX) to the global Energy, Water and Gas providers.



Thought Incubator

Manisha Mone - Counselor, Licensed NLP Practitioner, Sports & Positive Psychologist

Dream Job.... Truth or Fantasy?

“This seemed like her dream job, she always wanted to work with this company. She did enjoy it initially, but now suddenly since last few months she seems unhappy with the company and constantly keeps complaining how her dream job is turning into a nightmare”, said a friend from other side of the phone, describing about her young daughter's situation.

In the recent few years, I have come across many such conversations; maybe a friend or a family member or my clients complaining about this typical situation where their **dream job** suddenly starts looking like a **nightmare**.

Why does this happen? Do dream jobs really exist? What are the myths surrounding the so-called dream job?

Everybody has their own definition, certain expectations, own factors and notions concerning what **they believe** to be a dream job. For one person a dream job is closely associated with a huge **pay-check** and daily **challenges**. For some money may not be such a huge motivation; they would be much more interested in a **possibility** to do something they like.

The dream of a “**dream job**” begins during our academic years itself. And since we live in a society obsessed with talking about

employees and entrepreneurs who “**love their job**”, it is natural for individuals to embark on a journey to prove that when they are passionate about something they do, they will excel. No doubt many of them are lucky to find a job they can call “**The One**”. Out of which few do truly enjoy it, but some of them start feeling stuck after a few years as they may eventually **lose** the spark or when the initial romance fizzles out.

The causes for the latter are aplenty: a major life experience that changes you, a boss who micromanages, or boredom out of doing the same things for years. But research shows that the **major** cause for dream job turning into a nightmare is the **unrealistic** expectations one enters the job with. People often romanticise working for media, films, fashion, performing arts, becoming world renowned chefs and other cultural industries. But the work often ends up being more **slogging/toiling** than glamorous. This applies to other types of jobs too. Another reason is that one may realise after few weeks or months that the role is not a great fit or the workload is too heavy or the job doesn't utilise the skillsets that one has spent years in building. This gap between expectations and the day-to-day reality of jobs creates dissatisfaction and frustration.

The common **myths** regarding dream jobs are:

There is just one dream job each: This is the main misconception one holds about a dream job that each person has exactly **one calling**. But, in reality for each person there exists **countless** positions in which they can thrive and be happy.

Dream job means constant happiness: Another huge myth, understand that just like we may have moments of satisfaction even in

the most hateful line of business, similarly the dream job doesn't guarantee an evenly blissful experience. There will be moments of frustration, annoyance and outright despair.

Actually, our career is not a one-stop shop and our dreams similar to life can change based on our experiences. Sometimes working a job that has transformed from a dream to a nightmare can seem daunting. So, here are a few steps to **wake up** from that nightmare:

Create a Plan: First thing is to create a plan for the transition out of the nightmare. So, keep updating your resume with new responsibilities. Start applying, but keep in mind what you **don't** want, so that you don't land up in a new position that will put you back in the same unpleasant situation.

Break the rut: If you find yourself in a position where things aren't clicking, try to **change the approach**. Talk to your manager or mentor about concerns that can be remedied and if things aren't still coming together, **take a call**.

Take care of your Mental Health: Work environment and pressure can take a toll on mental health, be careful and try not to lose **sense of self** in the midst of career. Have a hobby that will give you something to look forward to after work and give you an **outlet**. And last but not the least do not compare your journey with others. Be focused on your track and work towards betterment.

Remember, dream job is an extremely **vague** notion, but is a powerful one. At the same time also understand that your dream job can and will shift, there is no shame in edging one dream out of the picture to make room for another. Finally, it is your business to make yourself happy.

Menstrual Hygiene Day - 28 May

Gouri Pendse

Volunteer-Urmi project, Sevasahayog Fondation
www.sevasahayog.org



We as a society avoid talking openly about certain day to day natural things and create problems for ourselves. Menstruation is one such thing. For generations, we have not talked openly about menstruation. And today we are surrounded with various problems related to it.

There is no open communication about menstruation in most of the families. Women of the family secretly use the means of menstruation management which can lead to problems. If a woman is using cotton cloth then she needs to wash it well and dry it in the sun to avoid any kind of infections. Instead she tries to dry this cloth in a dark corner of the house further covering it with some other clothes because she wants to hide it from her family. This can lead to fungus growth on the cloth which could be harmful to the woman's health. If the woman is using sanitary pad, she may not change it often and may not dispose it off properly just to maintain secrecy.

In many families, there are a lot of superstitions

about menstruation.

Due to lack of scientific knowledge about menstruation, many people think that menstrual blood is impure. So women are not allowed to worship god, cook food or even touch any one / any thing during these five days. Because of this women often take medicine to postpone menstrual cycle during festivities or religious occasions. Frequent consumption of such medicines can affect women's health.

As families do not talk openly about menstruation, our society also lacks open communication about the same. As a result we do not get good public utilities that help women manage menstruation when they are outside their homes. School girls tend to miss school during menstruation as they may not have the right kind of facilities in their school to change or dispose sanitary pads / clothes.

Menstrual waste management is another big problem for our society. Due to ignorance some women flush sanitary pads into toilets which can lead to blockage of toilets and sewage pipes. If the sanitary pads are disposed in the garbage without proper wrapping then that can lead to health issues for others, especially the garbage pickers. Spreading awareness about the same can help us solve this problem.

We at Urmi work towards increasing awareness about menstruation in the society. Urmi is a project by Sevasahayog Foundation. Since June 2018, Urmi started with menstruation awareness sessions for girls and women, distribution of sanitary pads (along

with red dot bags for disposal) and reusable cotton pads at affordable prices for underprivileged women. In the last four years Urmi has reached more than 17000 beneficiaries through awareness sessions. Urmi is now getting equipped to conduct menstruation awareness sessions for boys and men.

Menstrual Hygiene Day is on 28 May, Team Sedibuz (as a part of CSR- Ray of Light) supports Urmi project, Sevasahayog Foundation who work all the year round :Break the taboos and end the stigma surrounding menstruation. If you are interested in spreading awareness about menstruation, please join us.

Let's talk about menstruation.

urmi@sevasahayog.com | [91-8421726509](tel:91-8421726509) | www.sevasahayog.org



Sedibuz as a part of CSR- Ray of Light supports Urmi project, Sevasahayog Foundation.

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