



BUSINESS DIGITALISATION READINESS CHECKLIST

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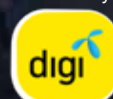


In today's exceptional circumstances, digitalisation or digital transformation is no longer a buzzword or a set of policies that strives to be rolled out with a 12-18 month strategy. Right now, businesses all over the world are struck by the need to allow employees to work from home completely, almost instantaneously.

Here at Digi, we have always championed digitalisation at the core of what we do and have been tirelessly digitalising many components of our business in order to better serve our customers in connecting them to what matters most. We realised that most businesses have the urge to go digital and the need to digitalise most parts of their businesses however have insufficient resources to get there.



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If you are a business owner, or even an employee eager to introduce change within your company, you have come to the right place. We want to reassure you that the journey you are about to embark on, while tiresome, will reap many benefits, both quantitatively and qualitatively.

Before you hop on this journey with us to get your business digital-ready, especially in these times of crises, where digitalisation is now vital for your business continuity, here is a checklist we have prepared for you to identify the stage of your digitalisation journey right now, and how you can be completely digital ready by taking part in what we have prepared for you.

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DIGITAL NECESSITIES:

SALES:

- ☐ I keep track of my customers and their information on excel spreadsheet/google sheets

SUPPORT:

- ☐ I have a support email that I use to receive and respond to my customers

EMPLOYEES:

- ☐ I interact with my employees via email or WhatsApp

PAYMENTS:

- ☐ I accept payments via bank transfer or cheque

AUTOMATION:

- ☐ I have a support email that I use to receive and respond to my customers

CYBERSECURITY:

- ☐ I have SSL on my website

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DIGITAL READY

SALES

- ☐ I utilise a Customer Relationship Management (CRM) system for leads and sales tracking
- ☐ I have a dedicated hotline number used by my sales team for interaction with leads and customers
- ☐ I am able to keep track of all my company's call activities in a single location and easily check which customers have reached out to us
- ☐ I have the ability to broadcast and track communications to my prospects customers

AUTOMATION

- ☐ All my legal documents (proposals, quotations, agreements, invoices) can be prepared and executed using digital signatures
- ☐ I have an existing process that allows me to send and receive documents electronically for purchase of goods and services

PAYMENTS

- ☐ My payment gateway is integrated with a billing system that delivers reminders and invoices to my customers

EMPLOYEES

- ☐ I have a case management workflow that channels employee's HR requests to the right HR personnel
- ☐ My employees can apply for leaves, submit their claims and expenses digitally and on-the-go

CYBERSECURITY

- ☐ I have airtight policies and a password management system that limits my employees to only access the apps and files required

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