CYBERCOM GROUP

Daniel Kullgard Innovation Leader Cybercom Group

daniel.kullgard@cybercom.com

Things of importance I will talk about

CYBERCOM

- Empowerment
- Purpose
- Focus and persistance
- Learning by doing
- Sharing more than standardization
- Culture more than process
- There is always time for innovation



Cybercoms view of Innovation

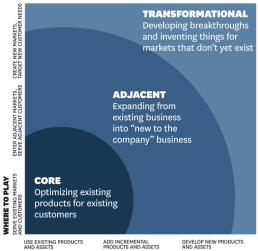
Innovation@cybercom

• Things of importance

The purpose with Innovation by Cybercom is to ensure that Cybercom is a company with a strong and calculated Innovation Culture. We belive that Innovation comes from all employees inherent *motivation to contribute.* Cybercom will actively support with a working-climate, methods and tools in order to make this happend. We belive in an open Innovation culture where we are working close with our clients or partners. The purpose with all Innovations is to contribute to reach Cybercoms long term targets formulated in Cybercom strategies.

Broad perspective on Innovation

Profit Model	Network	Structure	Process	Product Performance	Product System	Service	Channel	Brand	Customer Engagement
CONFIGURATION				OFFERING		EXPERIENCE			
PROFIT MODEL The way in which you make money		STRUCTURE Alignment of your talent and assets		PRODUCT PERFORMANCE Distinguishing features and functionality		SERVICE Support and enhancements that surround your offerings		BRAND Representation of your offerings and business	
For example, how Netflix turned the video rental industry on its head by implementing a subscription model		For example, how Whole Foods has built a robust feedback system for internal teams		For example, how OXO Good Grips cost a premium but its "universal design" has a loyal following		For example, how "Deliver WDW through service" is Zappos ' #1 internal core value		For example, how Virgin extends its brand into sectors ranging from soft drinks to space travel	
NETWORK Connections with others to create value		PROCESS Signature or superior methods for doing your work		PRODUCT SYSTEM Complementary products and services		CHANNEL How your offerings are delivered to customers and users		CUSTOMER ENGAGEMENT Distinctive interactions you foster	
For example, how Target works with renowned external designers to differentiate itself		For example, how Zara's "fast fashion" strategy moves its clothing from sketch to shelf in record time		For example, how Nike+ parlayed shoes, sensors, apps and devices into a sport lifestyle suite		For example, how Nespresso locks in customers with its useful members only club		For example, how Wil's experience draws more from the interactions in the room than on-screen	



HOW TO WIN

CYBERCOM GROUP



When is it relevant to work with Innovation ?

It starts with a question



Is it enough to work with known improvements in your process/operation/business to create a better value in the future.

If the answer is **NO**, then it is time to start change and focused drive Innovation.

or

Is your feeling that a new technology will have a **major impact** on your operation. Then it can be a reason to start to understand how and work focused with Innovation

Innovation-Exam

3. Every Innovation also need to reduce the complexity and increase the value of all the others

2. Every Innovation also have to work seamless with all other services in the users eco system

1. Every Innovation must offer a fantastic experience and generate a value – it must work, flow and generate a demand from the user.

It starts with a question

"Is it enough to work with known improvements in your process/operation/business to create a better value in the future.

If the answer is NO, then it is time to start change and focused drive Innovation.

5

Have you been thinking about how a new technology will have a **major impact** on your operation. Then it can be a reason to start to understand how and work focused with Innovation



Innovation-Exam

3. Every Innovation also need to reduce the complexity and increase the value of all the others

2. Every Innovation also have to work seamless with all other services in the users eco system

1. Every Innovation must offer a fantastic experience and generate a value – it must work, flow and generate a demand from the user.

6



Innovation@Cybercom





- How organize and develop un-assigned consultants ?
- How to gather problems or challenges from clients ?
- How to be more Innovative in the daily operation ?

and solutions...





Innovation Fridays Innovation Model





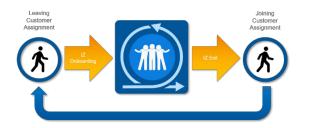




How to organize un-assigned consultants ?

Innovation Zone







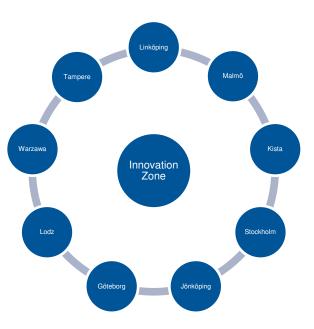


Innovation Zone in Cybercom











CYBERCOM GROUP

What is Innovation Zone?

Innovation Zone is an Incubator within Cybercom.

Innovation Zone offers the possibility to evaluate and assess new ideas, develop working prototypes in emerging technologies and run pilot projects in an agile innovative environment.

WE BELIEVE IN SHARING - knowledge and expertise. We always work with cross experience teams.

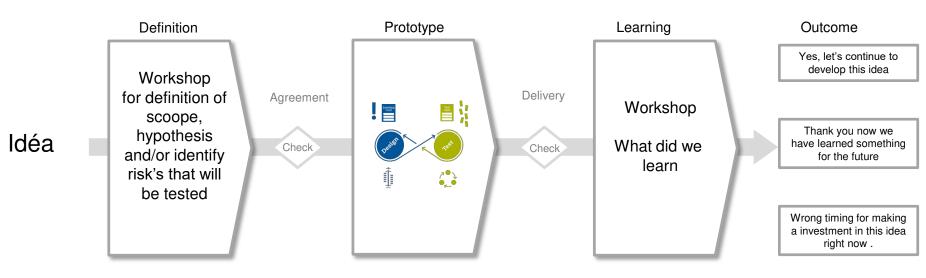
Innovation Zone is integrated in a large ecosystem of start up:s, incubators and world leading tech companies. Innovation Zone is established in 9 offices in three countries.

> CYBERCOM GROUP

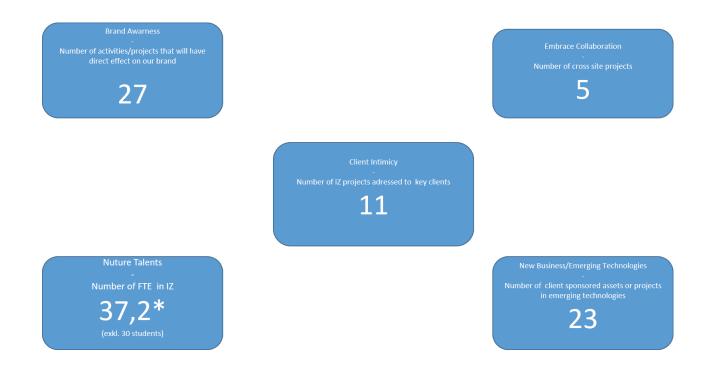
Innovation Zone – aspires towards nurturing your innovative thinking

How do we do it ?





CYBERCOM K



How to gather problems or challenges from clients ?

Innovation Fridays





Define a use case that adds value

• Propose a MVP to implement the use case



CHALLENGE ACCEPTED

CYBERCOM



Indoor vehicle / robot

weeks or months

• MVP can be done in a few

The most Bizarre ideas are also

Max 4 minutes presentation per team

• It shall not fly

2 slides per team

welcome!

To Consider

Focus on:

•

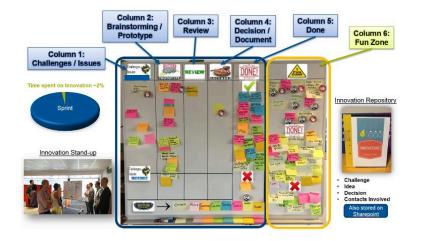
•

Innovation Model

How to be more Innovative in the daily operation ?







60 team members

7 teams

2 % of the time in the sprint spent on Innovation

30 ideas with most ideas improving efficiency, quality, time saving, WoW, and Knowledge management and most important more motivated teammembers

Things of importance

- Empowerment
- Purpose
- Focus and persistance
- Learning by doing
- Sharing more than standardization
- Culture more than process
- and remember.....



There is always time for Innovation