



Retail Reboot

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"We have seen
two years' worth of
digital transformation
in two months."

Satya Nadella
Microsoft CEO





Increased Shift of Digital Payments



5000%

Surge in digital payments

38M

 **PayMaya**
of users

50%

Digital transactions by 2023 -
BSP

1400%

 **PayMaya**
Merchant growth

38.8M++_(est) vs 21M

Digital wallet users vs Filipinos w/ Bank Accounts



Rise of E-commerce



\$4.42B
Est 2021 rev

14.4%
Est 2021 growth

\$12B
Proj 2025 rev

Grab

foodpanda

\$1.2B
Est 2020 rev

Grab

57%
Increase in
merchant rev

Shopee

4X
mobile wallet sales

8.5X
Food related items
shipped

3X
deliveries

Lazada

2X
Cashless payments

2X
Seller growth

2.5X
Sales growth

86,726
New online business
registrations



381%
Q121 growth online
business registrations

Omnichannel Retailing

Omni-channel retail is a multichannel approach to sales that focus on providing seamless customer experience whether the client is shopping online from a mobile device, a laptop or in a brick-and-mortar store.

Multichannel



All channels available to the consumer but are not integrated.

Omnichannel



All channels available to the consumer and they are connected.



Customer Engagement

Customer Focus

Making Digital More Human

Recalibrate In-Person Experience

Leverage on Technology



The Future of Hybrid Work Model

73%

employees surveyed expressed a
desire for flexible remote work
options post-pandemic
-Microsoft report 2021

66%

Businesses considering redesigning
physical spaces to better
accommodate hybrid work
environments
- Microsoft report 2021

 **Microsoft 365**

45%

Growth in the # of Teams
chats sent weekly

66%

of people working in
Office docs

2.5X

Amount of time spent in
MS Teams meeting

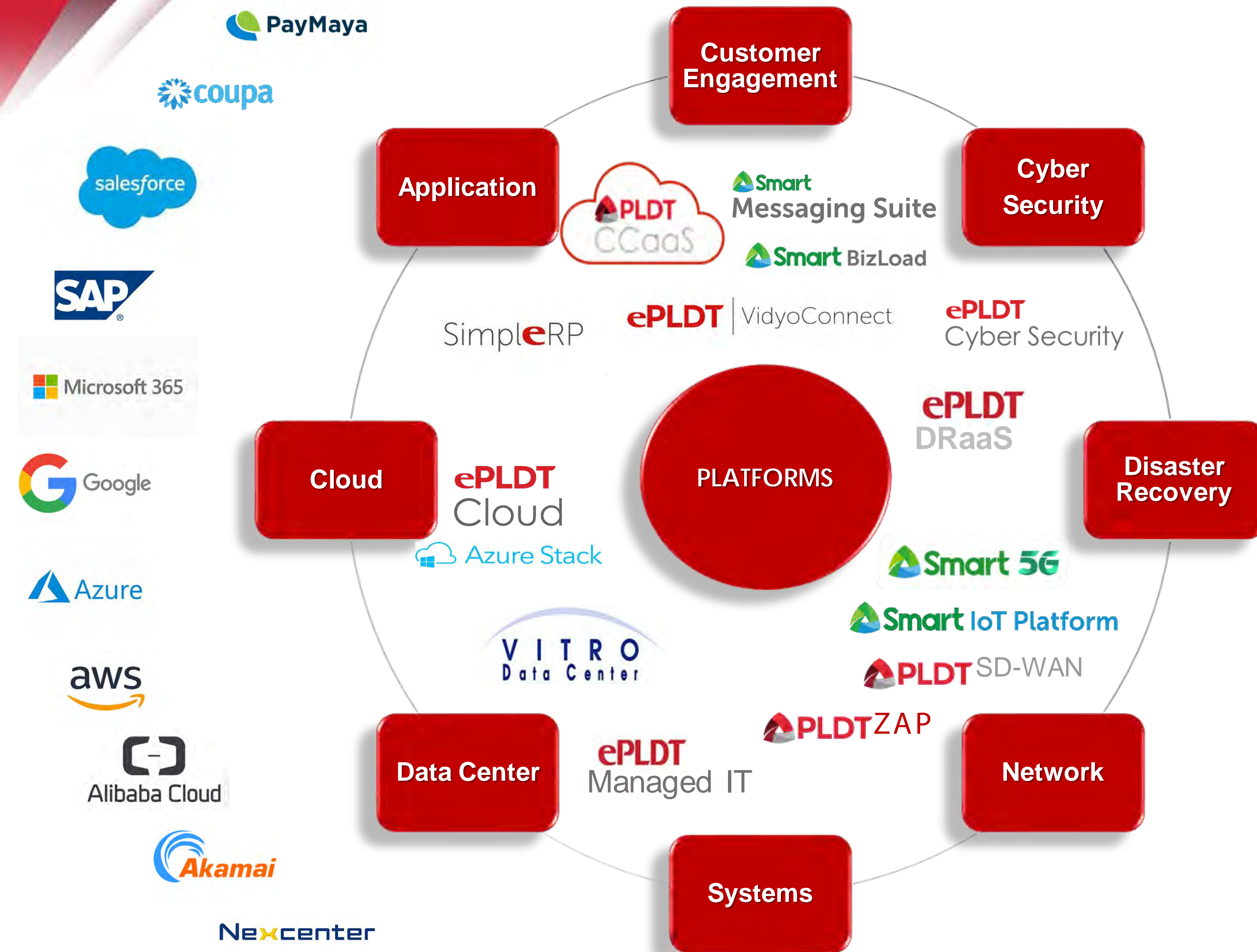
 **Google Cloud**

47%

YOY growth

2X

Sales since 2018



- COST REDUCTION**
 Subscription-based model that transitions capital investments in initiatives that generates revenue
- BUSINESS TRANSFORMATION**
 Allows organizations to focus on transformation, subscribing to the latest technology and adapting to changing business conditions and trends.
- SPEED TO DEPLOY**
 Provides the ability to subscribe instead of building and operating. Allows optimum flexibility to make configuration changes
- OPERATIONAL EFFICIENCY**
 Designed to be Service level based. Maintaining and increasing operational efficiency to support quality of service. This includes availability and resiliency of services
- COMPLIANCE**
 Compliance to standards and best-practices
- RISK REDUCTION**
 Risk reduction related to business continuity and security



● TALENT AND SKILLS AUGMENTATION

Reduces hiring constraints and allows further strategic skills development of current manpower resources

● FOCUS ON CORE ACTIVITIES

In-house talent can be used for more strategic and transformational functions, and removing them from common and repeatable back room operations that can contribute to growth

● COST REDUCTION

Expense associated with hiring, onboarding, provisioning tools, and training are some of the many costs that affect overhead and can become increasingly high during growth periods.

● AVAILABILITY OF RESOURCES

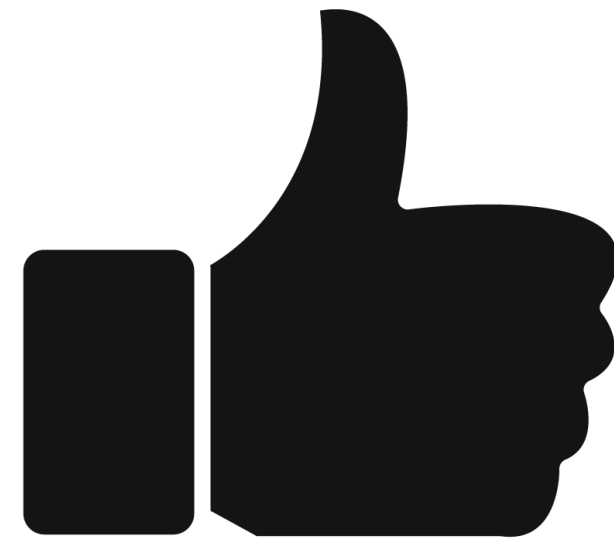
Technology advancements require specialization in certain fields. The demand for CyberSecurity specialists, Data Privacy experts and Enterprise Architects are creating scarcity of resources needed by many companies.

● ACCESS TO DOMAIN KNOWLEDGE

When embarking on transformational initiatives, access to specific industry or technology domain knowledge is important in identifying and deciding on major key business considerations

**“We can’t predict
the future, but we
can prepare for it.”**






Thank You!

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