Pain points and Business problems

Manufacturing Biggest Pain Points with Best Optimum Solutions
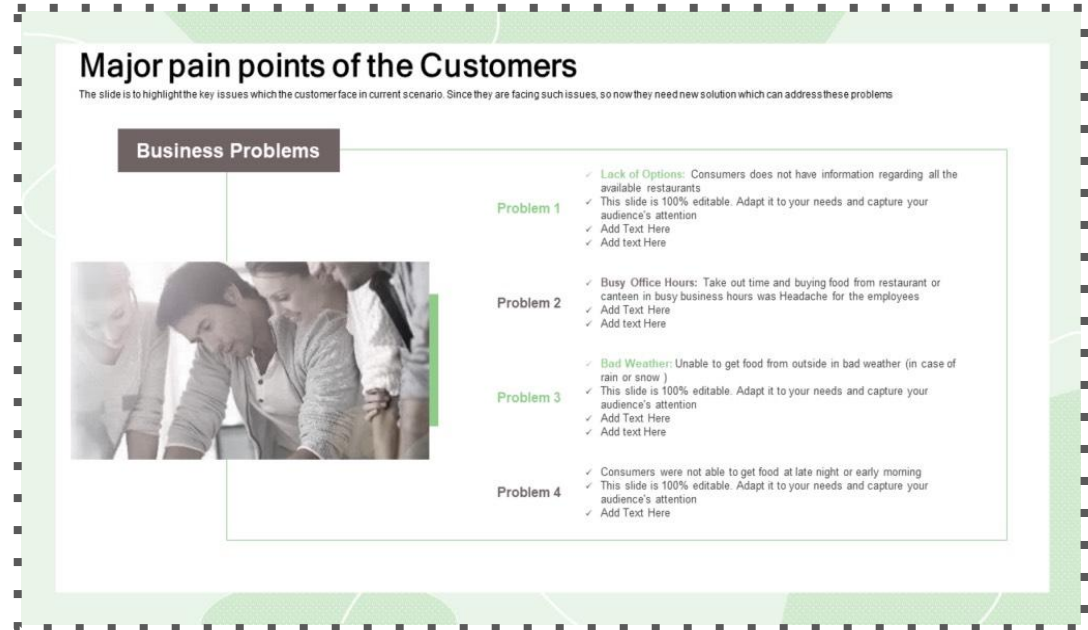
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Complying with Industry Standards:
- QAD automated ERP solution allow for completely transparent quality traceability across value chain from supplier to customer
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01

02

Quality & Innovative Products:
- For manufacturers it's better to release a quality product rather than develop a bad reputation for chasing trends in industry
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03

04

Inventory Control:
- Using automated ERP software that help automate these inventory control processes for managing inventory levels
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Maintaining a Loyal Customer Base:
- Text Here
- Text Here

05

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Customer Pain points :

- **Customer pain points** are particular issues faced as a customer in a marketplace.
- Pain points are generally **persistent problems** with any products or services that **can cause inconvenience to the customers** or their businesses/organizations.
- **Financial , productivity , process and support** are the **4 types.**

Major pain points of the Customers

The slide is to highlight the key issues which the customer face in current scenario. Since they are facing such issues, so now they need new solution which can address these problems

Business Problems

Problem 1
- **Lack of Options:** Consumers does not have information regarding all the available restaurants
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Problem 2
- **Busy Office Hours:** Take out time and buying food from restaurant or canteen in busy business hours was Headache for the employees
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Problem 3
- **Bad Weather:** Unable to get food from outside in bad weather (in case of rain or snow)
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Problem 4
- Consumers were not able to get food at late night or early morning
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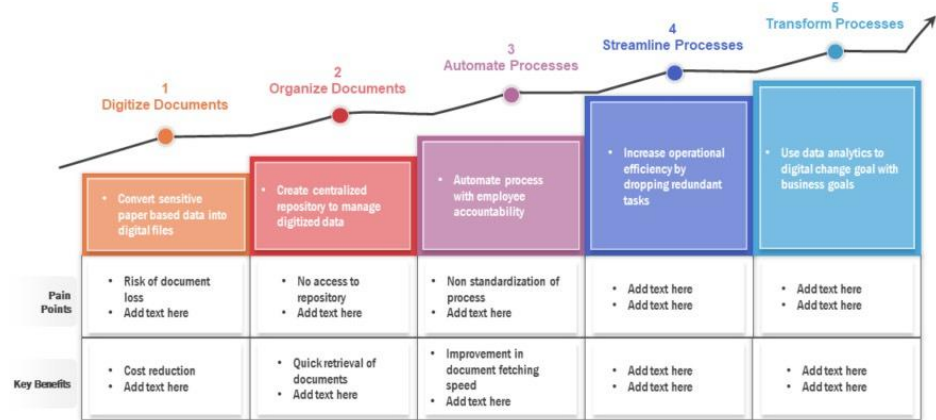**Click here to download the template!!**

Business Problems :

- Business problems could be defined as any such **obstacles** that lead to a difference between the expected and achieved outcomes , consequently **affecting the growth of a business/ organization.**
- Following are few of the areas where business commonly face challenges:
- Financial management
- Technology/ Digital changes
- Customer services
- Maintaining reputation
- Recruiting the right talents

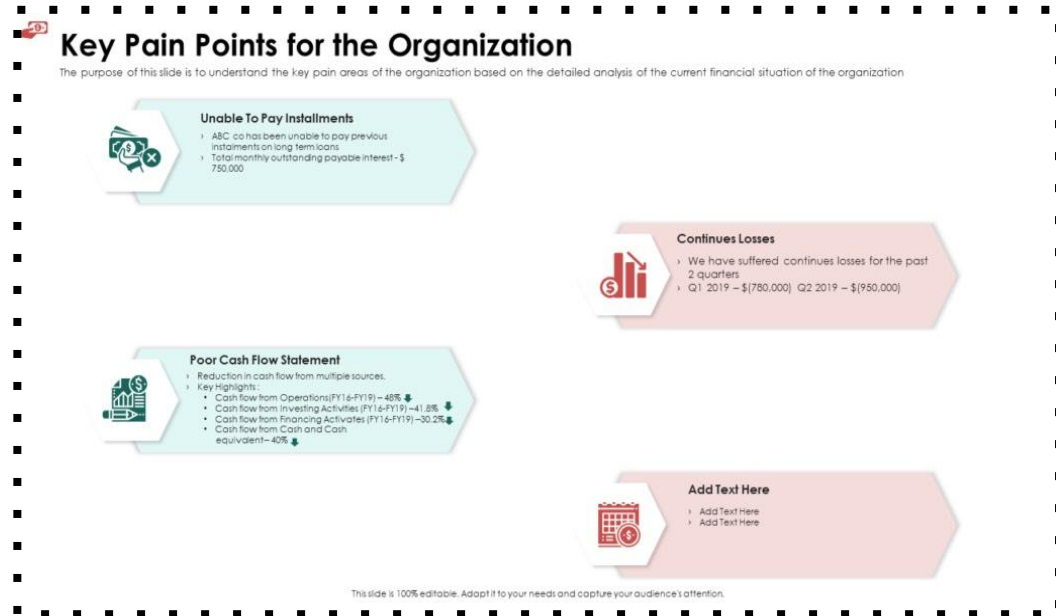### Digital Change Roadmap with Pain Points and Key Benefits

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1 Digitize Documents

2 Organize Documents

3 Automate Processes

4 Streamline Processes

5 Transform Processes

- Convert sensitive paper based data into digital files
- Create centralized repository to manage digitized data
- Automate process with employee accountability
- Increase operational efficiency by dropping redundant tasks
- Use data analytics to digital change goal with business goals

Pain Points

• Risk of document loss • Add text here	• No access to repository • Add text here	• Non standardization of process • Add text here	• Add text here • Add text here	• Add text here • Add text here

Key Benefits

• Cost reduction • Add text here	• Quick retrieval of documents • Add text here	• Improvement in document fetching speed • Add text here	• Add text here • Add text here	• Add text here • Add text here

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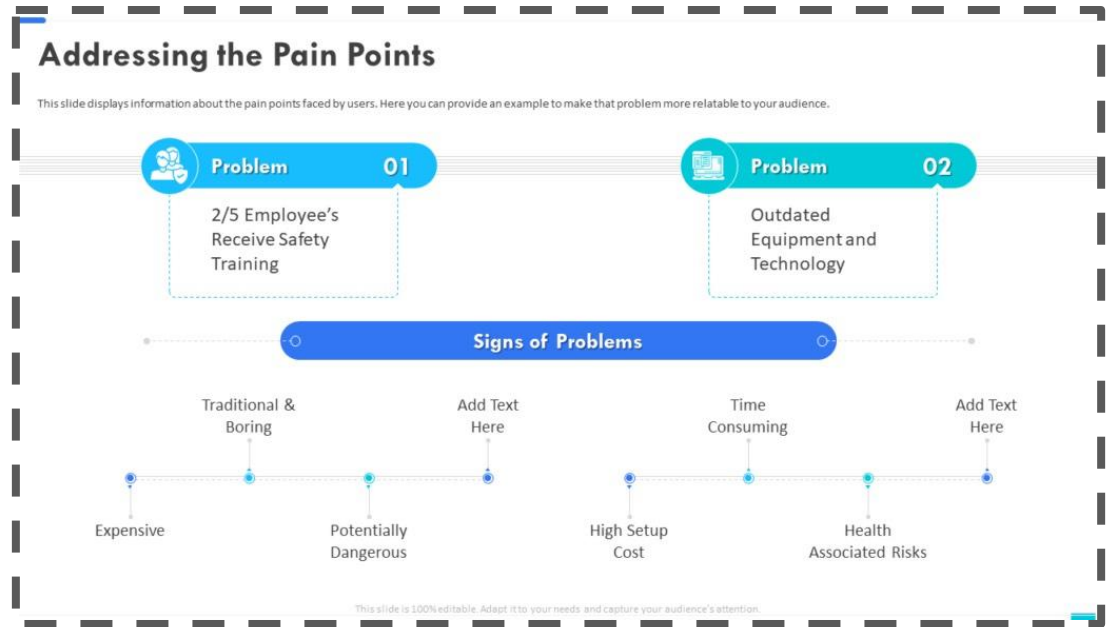# Identifying and solving business problems:

- It's important to **rightly address the problems** , for them to become **easier to solve and save the resources.**
- Steps to resolving business problem :
- Make problem question and define the problem.
- Dig to find the root cause.
- List the problems.
- Find the most appropriate solution .
- Make the decision and execute.

Key Pain Points for the Organization

The purpose of this slide is to understand the key pain areas of the organization based on the detailed analysis of the current financial situation of the organization

Unable To Pay Installments
- ABC co has been unable to pay previous instalments on long term loans
- Total monthly outstanding payable interest - $750,000

Continues Losses
- We have suffered continues losses for the past 2 quarters
- Q1 2019 – $(780,000) Q2 2019 – $(950,000)

Poor Cash Flow Statement
- Reduction in cash flow from multiple sources.
- Key Highlights :
  - Cash flow from Operations(FY16-FY19) – 48%
  - Cash flow from Investing Activities (FY16-FY19) – 41.8%
  - Cash flow from Financing Activates (FY16-FY19) – 30.2%
  - Cash flow from Cash and Cash equivalent– 40%

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Some Common Technology Pain points :

- Disruption in Company procedures
- Security / Privacy concerns
- Lack of IT competency
- Lack of personalization
- Complex Applications
- Communication Barriers
- Costs

Addressing the Pain Points

This slide displays information about the pain points faced by users. Here you can provide an example to make that problem more relatable to your audience.

Problem 01
2/5 Employee's Receive Safety Training

Problem 02
Outdated Equipment and Technology

Signs of Problems

Traditional & Boring
Add Text Here
Time Consuming
Add Text Here

Expensive
Potentially Dangerous
High Setup Cost
Health Associated Risks

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Crisis management:

- Crisis management is the implementation of strategies designed to help organizations cope with sudden and severe adverse events.
- **Predict, Prevent, Prepare, Perform , Post-Action and Assessment** - are the 5P's important in crisis management.

Critical Pain Points and Solutions with Crisis Management

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Government Transaction
- Financial technologies and electronic banking solutions improve transparency
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Culture, ethics & citizen engagement
- Educate and engage citizens in anti-corruption agenda
- Text here

Procurement
- Make procurement procedures transparent and fair
- Text here

Information, security & identify
- Secured information identities, and transactions
- Text here

Crisis management & aid
- Develop "fraud-and-graft-resistant" crisis payment tools
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Cutting the red tape
- Text here
- Text here

Analytics, reporting & transparency
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- Text here

Financial crimes & illicit activities
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FAQs on Pain Points and Business Problems

What are some Customer Pain Point Questions to Ask ?

- What do you expect when you reach out to us for help/support/service?
- What do you need to help for your organization to grow ?
- What is the most challenging part of your business?
- What do you see as the future for your company/business/organization?
- What isn't working for you regarding the your present solution to this problem?

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What are some examples of customer pain points?

- Inconsistent user experience from visit to visit
- Lack of support
- Quality issues
- Complex processes to makes purchases or make any requests or engagements
- Slow or no responses concerning in inquiries or reviews.
- Websites not working/inaccessible

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How do you validate business pain points ?

- Work on the problems you want to solve at once. Put them in context so your customers can relate to them.
- Ask how you can show them how you are currently solving the problem.
- Ask them to talk about their likes and dislikes.
- Ask what other tools/approaches exist
- Ask how they found the current solution.
- Let's ask how much you paid.
- ask what happens if you don't fix all the problems

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What questions to ' Not ' ask , while validating Customer Pain points?

- Do you think that is a good idea?
- How much would you pay for this ?
- Would you prefer to buy this product?

What are the 3 levels of Pain points ?

- interaction level
- customer-journey level
- relationship level.

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