

# Exploring e Business paradigms

*Explorer*

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# Exploring e Business paradigms

Services Sector consists of

- Transportation, logistics and warehousing
- Wholesale and Retail Distribution
- Installation, Implementation and Maintenance
- Financial Services such as Banking and Insurance
- Health Care
- Hospitality and Tourism
- Travel
- Consulting Services
- Information Technology Services
- Media & Entertainment
- Education & Training
- Government Services such as RTO. Registrar of Properties

And more....

# Exploring e Business paradigms

e Business has been defined as  
*Conduct of business on the internet.*

1. Internet includes intranet and extranet
2. Conduct envelops interaction with all stakeholders, viz Customers, Suppliers, Partners and Employees
3. All types of transactions ,viz, information sharing, buying, selling are covered.
4. Brick and Mortar as well as Virtual Stores are included

# Exploring e Business paradigms

e Business has been defined as  
*Conduct of business on the internet.*

*e Business is everybody's  
business. It applies to both  
products and services.*

- ❖ Internet includes intranet and extranet
- ❖ Conduct envelops interaction with all stakeholders, viz Customers, Suppliers, Partners and Employees
- ❖ All types of transactions ,viz, information sharing, buying, selling are covered.
- ❖ Brick and Mortar as well as Virtual Stores are included

# Exploring e Business paradigms

e Business has been defined as  
*Conduct of business on the internet.*

More over...

The term “ e Business” has to be interpreted in a broader framework.

It is not restricted to commercial transactions alone.

non commercial, not for profit and service activities are all included in this definition.

# Exploring e Business paradigms

*internet is a ...*

channel for reaching out to stakeholders.

Medium for interaction.

delivery medium for certain goods and services

# Exploring e Business paradigms

## *e Business Innovations*

### **Jidoka**

One of the two main pillars of Toyota Production System (TPS). It refers to the ability to stop production lines, by man or machine, in the event of problems such as equipment malfunction, quality issues, or late work. Jidoka helps prevent the passing of defects, helps identify and correct problem areas using localization and isolation, and makes it possible to “build” quality at the production process.

**The equivalent of Jidoka in the virtual world is the real time verification and validation system. By referring to the inventory data base that is updated continuously we can stop the sale of a non existent item. ( error propagation is prevented)**

**In Drug interaction testing, a combination of incompatible drugs getting prescribed is avoided**

# Exploring e Business paradigms

## *e Business Innovations*

- Auctions : have brought in transparency; no respect for distance or time zones.
- Virtual Shopping carts : real time count of money spent
- Search engines: page ranking; Speed and relevance as the criteria
- Location aware services



# Exploring e Business paradigms

e Business innovators

Dell

- ❖ Direct reach to end customers .
- ❖ Elimination of the Accounts Receivable function.
- ❖ Met specific needs of each customer.

# Exploring e Business paradigms

e Business innovators

Amazon.com

- ❖ First Virtual Store with delivery functions.
- ❖ Inventory Aggregation.

# Exploring e Business paradigms

e Business innovators

eBay

- ❖ Most successful market place for buyers and sellers to meet.
- ❖ Fair value determination of used and new goods.
- ❖ Buyer ,Seller assurance.

# Exploring e Business paradigms

e Business innovators

Hotmail

- ❖ First major product innovation in internet.
- ❖ Revolution in Marketing.

# Exploring e Business paradigms

e Business innovators

Bhoomi

- ❖ Pioneering use of internet in e Governance.
- ❖ Malpractices killer

# Exploring e Business paradigms

e Business innovators

ICICI Bank

- ❖ Internet as a channel defines the Market Segment & its Marketing Strategy

# Exploring e Business paradigms

e Business innovators

Air Deccan

- ❖ Agent less Sales leading to 20 % reduction in costs.
- ❖ Elimination of paper and paper work

# Exploring e Business paradigms

*internet is also a disruptive technology*

it is an interactive medium like a telephone but can facilitate asynchronous communication.

it has no respect for distance and hence intermediaries

it creates a level playing field for established and the new

Manufacturing, Planning and Market Research functions are severely impacted



# Exploring e Business paradigms

*Can lead to rewriting business paradigms*

- ❖ Do away with a complete function such as Accounts Receivable & collections
- ❖ Eliminate non value adding intermediaries
- ❖ Reduce finished goods inventory dramatically
- ❖ Meet the expectation of every customer
- ❖ Cross sell effectively
- ❖ Improve operational efficiency and effectiveness by leaps & bounds
- ❖ Reach current information swiftly to stakeholders for their optimal use
- ❖ Be a fair and impartial judge
- ❖ Improve transparency
- ❖ Reduce/ eliminate leakages

# Exploring e Business paradigms

Thanks and Best Wishes

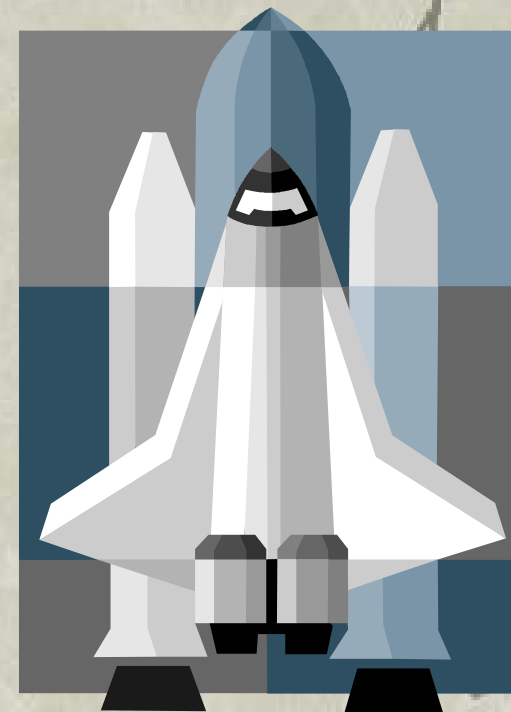
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