

Essential IT Applications for Modern Business



Communication Spaces



Multimedia Tools



Electronic Data
Interchange



Workflows

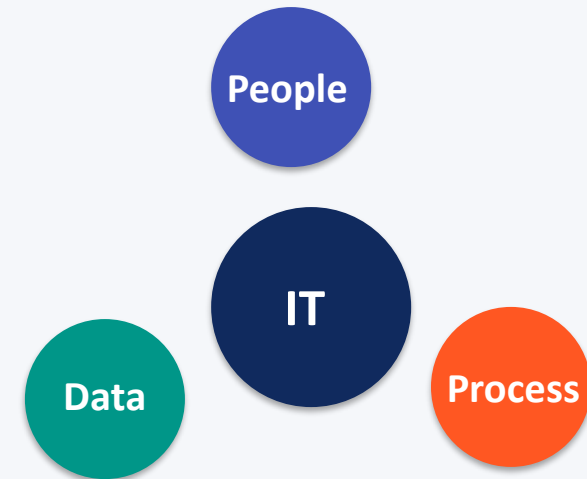
Introduction: Connecting the Dots

💡 The Big Idea

Technology is not just about computers; it's about using them to **communicate**, **collaborate**, and **automate**.

🚩 Goal for Today

Understand the fundamental IT "spaces" and tools that make modern business efficient and connected.



The Digital World: Three Types of Networks

Businesses use different types of networks for different audiences, just like you use **different rooms in an office**.



Internet

The Public City Square

Global network accessible to everyone

- Open to all users
- Public information and services
- Requires security measures



Intranet

The Private Office

Internal company network

- Restricted to employees
- Internal resources and tools
- Protected by firewalls



Extranet

The Secure Partner Lounge

Controlled access for partners

- Extended to selected partners
- Shared business information
- Highly controlled access

The Internet: The Global Public Square

The worldwide, **public network** of computers accessible to everyone

i Key Characteristics

🌐 Access

Public and open to all users worldwide

📄 Content

General information, marketing, e-commerce

🛡️ Security

Requires firewalls and security measures

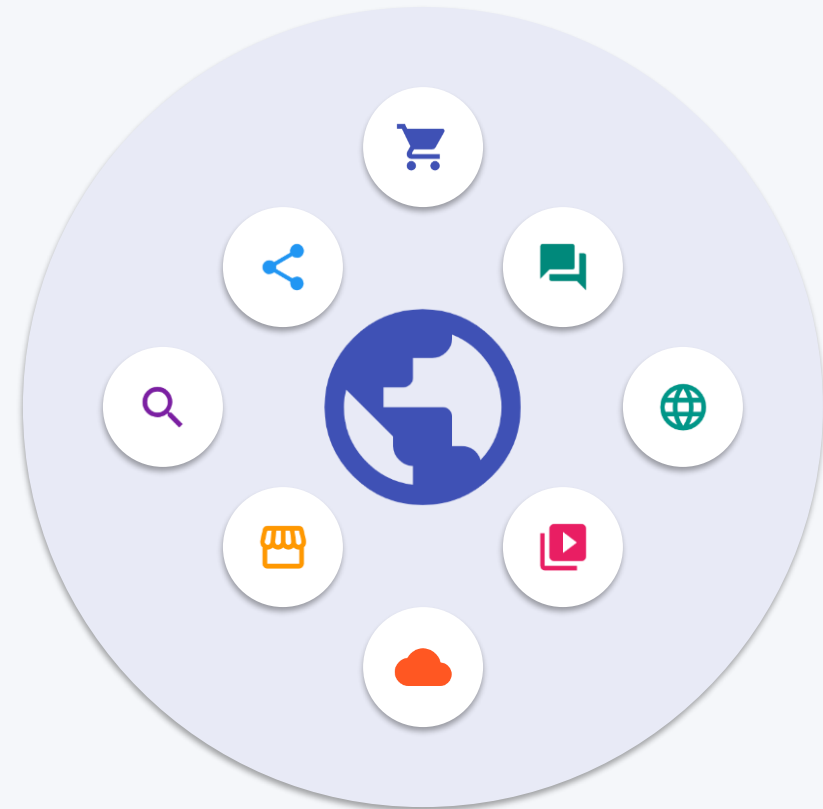
🏢 Business Use

🌐 Company Websites

📢 Marketing

👤 Customer Portals

☁️ Cloud Services



The Intranet: The Private Company Office

A **private network**, inside a company, that uses Internet technology

Key Characteristics

Access

Private, for employees only (requires login)

Content

Internal news, Human Resources policies, department wikis

Security

Behind a firewall, not accessible from public internet

Business Use

 Internal News

 HR Policies

 Shared Drives

 Knowledge Base



The Extranet: The Secure Partner Lounge

A **private network** that securely shares part of a company's information with specific external partners

Key Characteristics

Access

Extended to selected partners (suppliers, distributors)

Content

Shared data like inventory levels, order status

Security

Highly controlled access via logins and VPNs

Business Use

 Inventory Sharing

 Order Tracking

 Project Collaboration

 Partner Portals



Summary: Internet vs. Intranet vs. Extranet

Key Differences

Real-World Analogies



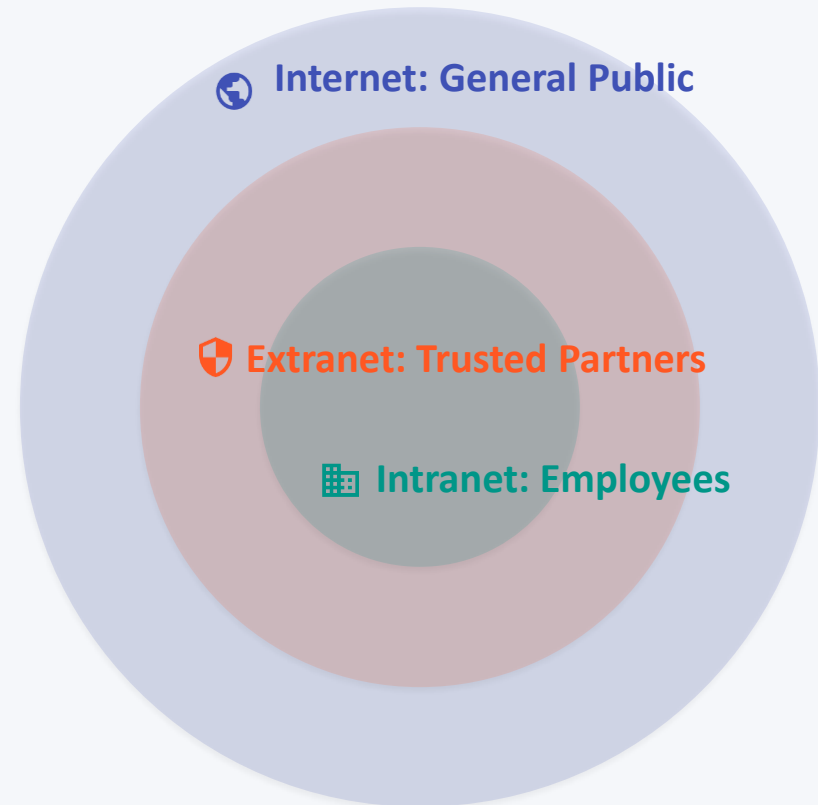
Internet = Public City Square



Intranet = Private Office Building



Extranet = Secure Conference Room for partners



Beyond Text: Multimedia Conferencing

Introduction

Communication is more effective when we can **see** and **hear** each other.

The Goal

To bridge distance and enable real-time collaboration.

The Two Main Types



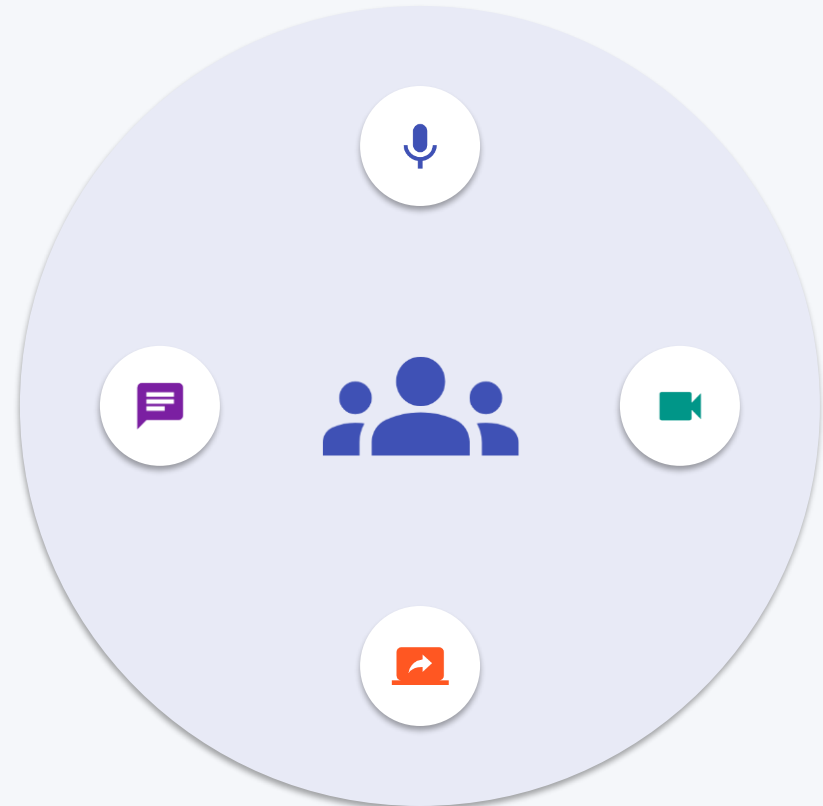
Audioconferencing

Voice-only
communication
between multiple
participants



Videoconferencing

Audio and visual
communication
simulating face-to-face
meetings



Audioconferencing: The Conference Call

A live, **audio-only** connection between three or more people in different locations

⚙️ Key Features



Voice communication



Dedicated phone number/bridge

✓ Best For



Quick meetings



Large updates



Low bandwidth



When video isn't necessary

🏢 Examples



Traditional phone bridges



Zoom/Teams audio-only mode



Videoconferencing: The Virtual Meeting Room

A live, **audio and video** connection that simulates a face-to-face meeting

⚙️ Key Features

 Video & Voice

 Screen Sharing

 Chat

 Virtual Backgrounds

✅ Best For

 Team meetings

 Client presentations

 Interviews

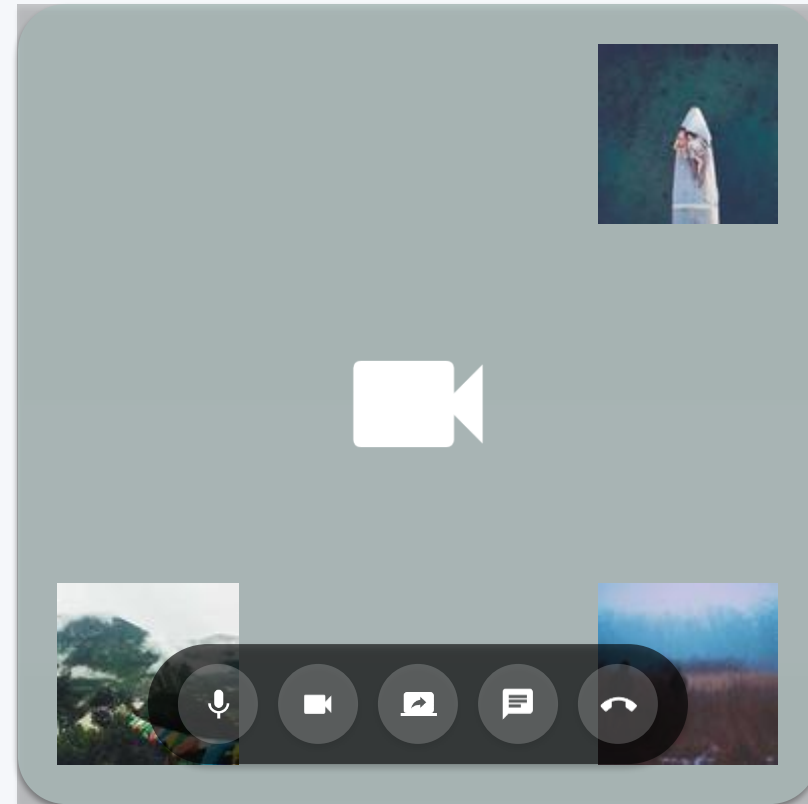
 Complex discussions

🏢 Examples

 Microsoft Teams

 Zoom

 Google Meet



The Impact of Multimedia Conferencing

Benefits



Reduces Travel Costs

Saves **time** and **money** by eliminating the need for physical travel



Improves Collaboration

Makes **remote work** possible and enables real-time interaction



Builds Rapport

Seeing **faces** helps build stronger relationships

Challenges



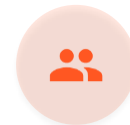
"Zoom Fatigue"

Mental exhaustion from extended video calls



Bandwidth Requirements

Needs **good internet** connection for quality experience



Large Group Management

Can be **difficult to manage** with many participants

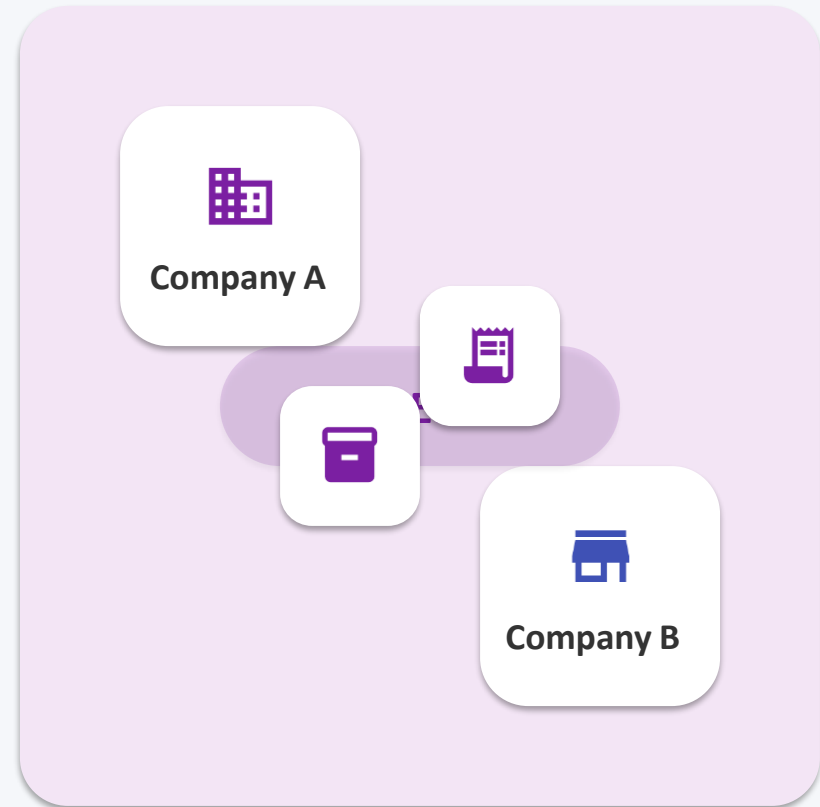
Electronic Document Interchange: EDI? The Silent Workhorse of Commerce

Definition

The **computer-to-computer** exchange of standard business documents (like orders and invoices) between companies.

The Core Idea

Replacing **paper**, **email**, and **fax** with structured, digital data.



How EDI Works: An Example

Comparing traditional manual processes with EDI automation



The Old Way (Manual)

- 1 Print PO**
Your company prints a purchase order
- 2 Mail/Fax**
You mail or fax it to your supplier
- 3 Manual Entry**
Someone at the supplier types the order into their system

Problem: Slow, expensive, and prone to errors



The EDI Way (Automated)

- 1 Digital PO**
Your system creates a digital purchase order
- 2 Direct Transfer**
It sends it directly to your supplier's system
- 3 Auto Process**
The supplier's system receives and processes it automatically

Benefit: Fast, cheap, and accurate

Why Do Businesses Use EDI?

EDI provides significant advantages for modern business operations



Efficiency

No manual data entry • Faster processing • Streamlined operations



Accuracy

Eliminates typos • Reduces human error • Consistent data format



Cost Savings

Reduces paper • Less printing • Lower postage • Decreased labor costs



Speed

Just-in-Time manufacturing • Faster logistics • Real-time inventory



Requirement

Many large retailers and automotive companies require their partners to use EDI

 **Walmart**

 **Amazon**

 **Automotive**

What is a Workflow?

Simple Definition

A **sequence of steps** that a piece of work follows from start to finish.

Analogy: Making a Cup of Coffee

This is a linear workflow. Business workflows are similar but often involve multiple people and approvals.

1

Get cup

2

Add coffee

3

Add water

4

Brew

5

Drink



Business Workflow Example: Employee Onboarding



The Problem

A new hire starts. Multiple departments need to coordinate, but without a workflow, **tasks get missed**.



HR



IT



Finance



The Automated Workflow

1

Trigger

HR enters new hire in the system

2

IT Setup

System automatically sends IT a ticket to create user account and order a laptop

3

Payroll Setup

System automatically notifies Finance to set up the employee in payroll

4

Training Assignment

System automatically assigns mandatory training courses to the new employee

Result: A smooth, consistent, and trackable process

The Power of Workflow Automation

Workflow automation transforms business processes with these key benefits



Visibility

Track status • Real-time monitoring • Clear progress indicators



Accountability

Clear ownership • Defined deadlines • Task tracking



Efficiency

Reduces bottlenecks • Automates routine tasks • Faster completion



Consistency

Standardized process • Same steps every time • Quality control



Tools

Many systems have built-in workflow engines, or you can use specialized tools



ERP Systems



CRM Platforms



Power Automate

Bringing It All Together: A Real-World Scenario

Scenario: Ordering Raw Materials



Automated Purchase Order Workflow

A workflow in your ERP automatically creates a purchase order when inventory is low



Direct Data Exchange EDI

The PO is sent via EDI directly to your supplier's system



Shipment Tracking Extranet

You track the shipment status through the supplier's extranet portal



Quality Discussion Videoconferencing

You have a videoconference with the supplier to discuss a quality issue



Internal Documentation Intranet

You post the resolution notes on your company's intranet for the quality team



Public Reporting Internet

Your company's public sustainability report is on the internet

Key Takeaways

Essential concepts to remember about modern IT applications

Spaces

- Use the **right network** for the right audience
- **Internet** for public
- **Intranet** for employees
- **Extranet** for partners

Communication

- **Multimedia tools** enable collaboration
- **Audioconferencing** for quick meetings
- **Videoconferencing** for visual connection
- Reduces distance and travel costs

Efficiency

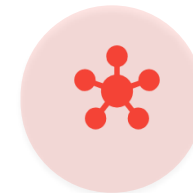
- **EDI** automates data exchange
- Replaces paper, email, and fax
- **Fast, cheap, and accurate**
- Required by many large companies

Process

- **Workflows** automate business processes
- Ensure **consistency** and **efficiency**
- Provide **visibility** and **accountability**
- Available in ERP, CRM, and specialized tools

Synergy

These applications work best when **integrated**, creating a seamless digital business environment



Thank You!

Questions & Answers