

## 5G Is Coming, Are Your Talents Ready?

### 5G 來臨 人才都準備好了嗎？

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There is a saying in the market '4G changes life, 5G changes society', which means that the impact of 5G lies not only in its 'higher speed' than 4G, but also in its 'low latency', 'greater number of connected devices', which, when supplemented by AI technologies and Internet of Things (IoT), will bring new perspectives to different aspects such as Smart Living, Smart Manufacturing, Smart Mobility and Smart Business, to name a few.

4G brought about substantial changes to service provision, with Uber being a notable example. Yet, the imminent 5G-Triggered 4th industrial revolution, human drivers are threatened by being replaced by AI unmanned vehicles. People are small when faced with ever-evolving new technologies. To not be replaced by AI, humans will inevitably need to constantly upgrade themselves both for skills and value in order to manage AI. Therefore, enterprises need to become active in staff training to both reskill & upskill in order to retain talents, so that they can become an integral part of a new business model where Human Intelligence coexists with AI and IoT to bring in new value and sustainability.

市場上有一種說法，「4G 改變生活，5G 改變社會」，指的是 5G 的影響不僅在於它比起 4G 更「高速率」，其「低時延」及「海量連結」，能增強終端裝置的數據收集與運算能力，加速人工智能 AI 及物聯網 IoT 等技術發展，將對智慧生活及智慧商務等領域帶來嶄新局面。

4G 改寫了不少服務的形式，表表者有 Uber；但來到 5G 引發的 4th 工業革命，司機卻面臨被 AI 以無人駕駛取代的威脅。人類在萬變新科技面前顯得渺小，要避免被 AI 取代，「人」將無可避免地需要透過不斷學習來提升自身技能和價值，方能架馭 AI。因此，企業需積極為人力資源進行技能重整 (reskill) 及技能提升 (upskill) 培訓，方能留住人才，實現與 AI 及 IoT 共存的新商業模式，充份體現其帶來的新價值與可持續發展新方向。



"I believe technology is just one of our colleagues." Oppticity  
 「我相信科技只是我們其中一個同事。」Oppticity

To not let AI completely take over, enterprises must upskill and reskill their human resources through talent development and training activities, to let it work alongside technologies. Only then can they make good use of both and maximize the benefits.

要員工不被 AI 取代，需透過人才發展及培訓，將人力資源的技能提升和重整，並與科技互相配合，企業才能在營運上善用並發揮兩者最大效益。

## Automating Workflow “Pre-, In- and Post-Event” Training Administration And Management

Under the technological industrial revolution triggered by 5G, simple and repetitive tasks will become “free from human intervention” for better efficiency. Let’s take setting up staff development as an example. The cumbersome and time-consuming administrative work involved in arranging training sessions should long ago be automated, to free up manpower to focus on how best to enhance the ROI of the training itself. The global pandemic further prompted enterprises to seek flexibility for short-turnaround transition of face-to-face training to online. As tools, overseas video conferencing software do not provide workflow automation features to handle the actual event organization, nor do they provide Chinese language support for local customers. As a leading ICT solution provider based in Hong Kong, WiseSpot joined forces with its subsidiary UC Now Communication Limited to introduce UC.NOW Training™, a “1” Platform training event management platform designed to meet enterprise needs for long-term digital transformation of its employee training activities.



“1” Platform to manage online-offline Pre-, In- & Post-Event administration & management  
「1」個平台自動化整合網上網下培訓活動「前、中、後」流程與管理

WiseSpot understands that when arranging training, enterprises must juggle different priorities and make decisions so that activities happen at the right time, in the right venue, and for the right persons. To enable best results, UC.NOW Training™ offers the ability for enterprises to centralized organization and management of online-offline Pre-, In- & Post-Training activities all on a One-stop Platform:

### Pre-Event:

- Cumbersome yet necessary, the handling of activities including sending of invitations, self-service enrolment, trainee management and post-class follow up can be centralized and automated on UC.NOW Training™, thus free up more time for responsible staff to focus on how to fortify training content and learning formats.
- Where training content often involves valuable company information and intellectual properties, UC.NOW Training™ provides a comprehensive array of security measures for enterprises to conduct training smoothly and safely, including how to prevent non-registered trainees and other unauthorized access.

### In-Event:

- With UC.NOW Training™’s portfolio of diversified interactive tools including interactive whiteboards, polling, questionnaires and session timers, trainers can design different hands-on collaboration abilities to break the boredom of one-way static lectures, thus keeping trainees engaged on the subject matter and facilitate in-depth learning.

## 將人才培訓「前、中、後」工作流程自動化安排與管理

5G 引發的科技工業革命，令簡單、重複的工作將變得「不經人手」，從而提升效益。以安排人才培訓為例，繁瑣耗時的行政工作早應轉以自動化處理，並將「人」用於思考如何提高培訓效益上。加上在全球性疫情影響下，企業更需要靈活地於極短時間內將面授課程轉至網上進行。論工具，海外的視像會議軟件既無法提供安排流程的配套，亦缺乏本地兩文三語的用戶支援，因此作為香港領先的資訊科技解決方案供應商的斯博有限公司 (WiseSpot) 聯合其子公司今之通訊有限公司 (UC Now Communication Limited) 推出 UC.NOW Training™ 一站式培訓活動管理平台，以協助企業長遠進行人才培訓的數碼轉型。

斯博深明企業在安排培訓時，必須妥善處理各種「天時、地利、人和」，才能順利及持之以恆地進行。UC.NOW Training™ 就讓企業在「1」個平台上自動化整合培訓活動「前、中、後」流程與管理：

### 培訓前：

- 任何培訓都牽涉繁瑣而必須的流程，包括發出邀請、自助報名、學員管理及課後跟進等。在 UC.NOW Training™ 平台上自動化處理相關流程，負責員工就可以多花時間在強化培訓內容。
- 培訓內容大多牽涉公司重要資料及相關知識產權，網上授課時如何避免非學員闖入等，UC.NOW Training™ 都提供周全對策，讓企業可更得心應手地進行培訓。

### 培訓中：

- 即使是網上授課，指導員 Trainer 也可利用 UC.NOW Training™ 上各種多元化互動工具，包括互動白板、投票、問卷等，為學員設計各種協作活動，打破單向靜態授課的枯燥，提升參與度並獲得深度學習的機會。

## Post-Event:

- After leaving the training, trainers and department heads can schedule follow-ups and encourage staff to participate in discussion forums and practice sessions such as role plays and demonstration on UC.NOW Training™. Trainees will then have the opportunity to consolidate knowledge taught by applying what they have learned in class and applying them to day-to-day scenarios.

## Local Team Ready To Offer Bi-lingual Support To Our Customers

In addition to simply providing a software solution, behind UC.NOW Training™ is also an entire team of experienced technology professionals based right here in Hong Kong.

- From design, development to support & maintenance, UC.NOW Training™ is operated in Hong Kong. Therefore, we are familiar with the local business environment, and can provide timely assistance and support when our customers so require.
- Private Cloud storage facilities in Hong Kong, with an option for enterprise to implement an on-premise solution.
- To help enterprises meet their unique training needs as those arise, our team is ready to provide customization service so that the platform's functions can better fit to their 360° talent development management.

## Future AI new colleagues

Forrester predicted that in 2030, 73% of clerical tasks e.g. data entry will be automated, reducing a total of more than 10 million jobs. Yet, machines are at the end just machines, and will always require human's critical thinking and comprehensive analytic abilities to decide how to use AI in daily workflows. Research has shown that 91% of companies see upskilling and/or reskilling training are needed to boost productivity at work, while another research shows companies that invest in training enjoy as much as 24% higher profit margin. Therefore, enterprises should put more emphasis on training employees in above aspects so as to sustain and make the business thrive. ●

*WiseSpot team is ready to listen to the needs of enterprises, provide user support, customized services and 360° talent management.*

*斯博團隊樂意聆聽企業需求，提供使用支援或客製化服務，做到 360° 的人才管理。*

## 培訓後：

- 離開培訓後，指導員及部門主管都可透過 UC.NOW Training™ 持續地預約進行後續跟進，並鼓勵員工參與 Role play、Demonstration 及 Discussion Forum 等練習活動，讓學員可透過不斷鍛鍊將知識深化，並活用至實際工作上。

## 本地團隊，隨時提供兩文三語用戶支援

斯博提供不單是一個方案平台 UC.NOW Training™，更是本地的技術團隊。

- 從開發、設計到維護，UC.NOW Training™ 都在香港進行，因此團隊熟悉本地營商環境，能夠提供適時協助支援。
- Private Cloud 雲端儲存設於香港，更可提供 on-premise 私有系統。
- 企業總有其獨特的培訓需求，因此團隊樂意提供客製化服務，助企業做到 360° 的人才發展管理。

## 未來的 AI 新同事

福斯特 Forrester 曾預測於 2030 年，73% 文書工作例如資料輸入等，將會被自動化處理，削減過千萬個職位。機器終究只是機器，總需要人類的批判性思維，以及主觀與客觀平衡的分析力，方能決定如何融入 AI 於工作流程之中，從而駕馭日新月異的科技。對企業而言，技能提升與新技能培訓不再是一時需要，而是必須日常化進行的工作部分。有調查顯示，91% 企業認為技能提升或新技能培訓有助提升工作生產力，另一調查更指出企業投資在培訓能帶來利潤升幅達 24%。因此，唯有重視培訓員工，企業才能將業務推向一波又一波的高峰。 ●

