**Business Technology**

**Advantages of Digital Technologies in Business:** 

1. Improves Communication: Many businesses are using various business communication technologies to change the way their employees interact and communicate while at work, as well as engaging with their customers.

For example, employees from different departments in a company can use e-mails, Facetime, Wattsapp, Skype, teleconferencing when communicating. In reaching customers, have websites and social media channels.



1. Speed of Work: People work faster using ICT and can produce more. Think about your trip to the Coca-Cola company,



1. Manufacturing: Programmes such as CAD and CAM make the manufacturing and distribution of goods and services a lot easier



1. Improves Mobility: The use of internet and computers to work has eliminated space and time boundaries. Employees can work from anywhere at any time, this mobility makes employees stay in control of their job



1. E-Commerce: Using the internet to sell to consumers, more sales targets can be reached, 24/7 shopping.

 

**Disadvantages of Digital Technologies in Business:** 

1. Maintenance Costs: It is expensive to buy technology, but it is also costly to maintain it.



2. Human Obsolescence: Many jobs are becoming less valuable due to technology. HR can face issues of worried workers and job security issues which may impact on staff morale



Security Risks: IT Security is critical. Businesses must ensure data is secured and protects against cybercrime and viruses. Security (Phishing) is an attempt to gain access to sensitive information from unsuspecting users. Many customers have fallen victim to these scams and as a result will not trust ICT

