

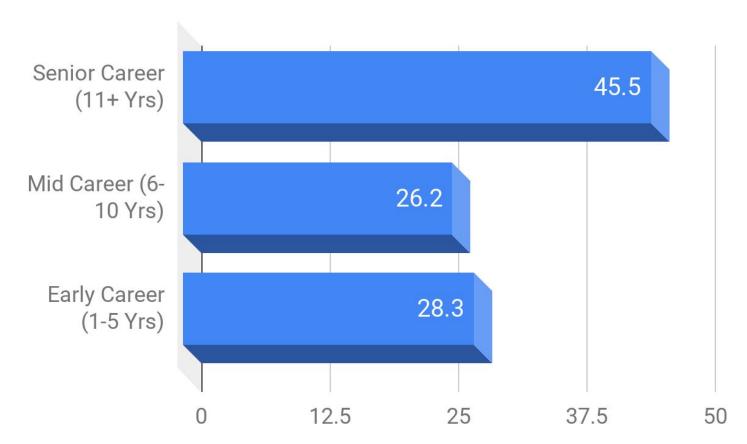
# Opening Keynote Address Thriving Through the Next Wave of Disruption



**Asiff Hirji** President & COO, Coinbase

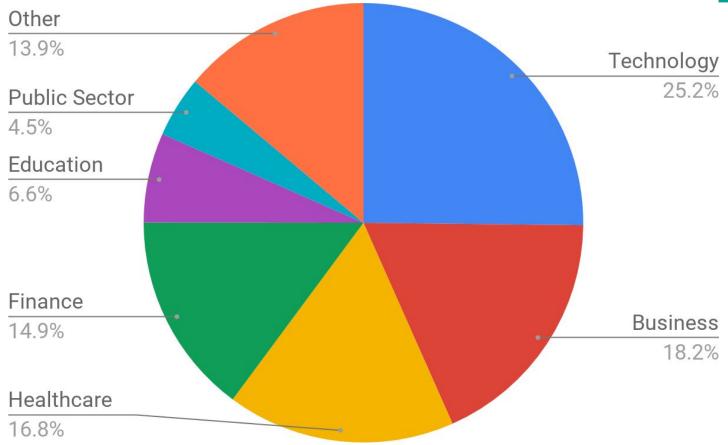
## Conference skews more senior career...





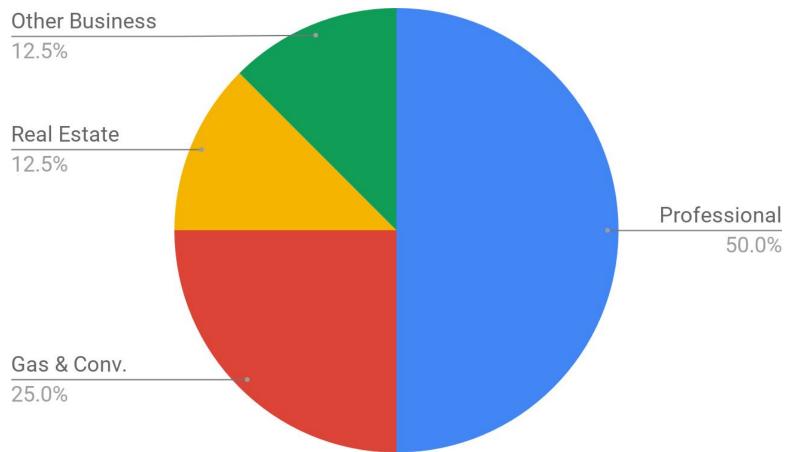
## ... and more tech and business owner





## Similar to my estimated breakdown of US Jamat







rained at World

# TRANSMISSION & CLUTCH

For Minor Repairs and Rebuilds 911 - 46 AVENUE S.E.

2 - 5 6 6 www.aaastrotransmission.com



STEAVE HINGLE will share his experience with w

FREE Test Drive with you Computer and Hoist Diagnostic. FIRM PACKAGE PRICE. Parts & Labor WE WILL NOT CALL YOU WITH A PRICE INCREASE.



#### DYNO TESTER

#### FOR YOUR PEACE OF MIND:

All vehicles parked indoors. 60% of our business is referrals. Free towing in city with any repair. Shuttle and subsidised rental car. Senior, Student, AMA Members and Farm Fleet discounts. Competitor's Coupons Honoured

(max \$50.00 on Trans, Rebids )



#### Our transmissions are Dyno tested

#### IMPORTANT CONSUMER TIPS -

Average time for service is 1 hour. It takes upwards of 10 hours to rebuild and installed his letter, he expressed his particular a transmission. An average technician's salary is \$18/hr. Parts cost is 40% attisfaction with your company's QUESTION: How can service/tune-up be \$19.90 or \$25.00 and a rebuils presentatives, Rod DeVries, Steave transmission or new clutch installed be \$199.00, \$275.00 or \$400.00? It is no lingley and Bill. He commended them on possible. Maximum caution is advised. Low price is quoted to get your vehicle in but it customer service and deeply what will be the price for vehicle out? Will you get a fully rebuilt transmission? Often there are hidden charges or just the failed part is replaced. Your transmission is NOTE the Business Bureau it is with fully rebuilt.



If you ask for the price of a 'rebuild' or 'worse case scenario' shops will sell you what YOUTHINK you need and not look for minor repair possibility.



Some shops will remove your transmission at a cost of \$400.00 before giving you are estimate; thus hampering your option to take your vehicle elsewhere. Their fina price is often 30% higher than ours! Our quotes are free and final.

#### OUR

#### BETTER BUSINESS BUREAU OF SOUTHERN ALBERTA

May 2, 2000

Aaastro Transmission & Clutch

The Better Business Bureau of Southern Alberta has received a letter of commendation from one of your

In their letter they expressed their immense satisfaction with the level of customer service they had received.

At the Better Business Bureau it is with great delight that we receive letters of commendation from consumers regarding companies that are exemplifying the meaning of "quality customer service". Good for you! May your company continue to implement good customer service in a professional and courteous



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#### REFERENCES

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2. Approximately when was the last time you had your car serviced



or repaired there?

AAASTRO TRANSMISSION & CLUTCH 811 - 46 AVENUESE CALGARY AS

Questionnaire

Henry.

April 20,2000

THE AFOREMENTIONED REPAIR FACILITY HAS MADE APPLICATION TO BECOME A CAMARIS FACILITY, AS A RECENT CUSTOMER. WE WOULD APPRECIATE YOUR COMMENTS.

| TOTAL TRANSPIR TOOK AND WINDS TO THE FOLLOWING QUESTIONS:  | YES   | NO:    | NO OFINIO |
|--|-------|--------|-----------|
| Was the work done satisfactorily? If no, please comment?   | Ø     | 0      | 0         |
| 4. Was the car ready as agreed upon?   | 9     | 0      | - 0       |
| <ol> <li>Were groose marks and only fingerprints removed after<br/>service was completed?</li> </ol> | a     | D      | 0         |
| Was the estimate adhered to or if additional work was<br>required were you consulted?                | g     | ۵      | 0         |
| 7. To your knowledge, does the above facility give a warranty with its repairs?                      | 3     | 0      | 0         |
| 8. Were all facility areas you observed clean and tidy including<br>the walking room and rest rooms? | 9     | 0      | o         |
| <ol><li>Were the personnal knowledgeable, courteous and efficient?</li></ol>                         | 3     | 0      | 0         |
| 10. Were questions, problems and complaints handled weil?  | 2     | 0      |           |
| <ol> <li>Would you recommend this facility to your friends for repair<br/>services?</li> </ol>       | Ħ     | 0      | 0         |
| <ol> <li>How would you rate this facility overall? If Excellent G G</li> </ol>                       | nod . | TESSAN | D Dans    |
| ADDITIONAL COMMENTS:   | -50   | 4781   | La Pode   |
| FREE ESTIMATE, TEST DENS, PROMPT SO  | K.Va  |        |           |
| REPAIR - COST IS QUARTED, ON TIME, CIR   |       |        |           |
| REMOY ON TIME, VELY PLENES W SERVICE   | WA.   | 460    | CIV.P     |
|  |       | _      |           |
| ROD, STEAME AND LARRY WERE VERY COW  | 720   | 15     |           |
| KNOWLEGERAGE, AND PROPERTION. TWOLLE CO  | enn   | KY AS  | Commo     |
| MISTRO TO ARMSUS - ASSOCIATES.   |       |        |           |

**A-AASTRO Transmission & Clutch** 911 - 46 Avenue S.E. 272-5666 www.aaastrotransmission.com

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**Parts** 

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## **Placement**

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SA AVE S.E.

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| <ol> <li>Approximately how long have you deaft with the above facility?</li> <li>Approximately when was the last time you had your car serviced<br/>or repaired there?</li> </ol> |      | That time |         |
|---|------|-----------|---------|
|   |      |           |         |
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| 3. Were the personnal knowledgeable, courteous and efficient?   | 3    | 0         | 0       |
| 6. Were questions, problems and complaints handled weil?  | 29   | 0         | 0       |
| <ol> <li>Would you recommend this facility to your friends for repair<br/>services?</li> </ol>  |      | 0         | 0       |
| 2. How would you rate this facility overall? If Excellent CIG   | ned: | This lake | D Poor  |
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| FREE ESTIMATE, TEST DENE, PLOMPT SE   | and. |           |         |

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AMSTED TO FRANCIS - ASSESSTES.



rained at World Transmission H.Q. Phil.

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## Pre-Internet era - centralized app and data



# Pre-Internet Pre-1995

# MAINFRAME COMPUTING













## Internet 1.0 era - distributed app, centralized data



#### Pre-Internet Pre-1995

Internet 1.0 1995 to 2005

**MAINFRAME COMPUTING** 























## **Internet 1.0 era - obvious disruptions**



Pre-Internet
Pre-1995

Internet 1.0

MAINFRAME COMPUTING



















## **Internet 1.0 era - obvious disruptions**



Yene Pages

Pre-Internet

Internet 1.0

MAINFRAME COMPUTING

















## Internet 2.0 era - mobile/cloud app, centralized data



Pre-Internet
Pre-1995

Internet 1.0

Internet 2.0 2005 to 2015

MAINFRAME COMPUTING



CLOUD & MOBILE BROADBAND

























## **Internet 2.0 era - obvious disruptions**



# Pre-Internet Pre-1995

Internet 1.0 1995 to 2005

Internet 2.0 2005 to 2015



# MAINFRAME COMPUTING

































## **Internet 2.0 era - obvious disruptions**



Pre-Internet

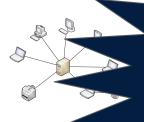
-1995 to 2005

Internet 2.0 2005 to 2015

MAINFRAME COMPUTING



Internet 1.0



Winners leveraged inherent capabilities of Internet 2.0 Disrupted didn't adapt













## Internet 3.0 era - decentralized app and data



Pre-Internet

Internet 1.0

Internet 2.0 2005 to 2015

Internet 3.0 2015 to next decade

MAINFRAME COMPUTING



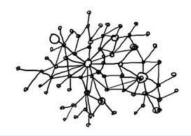
CLOUD & MOBILE BROADBAND































## Internet 3.0 foundational technologies



## Machine Learning

Intelligence in every device



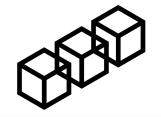
#### **3D Printing**

Make anything anywhere



#### Blockchain

Decentralized data & native currency for the Internet



## **Emerging Applications**



Autonomous Vehicles and Electric Powertrains will deliver Transport as a Service



Virtual/Augmented Reality will make blended Physical and Virtual experiences the norm



Globalization and on-demand service growth will make the **Gig Economy** the norm



Asset-lite lifestyles (rent vs own) will accelerate **Subscription Service economy** 

## Transport as a service - disrupts > 25% of economy





- Generation that will not driveFreedom = Phone (not car)
- On demand rolling hotel room/office.
- Much safer
- Transport costs crash
- Driver's license no longer ID

## Transport as a service - disrupts > 25% of economy





- Generation that will not driveFreedom = Phone (not car)
- Impacts >50%

  of our

  community
  - Driver's license no longer ID

## VR/AR - disrupts > 15% of economy







- Working/planning/shopping is blended experience
- Scales teaching quality
- Meet and travel virtually
- VR better than reality?

## VR/AR - disrupts > 15% of economy







## **Implications**

 Planning/shopping is blended experience



# Gig & Subscription economy - disrupts > 20% of economy







## **Implications**

- Professions become on-demand
- Career = series of gigs

- Rent rather than own
- Businesses become assemblages of services

## Gig & Subscription economy - disrupts > 20% of economy







## **Implications**

- Professions become
- Career = series of graps

Impacts >20% of our community

## **Implications**

<del>aar th</del>an own

vices

## ML and 3d Printing - disrupts > 20% of economy





- Decision support and 1st line diagnosis move to ML
- Personalized prescriptions
- Almost everything connected and processing





**Implications** 

- Print everything anywhere from parts to organs
- Personalized products with minimal supply chain

## ML and 3d Printing - disrupts > 20% of economy

Impacts >10%

of our

community









## **Implications**

- Decision support and 1e diagnosis move to hij
- Personalized prescript

Almost everything connected a processing

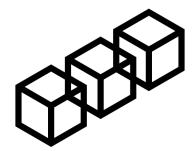
## **Implications**

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## Blockchain disruption not fully understood - will be large





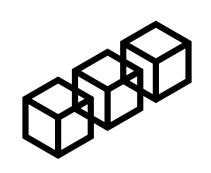
## **Explaination**

- Fundamental innovation behind Bitcoin
- Tamper-resistant decentralized database for storing things of value
- Solves 2 biggest failings of Internet
  - Users control data
  - Money built in

- Costs of financial products crash
- Privacy shields individuals from governments and other actors
- Most assets become tokenized and new classes of assets arise
- New governance model
- New form of ID

## Blockchain disruption not fully understood, will be large





Impacts our

whole

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- Fundamental innovation behind Bitcoin
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- New form of ID

## **Internet 3.0 Summary**





#### **Decentralized**

- **Algorithms** run most things
- Digital money and ID
- VR/AR pervasive



#### **Tokenized**

- Most assets tokenized
- New classes of assets arise
- New governance model
- New form of ID



#### **Private**

- Control and portability of data
- Users decide what to share
- Data can interact with any app



#### Shared

- **Gigs** vs jobs
- **Rent** rather than own
- Most things as a service (including transport)

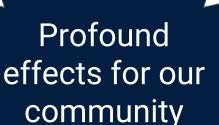
## **Internet 3.0 Summary**





#### **Decentralized**

- **Algorithms** run most things
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- Users decide what to share
- Data can interact with any app



#### **Tokenized**

- Most assets tokenized
- New classes of assets arise

<u>vew governance</u> model

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- Rent rather than own
- Most things as a service (including transport)





## My advice for surviving and thriving through this wave



# Recognize Disruption

## My advice for surviving and thriving through this wave



# Recognize Disruption

# Create New Plan A

## My advice for surviving and thriving through this wave



# Recognize Disruption

Create New Plan A

Optionality -> Networks / Alliances



# Thank you and good luck



@asiffhirji



in asiff-hirji