

EXPERIENCE REPORT AFTER THE VISIT VISIT RIKKEISOFT OFFICE – NOVEMBER 2025

INFORMATION	DETAIL
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VISIT DAY	06/11/2025

Thanks

I would like to express my sincere gratitude to Rikkeisoft for facilitating the VNU-IS students to visit and spend time sharing their knowledge and experience. Such engagement between industry and academia is essential to prepare students for a successful career in the digital economy.

I would also like to send special thanks to VNU International School, **Dr. Nguyen Van Tanh** (Subject teachers) and **Dr. Phan Xuan Thang** (Supporting teacher) for creating conditions and enthusiastically supporting me to have this valuable practical experience, helping me connect theory with practice in the technology industry.

1. Introduction

On November 6, 2025, I went on the Rikkeisoft Office Tour. It was a cool learning experience put together by Vietnam National University (VNU-IS) with Rikkeisoft, a top tech firm in Vietnam. We checked out Rikkeisoft's offices in the Vinacomin Building. The idea was to give Digital Transformation students a peek at how digital tech is actually used in a real company.

2. Main content – Tour description and analysis

2.1. First impression: Office infrastructure

My first impression when I arrived at the building **Vinacomin**, place **Rikkeisoft** Renting an office is overwhelming in terms of scale and modernity of the infrastructure. This building has up to five underground parking floors, which shows the level of professionalism of the companies headquartered here. The point that I pay most attention to is the elevator system: 12 modern elevators, each with a capacity of up to 24 people. Investing in facilities like this shows the importance of efficiency and convenience for tenants.

Rikkeisoft occupies three floors: 13, 14, and 15. When I entered the office, I was impressed by the spacious and airy space. The office layout is carefully calculated, balancing open space and functional work areas. Natural light is maximized, contributing to a pleasant and productive atmosphere.

The highlight of the facilities is the main auditorium where we had our orientation. This space has a ceiling height of about 15 meters, creating a very open and professional feel for large meetings or events. The auditorium is equipped with 5 strategically placed ceiling air conditioners to maintain optimal temperature and air quality. This attention to environmental comfort shows that the company is serious about creating a professional working environment, which is important for attracting and retaining talent in the competitive technology industry.

2.2. Overview of activities

The company visit included several important activities, helping students better understand Rikkeisoft's operations and culture. The program began with a formal introduction to the company, where representatives presented Rikkeisoft's history, mission, vision and core business areas. This was followed by an office tour, allowing students to observe the actual working environment and interact with employees.

One of the most valuable parts was the interactive session where Rikkeisoft representatives shared insights into the company's recruitment process and working methods. The discussion gave me a real-life look at how the company identifies talent, evaluates candidates, and integrates new employees. Having a clear understanding of this recruitment strategy was helpful as it helped me identify the specific skills that top tech companies are looking for in candidates.

2.3. Focus: Cooperation with VNU-IS and Certificate Program

The main theme throughout the visit was the collaboration between Rikkeisoft and VNU-IS International School in developing and delivering professional certification training programs. This partnership is an important bridge between academic education and industry requirements, helping to address the skills gap between new graduates and the expectations of technology employers.

Representatives explained that these certificate programs are designed to provide students with practical, industry-recognized credentials that complement their academic degrees. By partnering directly with VNU-IS, Rikkeisoft wants to ensure that the curriculum is aligned with current market needs and emerging technologies.

From a digital transformation perspective, this partnership illustrates how organizations are reimagining talent development in the digital age. Rather than relying solely on traditional recruitment channels, companies like Rikkeisoft are investing in educational partnerships to nurture talent early. This proactive approach demonstrates the strategic thinking needed in an era where digital skills are rapidly becoming obsolete and continuous learning is essential.

2.4. Organizational Structure and Digital Culture

During the visit, I found that Rikkeisoft maintains a relatively stable and well-organized corporate structure. The company has established clear processes for employee training and development, which was emphasized in the discussions. However, I noticed that while the presentation went into depth on the training and educational collaboration process, there was little mention of their core business objectives, specific digital transformation projects they have implemented for customers, or their strategic position in the competitive technology market.

This observation raises interesting questions about how technology companies balance internal development priorities with external market positioning. The focus on training and education suggests that Rikkeisoft sees human resource development as a key competitive advantage, in line with digital transformation principles that emphasize the organization's ability to learn and adapt.

3. Learning Outcomes and Assessment

3.1. Professional Communication and Workplace Manners

One of the most valuable lessons from the trip was observing the communication style and professionalism in the tech industry. The Rikkeisoft representatives presented complex information (regarding the hiring process, training programs) in a clear and structured manner. The ability to detail the company's operations and vision in an easy-to-understand manner highlighted the importance of communication skills in the tech industry, where technical expertise needs to be complemented by the ability to explain ideas to a variety of audiences.

Their professional demeanor and organized presentation are a concrete example of the "soft skills" that are highly valued in digital workplaces. This experience reinforced concepts from our Digital Transformation course that successful digital initiatives require not only technical competence but also effective change management and collaboration skills.

3.2. Contact with Digital Transformation Concepts

The visit provided concrete illustrations of some of the key concepts from INS403401. First, the collaboration with VNU-IS illustrates the concept "**ecosystem cooperation**" that we have learned. Digital transformation is not only about applying new technology in an organization, but also about creating partnerships and networks to create shared value. Rikkeisoft's investment in educational cooperation is a strategic approach to building a sustainable talent ecosystem.

Second, the emphasis on continuing education and certification programs reflects the principle "**continuous learning and adaptation**", which is at the heart of digital transformation. In a rapidly evolving technological landscape, organizations must institutionalize learning mechanisms to ensure their workforce remains competent.

Third, the recruitment process described demonstrates how digital tools and methods are changing traditional HR functions. While specific technologies are not discussed in depth, the structured approaches to talent sourcing demonstrate the use of data-driven assessment methods that are characteristic of digitally mature organizations.

3.3. Key lessons

The most important lesson from this experience is the realization that digital transformation is more than simply adopting new technology — it is fundamentally about reshaping how organizations operate, develop talent, and create value. Rikkeisoft's approach to partnering with educational institutions demonstrates a strategic vision for addressing future skills requirements rather than simply reacting to current market conditions.

In addition, I appreciated the importance of organizational stability and systematic processes in technology companies. While innovation and disruption are often emphasized, the visit showed that sustainable success also requires well-established operating frameworks, clear training methods and consistent professional standards.

4. Personal Development and Career Orientation

4.1. Career Goals and Aspirations

This visit had a significant impact on my thinking about my future career path. Observing the working environment at Rikkeisoft and hearing about how the company develops its employees reinforced my desire to find a stable position in a professional, reputable organization that values both technological excellence and employee development.

My career goal is to work in an environment that not only offers good remuneration but also offers continuous learning opportunities, career development support and a positive work

culture. The visit confirmed that such environments exist in the Vietnamese technology sector, which is very encouraging for students like me who are preparing to enter this competitive field.

4.2. Skills Assessment and Development Needs

Reflecting on the competencies that Rikkeisoft values in the recruitment process, I have identified a number of areas to focus on developing:

- **Technical Skills:** Although the program provides a solid foundation, I found it necessary to develop more specialized technical skills that could be directly applied in a professional environment. The certificate programs from the VNU-IS collaboration would be very helpful.
- **Professional Communication:** The visit emphasized the importance of effective communication in the workplace. I plan to seek further opportunities to practice formal presentations, professional report writing, and structured business communication.
- **Understanding of Business Processes:** You need more hands-on exposure to real business processes, workflows, and operating procedures. Internships or additional company visits will help build this understanding.
- **Professional Adaptability:** Observing the working culture at Rikkeisoft helps me understand the importance of professionalism, punctuality, teamwork and adaptability. I will be more proactive in developing these behaviors and attitudes.

4.3. Applying the Lessons

To apply the lessons learned from this trip, I plan to take some specific actions:

- First, I will actively learn about the professional certificate programs being developed through the Rikkeisoft-VNU-IS partnership and participate as soon as they are available.
- Second, you will approach the remaining subjects with a better understanding of how theoretical concepts apply in the work environment.
- Third, I will prioritize developing both technical and soft skills in parallel.
- Finally, I will seek out further industry exposure opportunities, through internships, events, or networking with professionals in the tech field.

5. Conclusion and Recommendations

5.1. General assessment

The Rikkeisoft Office Tour was an invaluable experiential learning experience that helped connect academic concepts to real life. The event was very professional and well structured. The representatives were very enthusiastic and informative.

Focus on the VNU-IS partnership and related special certificate programs, as it directly impacts students' career development opportunities.

5.2. Suggestions for improvement

While the visit was overall very good, I would like to offer a few constructive suggestions for future business visits:

- **Broader coverage of core business:** Tours can provide additional information about the company's core operations, major projects, customers, and strategic goals. While a focus on training is valuable, a more comprehensive look at the business model provides better context.
- **Technical demonstration:** If feasible, adding demonstrations of real digital transformation projects or solutions the company has developed will make the visit more engaging and concrete, reinforcing the connection to the lecture.
- **Increase employee engagement:** Providing more opportunities for students to interact informally with staff at different levels will provide diverse perspectives on career paths and day-to-day work experiences.
- **Discussion on Industry Trends:** A section on emerging trends in digital transformation, new technologies the company is exploring, or challenges they are facing will provide valuable context for students.

6. APPENDIX: EVIDENCE (PHOTO)

Figure 1: VNU-IS students attend orientation session at Rikkeisoft



Note: VNU-IS students attended the company introduction at Rikkeisoft's spacious hall on the 13th floor.

Figure 2:Company Introduction and Career Opportunities



Note: Rikkeisoft representative presented career paths and recruitment opportunities for both Technology (IT) and Non-Technology positions.

Figure 3:Personal Documents of the Visit



Note: In Tran Minh Duc (MSV: 22070452) at Vinacomin Building on November 6, 2025, before the tour of Rikkeisoft Office.

Figure 4:Modern Office Interior Design



Note:Rikkeisoft office furniture.