



Digitalization & Automation in the Swiss Economy

Key Insights

May / June 2021



Project Scope & Industries



20 in-depth interviews across industries with leading companies generated a broad market overview of the priorities and pain points concerning digitalization and automation in the Swiss market.

Thank you for your participation.





Priorities concerning digitalization & automation according to industry

Energy

- Predictive Maintenance
- IoT-Themes in Power Plants
- Creating platforms where decentralized energy producers and consumers can trade
- Intelligent energy networks & their stability

Public

- Creating clear vision and strategy concerning digitalization and automation
- Improving internal coordination
- Renewal of infrastructure
- Agile working
- ERP Transformations
- Digitizing Claims Management processes
- Mobile Application and Portal development

Manufacturing

- IoT: Developing products that can be remotely controlled and observed via digital channels
- Creating virtual reality solutions for educational training with manufactured machines
- Digitizing Learning Processes

FSI

- Addressing, modernizing, and harmonizing fragmentation of IT-Landscape
- Harnessing the potential of artificial intelligence (increasing customer satisfaction, leaner processes)
- Improving digital interaction with the client (onboarding, self-services)
- Agility: fostering tool-supported agile working
- Demand concerning automation themes
- Going to the cloud
- Creating continuous digital processes

Logistics

- Integration of different IT-Systems within the organization and in connection with partners outside (Integration of Island Solutions)
- Cyber Security
- ERP Transformations
- Increasing automation efforts
- Creating and influencing industry standards
- Increasing connectivity with logistics partners and customers: digital processes, fewer media breaks

Retail & Trade

- Large ERP Transformations
- Product Information Modelling
- Introducing Source to Pay Systems

12 Major Pain Points experienced among participating firms concerning Digitalization & Automation

- ▶ Change Management: Resistance of employees towards changes in their work processes induced by digital transformation Organizational
- ▶ Transformation towards Agility -> Managing stability versus agility
- ▶ New Skill Profiles: massive technological change in the environment leads to the necessity of completely new skill profiles that are needed along the value chains
- ▶ Process Transformation: Many processes are digitized but work in the old way just with digital tools used. Often these processes are not transformed and rethought yet to work optimal in the new digital world
- ▶ Increasing Cyber Threats
- ▶ Financial aspects and organizational willingness to invest in digitalization -> Strong prioritization of projects needed due to budget restrictions
- ▶ Governance as a central challenge -> can digitalization be done basic democratically or is a lead necessary?
- ▶ Technological change and subsequently new sourcing opportunities bring organizational and process challenges
- ▶ Collaborations with partners in agile work environments (Challenges with contracts due to a lack of clear goals that can be set in advance)
- ▶ Difficulties to gain access to high-quality data due to increasing regulations in different countries
- ▶ Fragmented IT- / Tool-Landscapes
- ▶ Missing standards



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