

Digitalization & Automation in the Swiss Economy
Key Insights



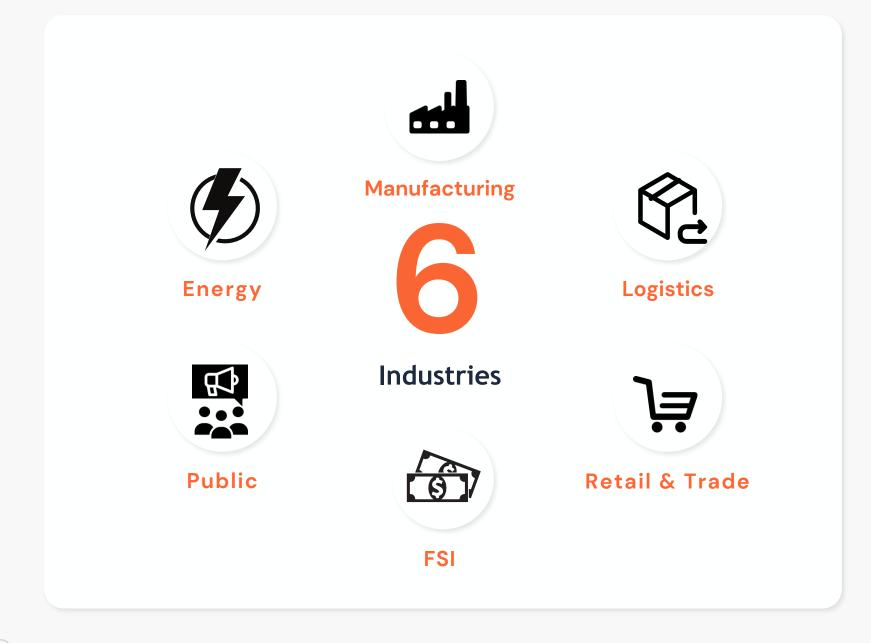
Project Scope & Industries



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.





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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

Adressing, 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 ITSystems 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





- 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 budge 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





Well-established network of extraordinary experts for strategic sourcing.

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