Smart Latvia: SME DIGITAL maturity self-assessment online tool – values and lessons learned

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SMART LATVIA and DIGINNO ONLINE SME DIGITAL MATURITY RECOMMENDER TOOL

— **Awareness raising** for SMEs about need of digitalization

— Starts a **movement** (discussion) inside the company **towards digitalization**

— **Gives a kick** - help to do the first steps

— Understanding **where your enterprise stands compared with others** (the sector, region, turnover, employees)

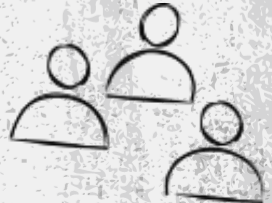— Concrete **links to other tools, sources, online materials** etc.

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Primarily aimed for the SME's management level

DESK RESEARCH FINDINGS ON EXISTING DIGITAL MATURITY ASSESEMENT TOOLS

— **Over 20 tools identified and screened**

— **All reviewed tools analyzed together with project partners**

— **Lesson to learn from the Desk research analysis:**

  o Structure of the tool

  o Methodology of the tool
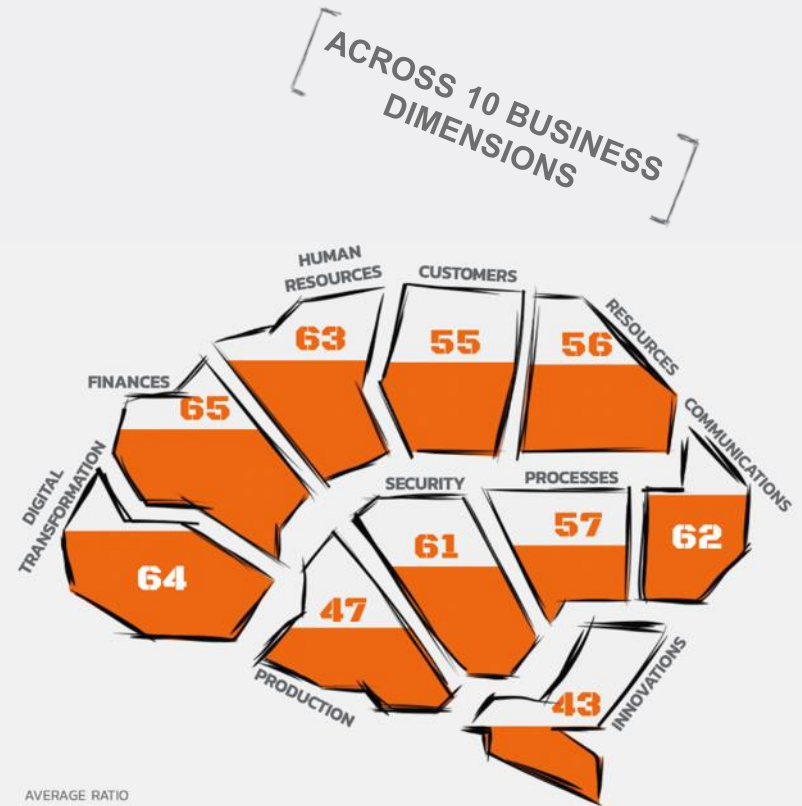
  o Result presentation
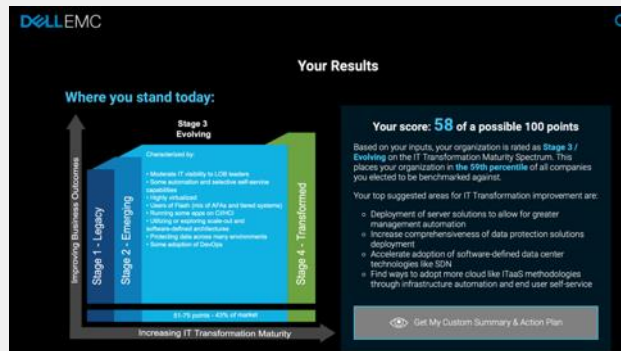
PRINCIPLES of BUILDING SMART LATVIA TOOL

— Orientation on **different business processes and aspects**

— **Use of business (SME) ,** not IT **terminology**

— Consider **possibility to skip detailed questions**

— Have **attractive visual and graphical solutions**

— Smart presentation of **individual and overall results**

— **Recommendations** based on each SME assessment results

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AWARENESS RAISING FOR SMEs

1. Digital transformation and competition
2. Financial data management
3. Human resources environment
4. Customer relationship management
5. Resource management
6. Communication and customer relations
7. Digitalization of processes
8. Security policy and practices
9. Digitalization in production
10. Innovation and growth perspectives

ACROSS 10 BUSINESS DIMENSIONS

HUMAN RESOURCES 63
CUSTOMERS 55
RESOURCES 56
FINANCES 65
DIGITAL TRANSFORMATION 64
SECURITY 61
PROCESSES 57
COMMUNICATIONS 62
PRODUCTION 47
INNOVATIONS 43

AVERAGE RATIO

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10. Innovation and growth perspectives

Do you feel familiar with the most important trends and updates of digital solutions for your company? Are you considering/planning to implement digital solutions within your company during the next 2-3 years?

100%

Don't know/Not applicable

No

Rather no

Rather yes

Yes/Definitely

LESS ✕

10.1. Digitalization on innovation of products and services (A good or service that is new or significantly improved. This includes significant improvements in technical specifications, components and materials, software in the product, user friendliness or other functional characteristics.)"

10.2. Digitalization on innovation of organization processes (A new or significantly improved production or delivery method. This includes significant changes in techniques, equipment and/or software.)
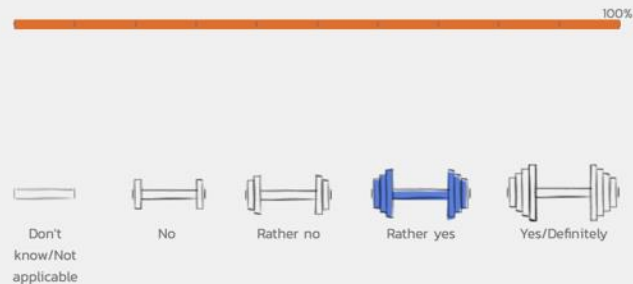
10.3. Digitalization on innovation of organizational structure (A new organizational method in business practices, workplace organization or external relations.)

10.4. Digitalization on innovation of marketing (A new marketing method involving significant changes in product design or packaging, product placement, product promotion or pricing.)
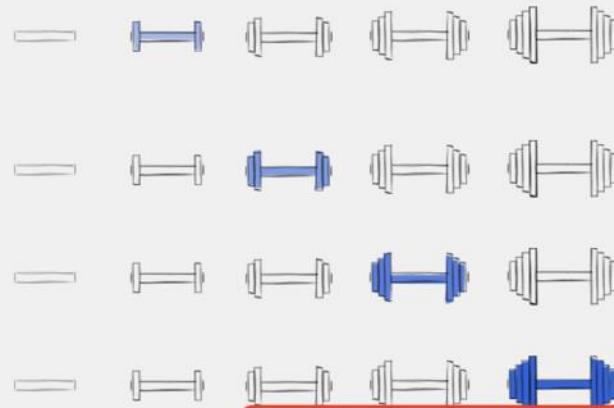
BACK

Submit your answers and finish test
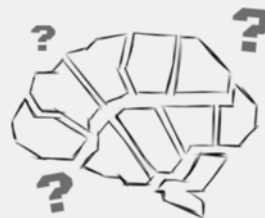
SUBMIT ANSWERS

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YOUR
RESULTS

100
75
50
25

CHAMPION'S
LEAGUE

SPORTS
STARS

FITNESS CLUB

TOMORROW'S
HEROES

?

YOUR
COMPANY

OVERALL RESULTS

DETAILED

FITNESS
CLUB

YOUR SCORE:

UPDATE ANSWERS

PDF

DOWNLOAD

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LIKTA

YOUR RESULTS

CHAMPIONS LEAGUE
SPORTS STARS
FITNESS CLUB
TOMORROW'S HEROES

OVERALL RESULTS

DETAILED
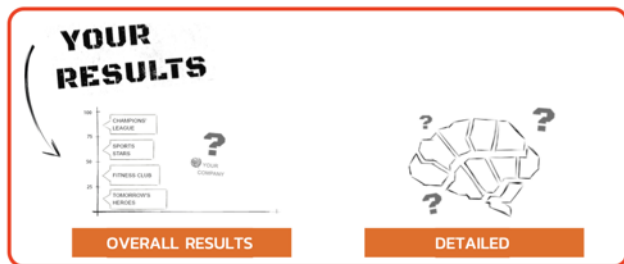
CHAMPIONS' LEAGUE

YOUR SCORE:

The Champions League company is a forerunner in digitalization with deep understanding of digital business models, product structures, processes, technologies, tools, and organizational models. Its organization and internal processes have been designed with digitalization in mind. The Champions League company continuously follows international research and identifies relevant benchmarks also outside its own industry when seeking new ways to improve its strategic impact and operational excellence. The Champions League company has also the ability to leverage support from a portfolio of trusted, world-class partners representing different aspects of digitalization. A well-managed network of internal digitalization champions masters the skills needed in identifying, planning, leading, and explaining even the most complex and expansive projects or organizational changes. These champions go on to execute comprehensive digitalization projects, monitor their results, and manage business consequences and dynamics. They have a systematic approach to process improvement with the potential to make a significant impact on company-wide goals and productivity.

WE RECOMMEND:

Digital transformation and competition

You should regularly evaluate your digital solutions to ensure that they are up-to-date and compatible with each other.
Search for: IT audits assessments

You should set up a formal process for evaluating your employees' key competences.
Search for: IT audits assessments

You should make sure all your key processes are digitalized and automated. For example, software robots can help with routine IT tasks.
Search for: robotic process automation

You should update your company's digital strategies regularly. Follow key implementation projects closely!
Search for: digital transformation

Financial data management

Leading companies have the ability to define, integrate, retrieve, and use financial and other data for both internal applications and external communication. They focus on how data is integrated into business applications and how it is passed along from one business process to another.
Search for: enterprise data management EDM

Leading companies have integrated solutions that ensure encryption and protection of all data transfers, detailed delivery reports, automatic backups, and audit logs.
Search for: Payment Services Directive PSD PSD2

If you have successfully introduced an e-invoicing system within your company, you should also encourage suppliers to issue e-invoices. This is simply because a PDF or a scanned invoice, which cannot be processed automatically, transfer their processing costs onto your shoulders.

Leading companies have maximized the use of invoices with their suppliers and customers. A PDF document or a scanned invoice must be processed manually, which increases their handling costs.
Search for: Payment Services Directive PSD PSD2

Leading companies have integrated their e-invoicing system into other enterprise IT systems, such as document circulation and approval, warehouse and inventory tracking system, etc.
Search for: enterprise data management EDM

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Descriptions of all result categories are available HERE

DIGINNO TOOL COMPARES DIGITAL TRANSFORMATION IN BALTIC SEA REGION COUNTRIES
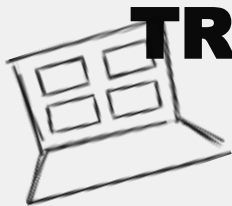
ENG language version combining all regions

Baltic Sea region versions:

— Latvia
— Denmark
— Estonia
— Lithuania
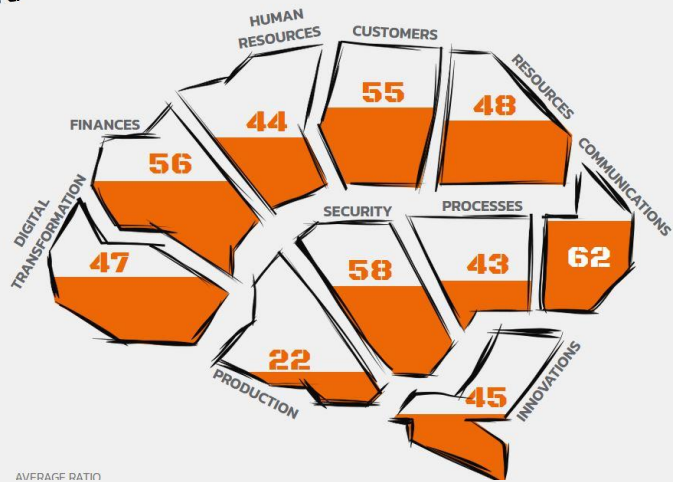— Poland
— Sweden

EVALUATE YOUR COMPANY'S DIGITAL MATURITY

START HERE

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AVERAGE RESULTS

HUMAN RESOURCES **44**

CUSTOMERS **55**

RESOURCES **48**

FINANCES **56**

DIGITAL TRANSFORMATION **47**

SECURITY **58**

PROCESSES **43**

COMMUNICATIONS **62**

PRODUCTION **22**

INNOVATIONS **45**

AVERAGE RATIO

AVERAGE RESULTS

100

5% CHAMPIONS' LEAGUE

75

34% SPORTS STARS

50

40% FITNESS CLUB

25

21% TOMORROW'S HEROES

THE SECTOR ▼
– All –
Construction
Energy & Natural Resources
Information and
Communications Technology
Agriculture
Metalworking and Mechanical
Engineering
Medicine and Pharmacy
Media, advertising, creative

REGION
– All –
Denmark
Estonia
Finland
Germany
Latvia
Lithuania
Poland
Sweden

TURNOVER ▼
– All –
Turnover up to 0.5M EUR
Turnover 0.5M – 1M EUR
Turnover 1M – 2M EUR
Turnover 2M – 10M EUR
Turnover over 10M EUR

EMPLOYEES ▼
– All –
1 – 10
11 – 50
51 – 100
101 – 200
Over 200

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Each result category has a detailed description

Over 1500 COMPANIES HAVE EVALUATED THEIR DIGITAL MATURITY in LATVIA

[ONLY A FEW SECTORS HAVE PERFORMED DIGITAL TRANSFORMATION]

8%
Full digital transformation

20%
Basic solutions have been implemented, slowly embracing the latest IT solutions

50%
Basic IT solutions have been implemented

10%
Thinking about the introduction of IT solutions

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Microsoft   Edisoft   VISMA   LURSOFT   Fitek

BREGARDS   ELVA   KIC

THANK YOU!

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