

NextTech Business Overview: Organizational Structure

1. Company Overview

Name: NextTech
Industry: Smart Manufacturing & Digital Twin SaaS
Headquarters: Sweden
Operations: 12 EU locations, 15 manufacturing sites
Employees: 5,500
Revenue (2024): €2.1 billion
Core Offerings:

- Smart automation systems for industrial clients
- Digital twin software-as-a-service (SaaS)
- IoT-driven predictive maintenance solutions

2. Organizational Structure

NextTech employs a **hybrid organizational model**, combining functional expertise with process-centric governance to drive innovation and operational efficiency. The structure is designed to align with its strategic pillars: **autonomous processes, sustainability, and human-machine symbiosis**.

2.1 Executive Leadership

Role	Key Responsibilities
CEO	Overall strategy, ecosystem partnerships, and board governance.
Chief Process Officer (CPO)	End-to-end process harmonization, digital transformation budgets.
Chief Technology Officer (CTO)	R&D, quantum/AI infrastructure, and SaaS platform development.
Chief Financial Officer (CFO)	Financial strategy, risk management, and investor relations.
Chief Operations Officer (COO)	Manufacturing, logistics, and cross-process arbitration.

Role	Key Responsibilities
Chief Sustainability Officer (CSO)	Carbon-negative initiatives, circular logistics, and green AI optimization.
Chief Ecosystem Officer (New Role)	Partner network integration and industrial metaverse development (2026 roadmap).

2.2 Core Business Units

1. Smart Manufacturing Division

- **VP of Smart Manufacturing Ops:** Oversees Industry 4.0 integration, autonomous production lines, and plant-level automation.
- **Regional Plant Managers:** Manage 35 sites with a focus on IoT and predictive maintenance.

2. Digital Twin SaaS Unit

- **Head of Digital Twin Strategy:** Leads virtual-physical process alignment and SaaS innovation.
- **Customer Success Team:** Ensures adoption and ROI for B2B clients (92% CSAT in Q1 2025).

3. Global Business Services (GBS)

- Centralized support for O2C, P2P, R2R, and H2R processes.
- **Process Owners:** Drive continuous improvement (e.g., AI credit scoring in O2C, robotic P2P automation).

2.3 Functional Departments

- **R&D:** Focused on AI, quantum computing, and blockchain applications.
- **IT Management:** Runs SAP S/4HANA, Azure Cloud, and AI Ops (99.97% uptime).
- **HR:** Implements neurodiversity programs and skills-based hiring (72% of roles filled via competency assessments).
- **Marketing:** ABM strategies and digital twin webinars (62% conversion rate).

3. Governance & Decision-Making

- **Board-Level Oversight:**

- Quarterly reviews of autonomous transformation KPIs.
- **Audit Committee:** Monitors risks like GDPR compliance and internal control effectiveness.
- **Operational Governance:**
 - **Enterprise Process Council:** Monthly alignment forum with VPs and union reps.
 - **Autonomous Transformation Office:** Cross-functional team executing the 2026–2028 roadmap.

4. Process-Centric Roles & Escalation

Aligned with the **Roles & Responsibilities Framework**, NextTech uses a **three-tiered model**:

1. **Strategic (Tier 1):** Sets vision (e.g., CPO for process harmonization).
2. **Operational (Tier 2):** Executes initiatives (e.g., Regional Credit Managers in O2C).
3. **Support (Tier 3):** Specialized tasks (e.g., Hazardous Materials Coordinators in P2P).

Escalation Path Example (O2C):

AR Team Lead → Regional CFO → Chief Revenue Officer

5. Technology Backbone

- **Core Systems:** SAP S/4HANA (CoE governance), Salesforce CRM (Agile PODs), Azure IoT.
- **AI/ML Tools:** Cognitive agents for dispute resolution, AI-powered SDS checks in P2P.
- **Future Tech:** Quantum encryption, holographic collaboration (2027 milestone).