



Bosch - Digital Transformation Assessment

Strategic Roadmap for Digital Excellence

October 22, 2025

Navigation

Agenda

01

Executive Summary

Current state and key opportunities

03

Strategic Priorities

Data, Automation, AI, People, and UX strategies

05

Technology Roadmap

Recommended tools and platforms

07

Change Management

Communication and training strategy

02

Digital Maturity Assessment

Five-pillar evaluation framework

04

Quick Wins

30-day high-impact actions

06

90-Day Implementation Plan

Phased transformation approach

08

Next Steps

Getting started with your transformation

01

Executive Summary

Current state and key opportunities



Current State Assessment

Your organization operates at a **foundational digital maturity level (2/5)** with strong existing Microsoft infrastructure but significant gaps in information discoverability, KPI tracking, and onboarding efficiency.

Despite having advanced tools like Salesforce, Power BI, and RPA capabilities, the technology is **underutilized** due to resistance to change and lack of citizen developer champions.

Maturity Scores by Pillar



Key Opportunity

Leverage existing Microsoft Power Platform ecosystem to create citizen-led automation solutions that directly address your top pain points:



Information findability



KPI visibility



Onboarding speed

Build internal champions through quick wins that demonstrate immediate value and overcome change resistance.

Recommended Starting Point

30-Day Power Platform Pilot

Launch Focus

Centralized information hub using SharePoint with Power BI dashboards

Target Audience

Your most change-ready team members as initial citizen developers

Expected Outcomes

- Immediate pain point relief (information access)
- Champion network established (10-15 advocates)
- Quick wins demonstrated (build momentum)
- Foundation for broader transformation

- Why This Works:** Builds on existing Microsoft investment, requires minimal new technology, and creates internal advocates who will drive adoption across the organization.

02

Digital Maturity Assessment

Five-pillar evaluation framework



Five-Pillar Framework



Data Strategy

Current State: Siloed data spread across multiple systems with manual processes dominating workflows

Target State: Unified data platform enabling real-time insights and automated decision-making

Maturity Level: 2 out of 5



Automation Strategy

Current State: Manual, repetitive tasks consuming significant employee time

Target State: Intelligent process automation handling routine work, freeing employees for strategic activities

Maturity Level: 2 out of 5



AI Strategy

Current State: Experimental AI projects without enterprise integration

Target State: AI-powered insights driving business decisions across the organization

Maturity Level: 1 out of 5



People & Culture Strategy

Current State: Traditional skills and mindsets with limited digital literacy

Target State: Digitally-savvy workforce embracing continuous learning and innovation

Maturity Level: 2 out of 5



User Experience Strategy

Current State: Basic functionality without user-centered design

Target State: Intuitive, delightful experiences that drive adoption and satisfaction

Maturity Level: 2 out of 5

Detailed Assessment

Data Strategy

Score: 2 out of 5

Gap Analysis: Siloed data spread across multiple systems with manual processes dominating workflows

Data Strategy - Score: 2 out of 5

	<h2>Data Quality & Governance</h2> <p>Score: 2/5 Quick Win: Implement automated data quality monitoring in Power BI Current State: Inconsistent data quality with no systematic governance framework Best Practice: Data governance reduces errors by 50% and increases trust in analytics</p>
	<h2>Data Integration & Accessibility</h2> <p>Score: 2/5 Quick Win: Connect top 3 data sources to unified Power BI workspace Current State: Data scattered across Salesforce, Excel, and departmental systems Best Practice: Unified data platforms increase analyst productivity by 40%</p>
	<h2>Analytics & Insights</h2> <p>Score: 2/5 Quick Win: Deploy executive dashboard with real-time KPIs Current State: Manual reporting with 2-3 day lag for decision-critical insights Best Practice: Real-time analytics improves decision speed by 5x</p>
	<h2>Data Culture & Literacy</h2> <p>Score: 1/5 Quick Win: Launch monthly data literacy training sessions Current State: Limited data skills outside IT department, inhibiting self-service analytics Best Practice: Data-literate organizations are 3x more likely to achieve strategic goals</p>

Detailed Assessment

Automation Strategy

Score: 2 out of 5

Gap Analysis: Manual, repetitive tasks consuming significant employee time across departments

Automation Strategy - Score: 2 out of 5

	<h2>Process Automation</h2> <p>Score: 2/5 Quick Win: Automate invoice processing with Power Automate Current State: High-volume manual processes like invoice processing, onboarding remain unautomated Best Practice: RPA reduces processing time by 60-80% while improving accuracy</p>
	<h2>Workflow Optimization</h2> <p>Score: 2/5 Quick Win: Map and optimize approval workflows in top 3 processes Current State: Multi-step approval processes causing delays and bottlenecks Best Practice: Workflow automation cuts approval time from days to hours</p>
	<h2>Integration & Orchestration</h2> <p>Score: 1/5 Quick Win: Build Power Automate flows connecting Salesforce to Microsoft 365 Current State: Disconnected systems requiring manual data transfer and updates Best Practice: Integrated systems eliminate 70% of manual data entry tasks</p>
	<h2>Automation Governance</h2> <p>Score: 1/5 Quick Win: Establish CoE with automation standards and templates Current State: Ad-hoc automation without oversight, reusability, or best practices Best Practice: Automation CoEs increase ROI by 3x through reuse and standards</p>

Detailed Assessment

People & Culture Strategy

Score: 2 out of 5

Gap Analysis: Traditional skills and mindsets with limited digital literacy across the organization

People & Culture Strategy - Score: 2 out of 5

	<h2>Digital Skills & Training</h2> <p>Score: 2/5 Quick Win: Launch Power Platform fundamentals training for 15 champions Current State: Technology skills concentrated in IT with limited upskilling programs Best Practice: Continuous learning programs increase innovation by 50%</p>
	<h2>Change Management</h2> <p>Score: 2/5 Quick Win: Create change champion network with monthly meetings Current State: Technology changes rolled out without systematic change management Best Practice: Structured change management increases adoption rates by 6x</p>
	<h2>Innovation Culture</h2> <p>Score: 2/5 Quick Win: Launch innovation challenge with recognition for citizen developers Current State: Risk-averse culture limiting experimentation and employee-driven innovation Best Practice: Innovation programs generate 10x ROI from employee-led improvements</p>
	<h2>Leadership & Vision</h2> <p>Score: 2/5 Quick Win: Establish monthly digital transformation steering committee Current State: Digital transformation vision exists but lacks executive sponsorship and resources Best Practice: Executive sponsorship is #1 predictor of transformation success</p>

Detailed Assessment

AI Strategy

Score: 1 out of 5

Gap Analysis: Significant AI opportunities identified but minimal implementation despite advanced tool availability

AI Strategy - Score: 1 out of 5

	<h2>AI-Powered Analytics</h2> <p>Score: 1/5 Quick Win: Enable Power BI AI insights for automatic pattern detection</p> <p>Current State: Basic analytics without AI enhancement or predictive capabilities</p> <p>Best Practice: 95% of technology firms invest in AI with 27.8% market share in digital transformation</p>
	<h2>Generative AI & LLMs</h2> <p>Score: 1/5 Quick Win: Deploy Microsoft Copilot for Teams</p> <p>Current State: No systematic use of generative AI for content creation or process optimization</p> <p>Best Practice: Technology companies see 40-50% reduction in content creation time with GenAI implementation</p>
	<h2>AI Agents & Copilots</h2> <p>Score: 1/5 Quick Win: Implement Cognigy chatbot for internal IT support</p> <p>Current State: Customer support and document analysis opportunities not leveraged</p> <p>Best Practice: AI agents deliver double-digit productivity gains within first 6 months</p>
	<h2>ML Operations</h2> <p>Score: 1/5 Quick Win: Start with pre-built ML models in Power Platform</p> <p>Current State: No structured approach to machine learning model deployment or management</p> <p>Best Practice: MLOps implementation reduces model deployment time by 75% and improves reliability</p>

Detailed Assessment

UX Strategy

Score: 2 out of 5

Gap Analysis: User experience not systematically measured; onboarding process identified as major pain point

UX Strategy - Score: 2 out of 5



User Research & Testing

Score: 2/5 | **Quick Win:** Deploy Microsoft Forms for monthly user satisfaction surveys

Current State: Limited user feedback collection and no systematic usability testing

Best Practice: Technology companies conduct quarterly user research with 85%+ participation rates



Interface Design & Usability

Score: 2/5 | **Quick Win:** Redesign top 3 most-used applications using design system

Current State: Inconsistent interface patterns creating user confusion and training burden

Best Practice: Design systems reduce development time by 30% and increase user satisfaction by 45%



Onboarding & Training

Score: 1/5 | **Quick Win:** Create interactive Power Apps onboarding wizard with progress tracking

Current State: Manual, document-heavy onboarding taking 3+ days per new employee

Best Practice: Modern onboarding reduces time-to-productivity by 50% and increases retention by 25%



Accessibility & Inclusion

Score: 1/5 | **Quick Win:** Run accessibility audit and fix critical WCAG compliance issues

Current State: Minimal accessibility consideration in application design and development

Best Practice: Accessible design reaches 15% larger audience and improves overall usability

03

Quick Wins

30-day high-impact actions



Quick Wins - 30-Day Action Plan

1

Executive KPI Dashboard Creation

Timeline: 1-2 weeks | **Effort:** LOW | **Impact:** HIGH

Build a real-time executive dashboard using Power BI connecting to Salesforce and other key systems

Expected Outcome: Leadership gains real-time visibility into business performance, improving decision-making speed by 40%

2

Citizen Developer Community Launch

Timeline: 2-3 weeks | **Effort:** LOW | **Impact:** HIGH

Establish a Power Platform Center of Excellence with citizen developer training program

Expected Outcome: 10-15 business users empowered to build solutions, reducing IT backlog by 30%

3

User Feedback System Deployment

Timeline: 1 week | **Effort:** LOW | **Impact:** MEDIUM

Implement a simple feedback mechanism using Power Apps and Forms

Expected Outcome: Continuous improvement loop established with measurable user satisfaction baseline

Quick Wins - 30-Day Action Plan

1

Automated Onboarding Workflow

Timeline: 2 weeks | **Effort:** LOW | **Impact:** MEDIUM

Automate new employee onboarding using Power Automate

Expected Outcome: Onboarding time reduced from 3 days to 3 hours, new hire satisfaction up 25%

2

Self-Service Information Hub

Timeline: 1-2 weeks | **Effort:** LOW | **Impact:** MEDIUM

Launch SharePoint-based knowledge base with AI search

Expected Outcome: Support ticket volume reduced by 20%, employee productivity improved

3

Process Mining Pilot

Timeline: 2-3 weeks | **Effort:** MEDIUM | **Impact:** HIGH

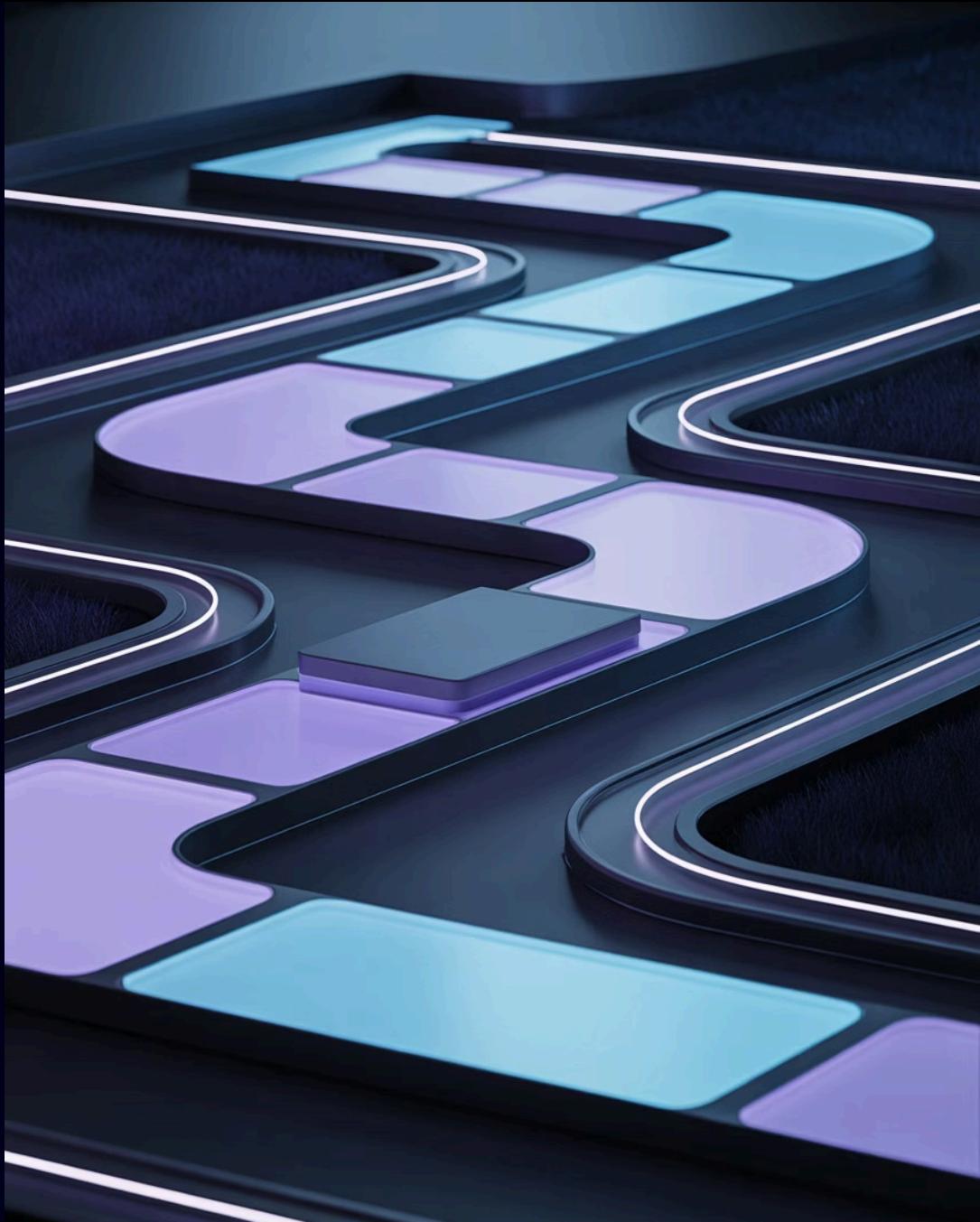
Use Process Advisor to analyze and optimize a high-volume business process

Expected Outcome: Identify \$100K+ in annual savings from process inefficiencies

04

90-Day Implementation Roadmap

Phased transformation approach



90-Day Implementation Roadmap

Month 1: Foundation Building and Quick Wins

Week 1	Week 2	Week 3	Week 4
Owner: Business Leader + IT Support Action: Launch executive KPI dashboard and identify citizen developer champions Outcome: Real-time business visibility and champion network established	Owner: Champion Team Action: Deploy user feedback system and begin onboarding workflow design Outcome: User satisfaction baseline and process improvement roadmap	Owner: Citizen Developer Champions Action: Complete automated onboarding workflow and launch information hub Outcome: Two major pain points addressed with measurable improvements	Owner: Leadership Team Action: Measure results, celebrate successes, and plan next phase Outcome: Momentum built and resistance reduced through demonstrated value

90-Day Implementation Roadmap

Month 2: Scale and Integration

Week 5-6

Owner: IT + Business Leaders

Action: Expand automation to 3 additional high-value processes

Outcome: Automation portfolio delivering measurable ROI

Week 7-8

Owner: Data Team

Action: Implement unified data platform and advanced analytics

Outcome: Data-driven decision making embedded across organization

Month 3: Optimization and Governance

Week 9-10

Owner: Center of Excellence

Action: Establish governance framework and best practices

Outcome: Sustainable, scalable digital transformation foundation

Week 11-12

Owner: Executive Sponsor

Action: Review results, plan Year 2 roadmap, and secure budget

Outcome: Long-term transformation strategy with executive commitment

Technology Stack

Technology Recommendations

Immediate Priorities

Technology Recommendations



Microsoft Power Platform

Why: Rapid development, citizen developer enablement, seamless Microsoft 365 integration

Use Cases:

- Power BI for dashboards and analytics
- Power Automate for workflow automation
- Power Apps for custom applications



Salesforce CRM

Why: Already in use - maximize investment with better integration

Actions:

- Connect to Power BI for unified reporting
- Automate data sync with Power Automate
- Build custom apps on Salesforce platform



Microsoft Azure

Why: Cloud infrastructure for scalability and AI services

Use Cases:

- Azure Cognitive Services for AI/ML
- Azure Data Lake for unified data platform
- Azure DevOps for development lifecycle

05

Change Management Strategy

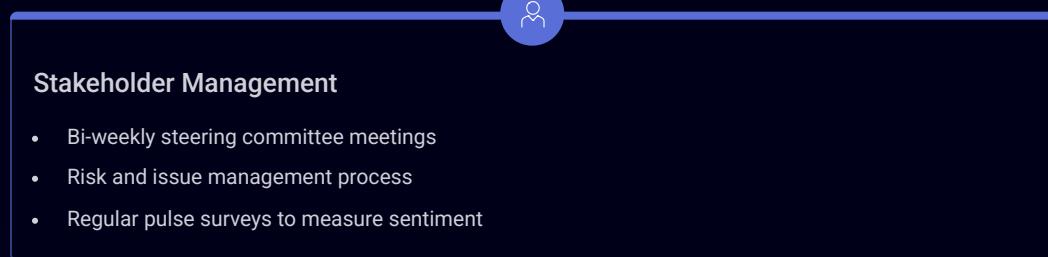
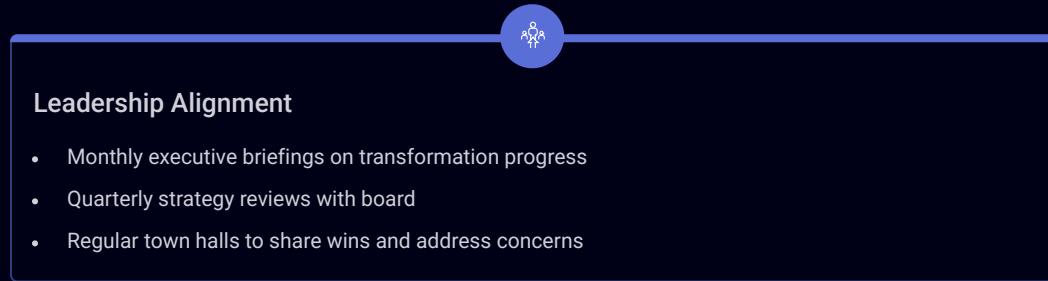
Communication and training strategy



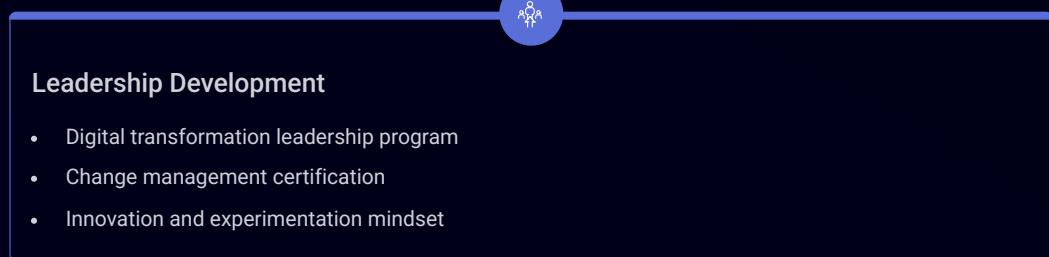
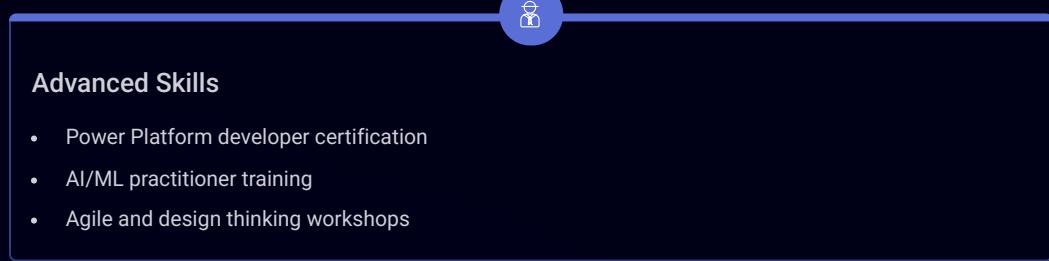
Change Management Strategy

A comprehensive approach to successful digital transformation.

Communication Plan



Training & Development



Success Metrics

Business Impact

	<h3>Efficiency Gains</h3> <p>Target: 30% reduction in manual processing time</p> <p>Measure: Hours saved per process per month</p>
---	--

	<h3>Cost Savings</h3> <p>Target: \$500K annual savings from automation</p> <p>Measure: ROI analysis by initiative</p>
---	---

	<h3>Revenue Growth</h3> <p>Target: 15% increase in digital channel revenue</p> <p>Measure: Sales analytics and attribution</p>
--	--

Adoption Metrics

	<h3>User Engagement</h3> <p>Target: 80% employee adoption of new tools</p> <p>Measure: Active user counts and usage analytics</p>
---	---

	<h3>Satisfaction</h3> <p>Target: 4.5/5 user satisfaction score</p> <p>Measure: Quarterly NPS surveys</p>
---	--

	<h3>Innovation</h3> <p>Target: 50 citizen developer solutions deployed</p> <p>Measure: Power Platform app inventory</p>
--	---

Next Steps

Immediate Actions (Week 1)

01

Secure Executive Sponsorship

Present assessment and get commitment

02

Form Steering Committee

Identify key stakeholders and schedule kickoff

03

Launch Quick Win #1

Start Executive Dashboard project

04

Identify Champions

Recruit 10-15 citizen developers

First Month Priorities

1. **Execute Month 1 Roadmap** - Deliver all Week 1-4 milestones
2. **Measure & Communicate** - Track KPIs and share weekly updates
3. **Remove Blockers** - Address issues quickly to maintain momentum
4. **Celebrate Wins** - Recognition events to build enthusiasm