

INTRODUCTION

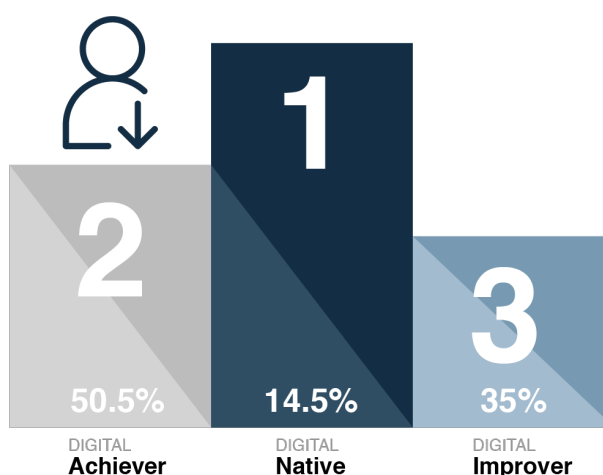
Digital fitness is critical for the success of start-ups and SMBs today. Competing in the global economy for customers, investment and talent requires instant access to world-class applications and IT resources, that scale at the pace of your success. The cloud delivers this the flexibility and scale that underpins digital business success and democratizes access to world-class technology, making it available and affordable for startups and SMBs alike. To assess the digital fitness of startups and SMBS, IDC has conducted a survey of 400 organisations across Germany, France, the U.K. and the U.S to understand how digital design and engineering applications are used in startup and SMB organisations. Based on the results, we have grouped the respondents into three categories, digital improver, digital achiever and digital native, to understand what sets the leaders in digital fitness apart from their competitors and which best practices we can learn from them.

SURVEY HIGHLIGHTS

The key priorities for the leading start-ups and SMBs according to the survey are related to profitability. They want to either improve profitability or become profitable, depending on the organization's age and stage of development. Managing profitability requires a careful balance between making the necessary investments to drive innovation and keeping costs from spiralling out of control. Aligning business and IT priorities and supporting the business strategy with a flexible IT delivery model supports the journey towards profitability. Additional priorities are increasing brand awareness and accelerating time to market. Using the latest IT applications and tools helps attract talent and create a great experience for employees, customers and partners, which in turn helps to improve brand awareness. Accelerating time to market is typically done by working with agile methods, in short sprints and by getting feedback from the market fast. A cloud-based digital platform can facilitate collaboration across geographically dispersed employees but also across the ecosystem of customer, partners and suppliers.

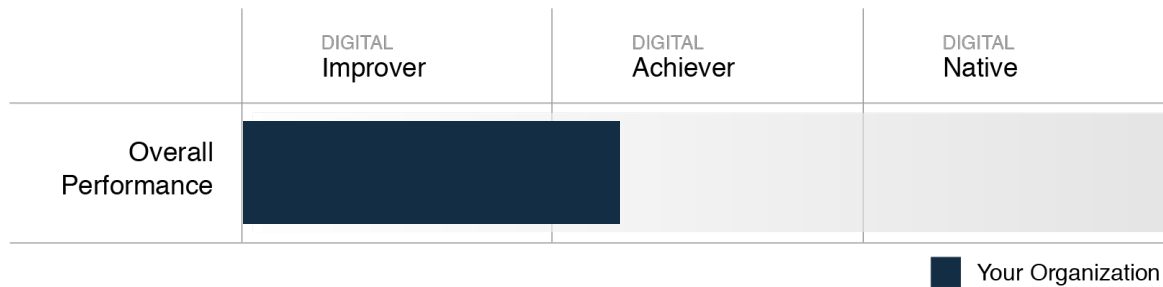
RANKING EXPLANATION

Based on the benchmark survey, **14.5%** of respondents are **Digital Natives**, **50.5%** of respondents are **Digital Achievers** and **35%** of respondents are **Digital Improvers**. This distribution varies within the three categories of digital business, digital design and digital delivery, which make up the digital fitness index. Digital design is the most mature category, with 22% of respondents receiving a top score, while only 12.5% of respondents are top scorers in the digital business category, where dealing with changes in business patterns and staffing levels drive great challenges. Organizations who are better able to deal with fluctuations in business demand and staffing levels are scoring higher than organizations who are relying on rigid IT practices and hence cannot respond in an agile fashion to changing demands. The key to digital fitness is the ability to create great experiences for employees, customers and ecosystem partners through the use of digital technologies. The better an organization is equipped to do this, the better they score in the digital fitness index.



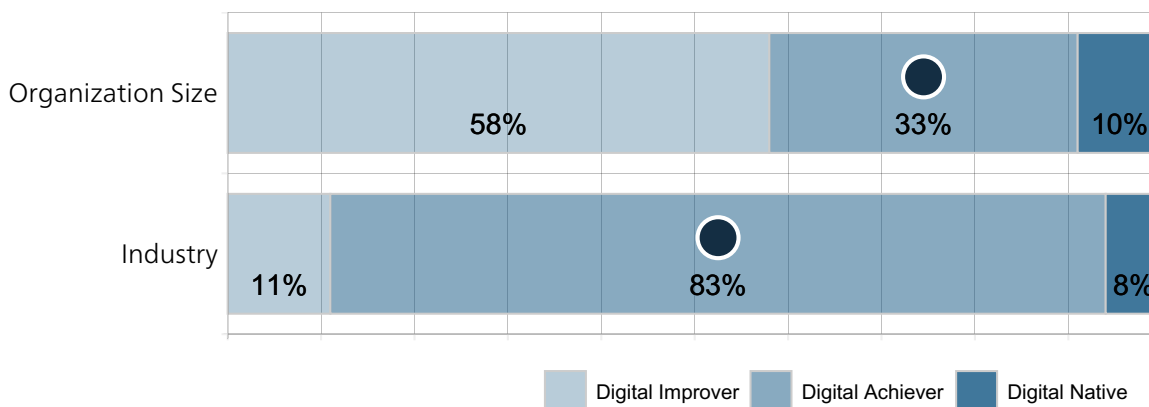
OVERALL RANKING

Startups and SMBs can only successfully compete in the global economy if they are digitally fit and take advantage of the digital technologies like digital design and engineering apps delivered from the cloud. IDC's Digital Fitness Assessment Tool scores startups and SMBs on their digital fitness by looking at three core elements - digital business, digital design and digital delivery.



You are well under way with your digital journey. Based on your responses to IDC's Digital Fitness Assessment Tool, your organization has been rated at the second highest level of Digital Fitness - Digital Achiever. This means your organization is generally in line with the rest of the industry and readying itself for the digital future. While you are doing well, there is still more to do to be fully digital ready.

How you compare to your peers



Your results indicate that while you are well under way with your digital journey, there are also areas to address to catch up with the organisations with the best digital fitness. This report will give you advice on areas to give priority to as you look to progress to the next stage of digital fitness, so let's turn to the next page and dig into what you can do.

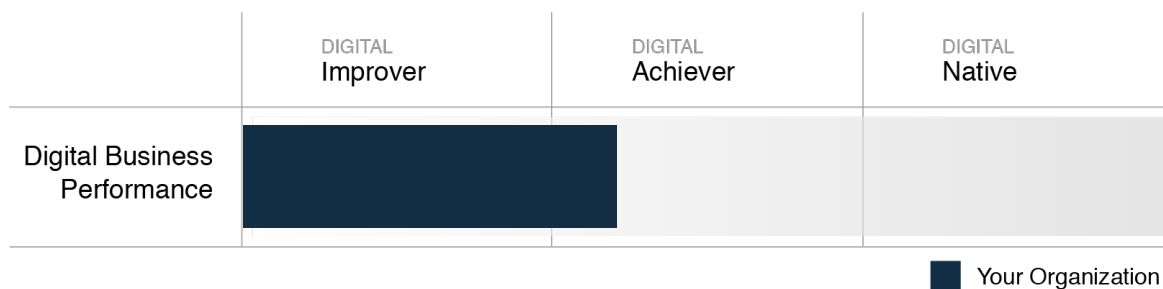
Digital Business



A digital native business creates and delivers innovation at speed, puts customers at the core of its existence and treats employees as its most valued asset. It interacts with its ecosystem to co-create innovation and access and share resources. To determine how digital your business is, you can look at how much of your revenue comes from digital products and services, and how much of your business relies on digital tools, how well you support your customers and employees through digital channels and how you interact with your ecosystem digitally.

This section of the report assesses the stage of your organization's Digital Fitness based on how digital your business is, how you are dealing with changes in business patterns and staffing levels, which applications you are using and how you deploy them.

Your overall score in this section indicates that you are in line with your Digital Achiever peers with respect to the progress you have made in making your business digital. You are well on your way, but don't think of stopping just yet. You can look into individual assessment areas within this section to understand what changes you could potentially make to your digital business for further progress in your digital business.



Q1. How difficult is for your organization to cope with changes in business patterns?

Based on your response, you find it challenging to deal well with fluctuations in your business. Adapting swiftly to changing business conditions is of paramount importance in the digital economy. To adapt better to changing business conditions, you need to look at how you can make your business processes and the underlying IT infrastructure that supports these processes more flexible. Moving to a cloud based delivery model might make it easier to scale up and down according to business demand.

Q2. How difficult is for your organization to adapt to your changes in staffing levels?

Based on your response, you find it challenging to deal well with fluctuations in your staffing levels. Adapting swiftly to changing business conditions is of paramount importance in the digital economy. To adapt better to changing business conditions, you need to look at how you can make your business processes and the underlying IT infrastructure that supports these processes more flexible. Moving to a cloud based delivery model might make it easier to scale up and down according to business demand.

Q3. To what extent does your organization use the following application types?

You are using only a few applications to support your business processes, which puts you behind your Digital Achiever peers. Doing things manually wastes a lot of time and does not

scale when customer demands are picking up. It frustrates your employees, because they cannot be productive and puts you on the backfoot when you are competing for talent. You should explore using more applications to improve your business processes and overall competitiveness to become a more digital business.

Q4. On a scale of 1 - 5, please rate the success of the current deployment of each of the following application types at your organization?

You are underutilising your applications because they have not been implemented properly. This puts you far behind your Digital Achiever peers. You are at risk of losing skills and talent because you are creating a bad user experience for your employees, because your implementation is not stable. You are also creating a bad experience for your customers and business partners, when you are not responsive because of disruptions of your business processes due to failures of your applications. Moving to a cloud based delivery model for applications provides instant access to the latest features and stable operations.

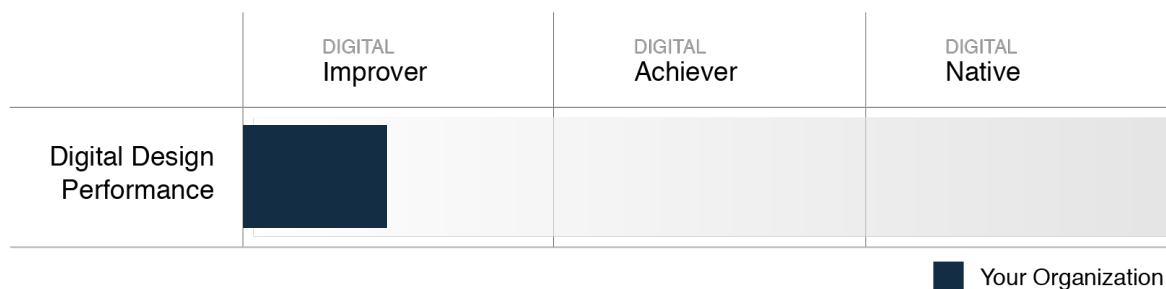
DIGITAL DESIGN



Digital Design is the creation of solutions through software for viewing on a screen including applications for Computer Aided Design (CAD), Mechanical Computer Aided Engineering (CAE), Other engineering, Collaborative product data management, Production planning, or Manufacturing. Digital Design and engineering tools enable global collaboration around projects throughout the ecosystem and help to attract and retain talent. Through the use of cloud-based digital design and engineering tools, Start-ups and SMBs have access to world-class tools used by their established competitors, partners and customers, at an affordable price point and with the ability to scale driven by customer demand.

This section of the report assesses the stage of your organization's Digital Fitness based on your usage of digital design and engineering tools, how modern your application estate is and how well you are able to operate your digital design and engineering applications.

Your overall score for this section indicates that you are ahead of your Digital Improver peers with respect to the progress you have made so far. Very well done! While keeping up with this, you must also look at aspects related to digital design and digital delivery to improve your overall digital fitness.



Q5. Which statement best describes how your organization tends to roll out CAD/CAM applications or updates?

You are depending on manual processes to deliver digital design applications and upgrades, which puts you behind your Digital Achiever peers. Reliance on manual processes leads to technical debt, frustrations from the design engineers and general low responsiveness to business requirements. You need to become more proactive, leverage automation tools and cloud-based applications to increase your agility and improve your digital design capabilities.

Q6. What proportion of your organization's Digital Design application estate are the following ages since release?

You are not using the latest version of your digital design and engineering applications. This puts you at par with your Digital Achiever peers. In order to stay competitive in the digital economy, attract the right employees and interact well with your ecosystem, you need to ensure that you are always on the most current version of your applications. Moving to a cloud-based solution enables you to always be on the latest version and have access to the latest innovative features of the application.

Q7. On a scale of 1 to 5, how successfully does your Digital Design solution rate for the following?

Your current digital design and engineering application does not support your digital business strategy. This puts you behind your Digital Achiever peers. You should evaluate either the latest version of your current application or an alternative application to get better reliability, performance, security, value for money, newer features, better collaboration and ecosystem integration. Having a modern digital design and engineering application solution is critical to digital business success, because collaboration internally with employees and externally with ecosystem partners requires a scalable and modern platform. You should consider moving to a cloud-based solution to improve the user experience and operational efficiency of your digital design and engineering application.

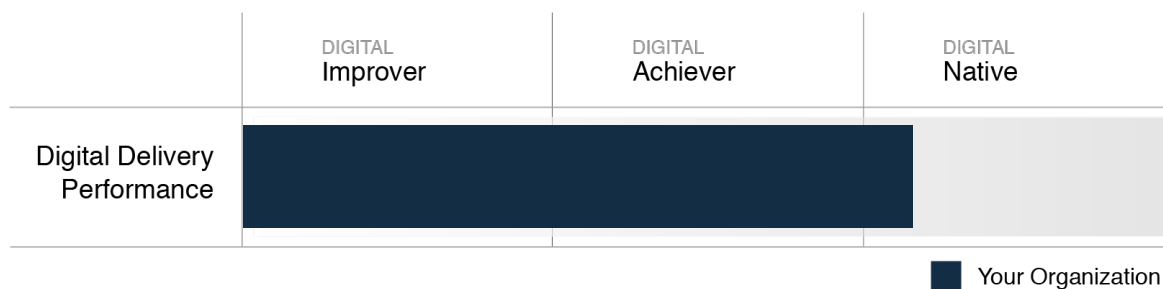
DIGITAL DELIVERY



Digital Delivery is about the alignment of IT with the business. Is IT seen as an enabler of digital business strategies or is it just considered a necessary cost? Has IT embraced modern delivery tools like cloud or is everything delivered manually and with internal assets and resources? Getting IT processes and delivery models right is critical to provide the agility and flexibility that start ups and SMBs require to react quickly to changing business patterns and staffing levels, as well creating great experiences for employees, customers and ecosystem partners.

This section of the report assesses the stage of your organization's Digital Fitness based on your ability to deliver digital design and engineering tools, how IT is perceived by top management and if cloud-based delivery models are being used.

Your overall score in this area indicates that you are lagging behind other Digital Native peers with regards to your digital delivery approach. You should look in to individual assessment areas within this section to understand what changes you could potentially make to your digital delivery approach. You have a lot of work to do so you should act urgently to address the areas of improvement. This will help sustain your strong position with respect to your overall digital fitness.



Q8. How does the Senior Management of the company view the role of IT within the business?

Your senior management primarily sees IT as a means to improve business efficiency. This is the first step of digital transformation, where you use IT to improve your current business processes, but it is not real transformation. This puts you at par with your Digital Achiever peers. If you want to demonstrate real transformation driven by IT, you need to support digital business innovation, through providing a modern platform for collaboration, both internally and with the external ecosystem.

Q9. Please indicate how your organization is primarily delivering (or plans to deliver) each of the following application types to end users?

Q10. Which statement best represents your organization's approach to adopting Cloud services for delivering IT services or applications?

You have a cloud-first strategy, which puts you well ahead of your Digital Achiever peers. You should look at other aspects within digital business, digital design and digital delivery to improve your digital fitness.

CONCLUSION



Thank you for taking this digital assessment. This demonstrates your ambition to succeed in your digital transformation strategies and is a good starting point to set you apart from your peers. We hope you have been able to identify the weaknesses and strength in your approach, and have some advice to make progress and develop a competitive edge. If you want to know more about the role of cloud in digital transformation in the engineering and digital design space, please check out the following report: [\(link\)](#)