

Strategic Technology and Innovation Management Programme 2018

Value-driven innovations in smart industrial services

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The integration of technologies in industrial services can provide new functionalities and enhance customer value. It is essential to understand how companies can leverage on these opportunities to effectively design smart industrial services.

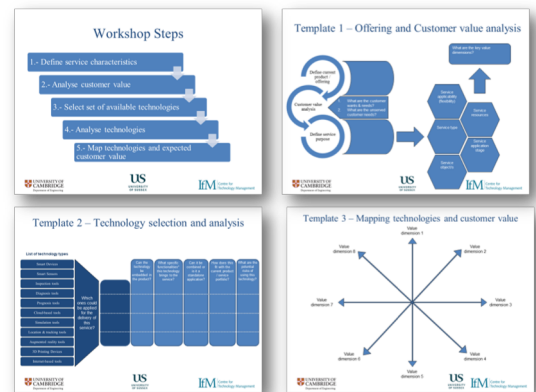
Aims

This project aims at providing managers with a value-driven approach to innovate and create new technology-enhanced industrial services. This approach builds on the analysis of current service offerings and customer needs and on the capabilities brought by new technologies.

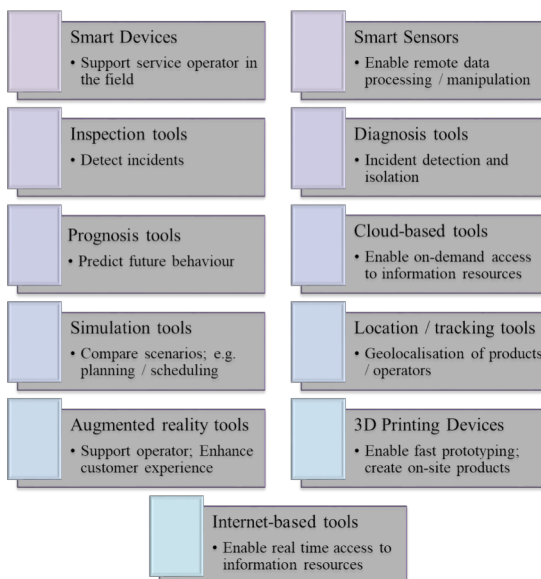
Progress

Building on previous work (2013-2014) on technology-enhanced industrial services, a revision and update of literature and practice regarding the use of emerging technologies, e.g. additive manufacturing, Internet-of-things (IoT), in industrial services have been carried out.

The key elements for decision making in a technology-enhanced service design process were identified: service characteristics; technology suitability (i.e. functionality, acceptability, and risk analysis); customer value dimensions. A first workshop process was created and discussed with STIM companies. Feedback and comments helped the revision of the workshop process and confirmed expected usability of the approach.



Overview of workshop steps and templates



Brief summary of technologies and capabilities

Deliverables

- A report on findings related to the role of different technologies in smart industrial services and their expected contribution to service value;
- A set of workshop materials and guidelines to support the design of smart industrial services.

Next steps

The pilot workshop is currently available to STIM companies for testing purposes. Please get in touch if you are interested in participating in the pilot.