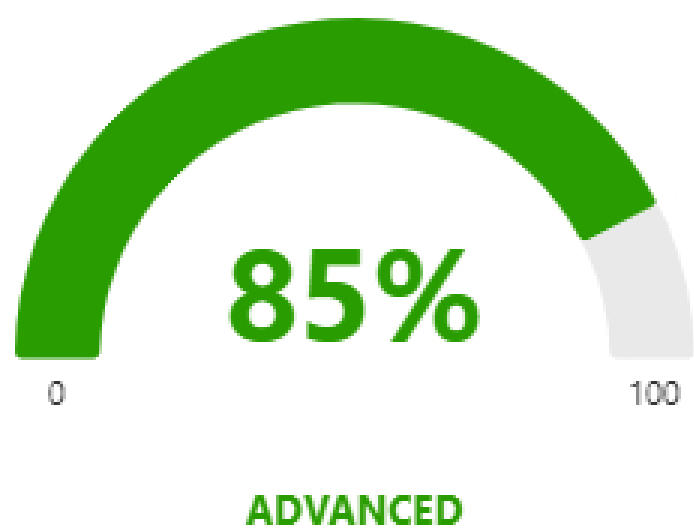


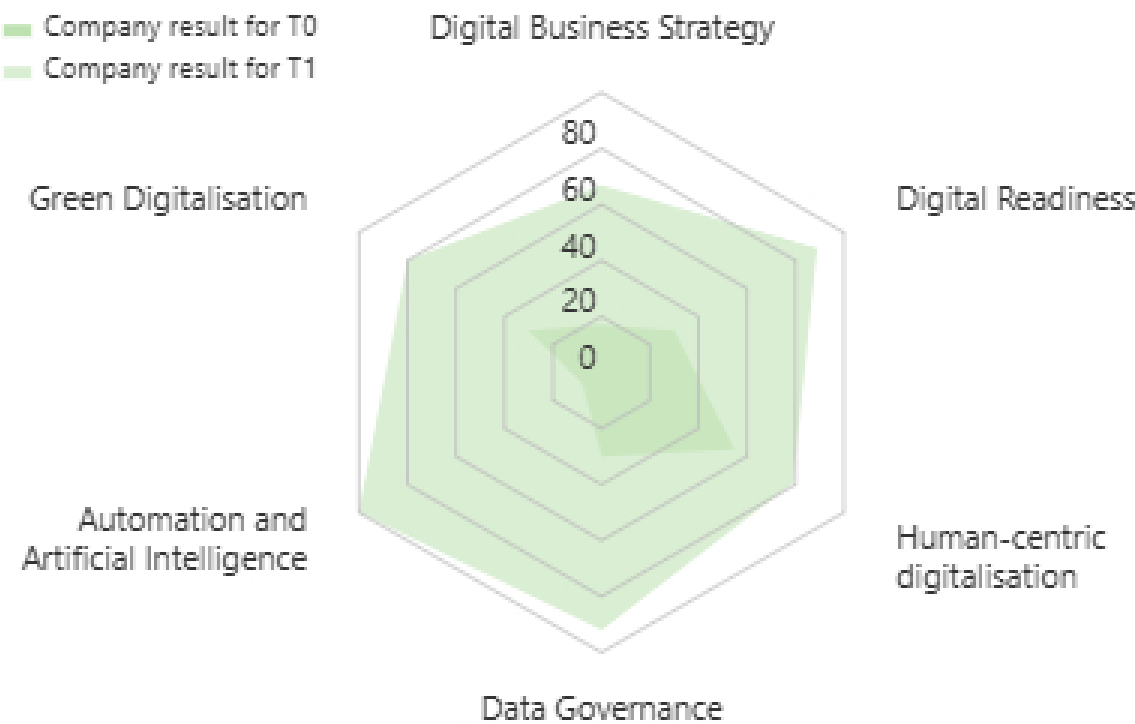
T1 DMA Results

View below the results of the DMA Assessment, taken on 9 October 2026 .

Digital maturity level



Score by dimensions



Interpretation

Thank you for your time and effort to fill in the DMA questionnaire for SMEs!

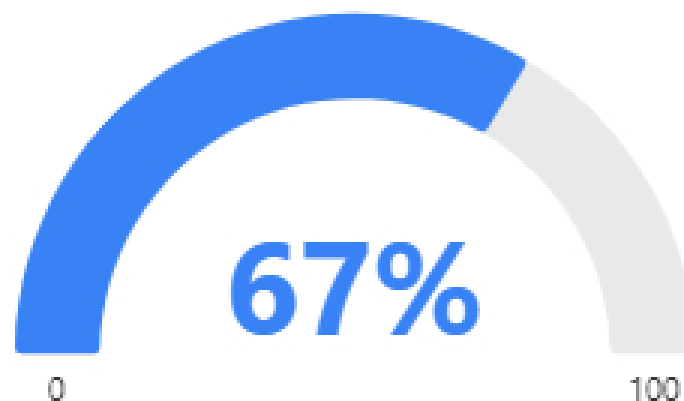
Your average score shows that your organisation is at a quite advanced stage of its digital transformation process. This means that you are already a frontrunner and your organisation has been reaping the benefits from the use of digital technologies for quite some time. You are using both mainstream and more advanced technologies for different aspects of your operations. Even though you are already advanced you could further improve in areas such as sustainability and competitiveness experimenting/implementing with newer and more disrupting digital technologies.

New more focused investments in advanced digitalisation technologies, for example AI, might help you achieve the digital maturity that would increase your competitiveness globally in your market of interest.

This score is calculated as an average from the scores that you obtained over the six dimensions of your submitted DMA questionnaire: i) Digital Business Strategy ii) Digital Readiness iii) Human-centric digitalisation iv) Data Management v) Automation and Intelligence and vi) Green Digitalisation. We encourage you to read carefully the scores interpretation of each of the six dimensions with relevant comments and suggestions regarding your current status in each one of those and the unexplored potential that you could address with the help of an EDIH.

Dimensions explained

Digital Business Strategy

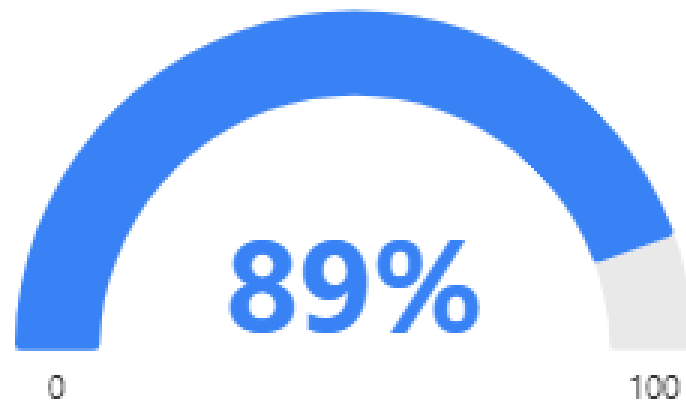


MODERATELY ADVANCED

Companies at this maturity level tend to be in a moderately advanced stage with regard to business strategy and investments for digitalisation. You already reap benefits but there is still untapped potential. You have a specific plan and resources and strong management commitment. Current and planned investments in digitalisation have been made in order to optimise internal processes / operations and reduce costs.

However, you could further improve the quality of products or services through digitalisation. In addition, your digitalisation plan needs to be firmly implemented and investments planned sometime in the near future to be concretised. Senior managers are prepared or ready to lead the organisational and process changes needed to support enterprise digitalisation. IT staff play a digitalisation role – but they could be trusted with a bigger role in the business digitalisation decision-making. Maybe you need to recruit digital specialist profiles to support a higher level of digitalisation. In the near future you could consider employing more digitally driven and data intensive business models. You could also consider offering more products and/or services with digital functionalities or features.

Digital Readiness



ADVANCED

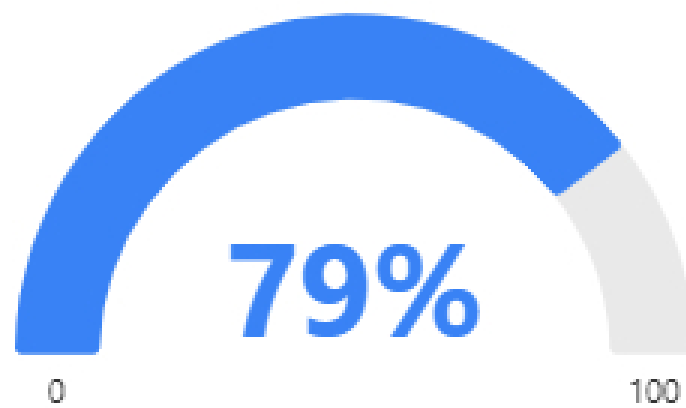
Companies at this maturity level tend to be in a very advanced stage with regard to digital readiness (adoption of digital technologies). You are benefiting from the use of practically most of the available mainstream digital technologies in your internal and external operations. Digital solutions are employed in the majority of business areas – including administration and management, marketing, procurement, logistics, customer service etc. You are benefiting from integrated Information Management Systems such as ERP, CRM, SCM. You may have started experimenting or implementing more advanced digital technologies in specific business areas of the company and you are actively exploring how to benefit more from those.

You are quite advanced in the use of mainstream digital technologies, and you also have the necessary level of readiness to reap benefits from implementing specialised and more advanced digital technologies. These would provide a unique competitive advantage in your operations and bring you closer to the most advanced competitors in Europe and beyond.

**Mainstream digital technologies refer to: connectivity infrastructure, company's website, web-based tools to communicate with customers, live chats/social networks/chatbots to communicate with customers, e-commerce (B2B, B2C), e-marketing (online ads, social media for business etc.), e-government, remote business collaboration tools (e.g. teleworking, videoconferencing, virtual learning, etc.), Intranet portal, Information Management Systems (ERP, CRM, SCM etc.)*

**Advanced digital technologies refer to (indicatively): Artificial Intelligence (AI) applications, robots, virtual/augmented reality, CAD applications, IoT, smart sensors, blockchain, 3D printing etc.*

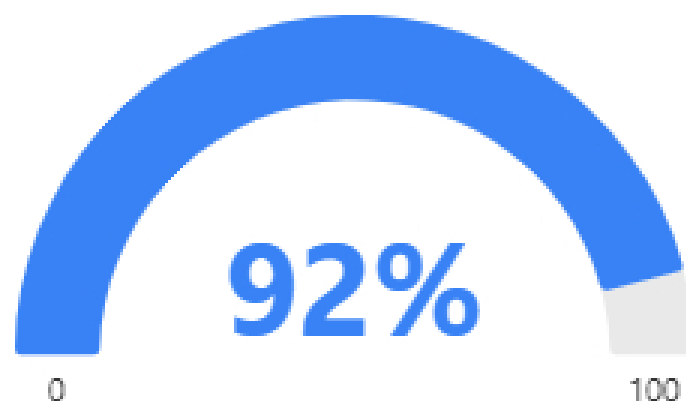
Human-centric digitalisation



ADVANCED

Companies at this maturity level tend to be in a very advanced stage with regard to human-centric digitalisation (skills development for digitalisation). A comprehensive training plan to re-skill or up-skill staff is in place and actively executed/monitored. Comprehensive advanced technology or digital skills training is frequently and/or regularly provided to employees – tailored to their specific needs and training requirements. Training is often combined with experimentation opportunities and autonomy to execute decisions or to innovate. Career development opportunities for digitally skilled employees are available. Staff are actively engaged in the strategy of the company. Jobs have been re-designed for the digital age – including innovative/digitally-enhanced working environments – supported by a digital support service. Digital skills of staff are advanced.

Data Governance



ADVANCED

Companies at this maturity level tend to be in a very advanced stage with regard to data management (storage, organisation, access, exploitation and security of data). Documents and processes are digitised in all or most business functions and areas –including administrative/financial processes, customer relationships, production or service-related processes and logistics. All data are stored in a digitally structured form. Data collection and use is crucial for the organisation. The vast majority of the company's data are collected and used for all key processes/operations.

Data informs most decision-making and optimises most processes. Solutions/standards have been implemented to facilitate the exchange of data. Cybersecurity plans are present and specific policies and measures to protect the company's data from cyber-threats are implemented. There is a plan that covers all internal and customer data and full back up policies are in place. Staff awareness on cyber threats is high and sustained via training. A business continuity plan is in place in case of a catastrophic event due to a cyberattack.

Automation and Artificial Intelligence

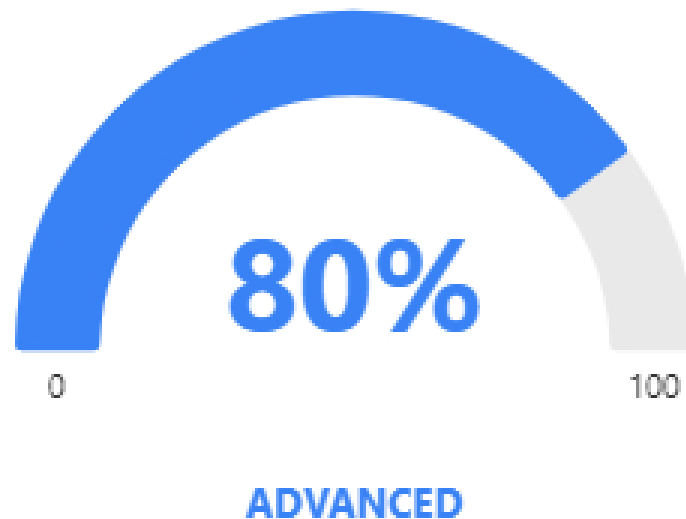


Companies at this maturity level tend to be in a quite advanced stage with regard to automation and intelligence (facilitated by digital means embedded in business process).

Some tasks are fully automated and AI-supported – typically administrative and financial processes. The adoption of AI and automation may have supported commercialisation activities and has potentially been applied to enhance the quality of products and services. The adoption of AI and automation may have led to increases in productivity.

If you scored in the upper limit of the range, you most probably have already benefited from the adoption of AI and other types of automation on company level, receiving significant increases in productivity and efficiency, and reductions in waste and costs.

Green Digitalisation



Companies at this maturity level tend to be in a quite advanced stage with regard to green digitalisation* Environmental aspects are considered in the majority of digitalisation choices – including procurement, energy consumption and re-use. Digital technology is contributing to sustainable business operations (such as business models adopted, product lifecycles, product design and production processes or service delivery). Most probably digital technologies support the reduction of emissions and pollution and the management of waste. Most probably digital technologies also support the optimised use of raw materials and the delivery of the products to customers. Digital solutions are used to substantially reduce the organisation's impact on the environment (incl. reducing waste and improving energy efficiency). Materials/products used by the organisation are highly traceable even in real-time. Energy is mostly sourced from sustainable sources off or on-site. Administrative processes are all paperless. Environmental impacts in digital choices and practices are always taken into account.

**Green digitalisation refers to the capacity of an enterprise to undertake digitalisation with a long-term approach that takes responsibility and cares about the protection and sustainability of natural resources and the environment (eventually building a competitive advantage out of it).*

How does my score compare?

You can compare your DMA score to other users across Europe, where 0% means you're significantly behind the benchmark and 100% means you're among the digital leaders in the EU. *n* represents the number of organisations included in each benchmark group.

