



Pilot activity final report

Template for project partners

Activity 3.1, pilot actions implementation and monitoring.

Project identification

Project	Danube Digital transformation Network of Active SMEs training and knowledge transfer centres (Danube DNA)
Programme	Interreg Danube Region Programme 2021–2027
Activity	3.1 Pilot actions implementation and monitoring
Activity Leader	SERDA, Sarajevo Economic Region Development Agency
Lead Partner	University of Novi Sad, Faculty of Technical Sciences

Reporting partner

Project partner	SOVA Digital a.s.
Country	Slovakia
Pilot coordinator (name, email)	Robin.mitana@sova.sk
Pilot activity title	Digital readiness analysis and digital transformation roadmaps for Slovak SMEs
Digital solution validated	Danube DRA AI (Digital Readiness Analysis with AI-based evaluation) Complementary validated outputs: Digital Readiness Assessment
Pilot implementation period	January 2026 – April 2026
Date of submission	08 June 2026

Participating SME(s)

For the size breakdown, enter the number of SMEs in each category. A blank counts as zero, and micro, small and medium should add up to the total.

Number of participating SMEs	5
Of which micro	1
Of which small	2
Of which medium	2
Sector(s)	Manufacturing; Wholesale and retail trade

1. Description of the implemented solution

Describe the digital solution validated and which of the six jointly developed solutions it corresponds to. Outline the SME context, the scope of the pilot, and how the solution was deployed in the real SME environment.

The pilot validated the Danube DRA AI / Digital Readiness Analysis approach as a practical entry point for SME digital transformation. The activity was implemented by SOVA Digital a.s. with five Slovak SMEs: TG-Toman Group s.r.o., TURIMEX, s.r.o., DEKONA s.r.o., VÚMZ SK s.r.o. and InterTechnic s.r.o.. The participating companies represented manufacturing/engineering and retail/warehouse-oriented business processes.

The solution corresponded mainly to the jointly developed Digital Readiness Analysis solution, complemented by company-specific transformation concepts such as Digital Production Monitoring & Analytics, lead-to-cash process digitalization, warehouse management digitalization, production preparation digitalization and production data management. In each SME, the pilot consisted of structured process mapping, assessment of existing digital maturity, identification of information-system and data-flow gaps, and preparation of a prioritized roadmap for further digital transformation.

The deployment in the real SME environment was analytical and advisory: SOVA Digital worked with actual company processes, existing systems such as ERP/PLM/CAD-CAM environments, production and warehouse workflows, business data, documentation practices and management requirements. The outputs were tailored roadmaps and pilot recommendations that the SMEs can use as a basis for follow-up implementation, automation, integration and data-driven decision-making.

2. Results achieved

Complete each field below. Keep this narrative; report numeric indicators in the KPI table in Section 3 rather than repeating them here.

Expected result	To validate a common digital readiness and transformation methodology in real SME environments; identify priority areas for digitalization; prepare actionable roadmaps; and support SMEs in moving towards Industry 4.0, data-driven management and more transparent processes.
Achieved result	Five SME assessments were completed. For each company, SOVA Digital prepared a company-specific analysis of current digital maturity and a practical transformation roadmap. The roadmaps covered system integration, project and process management, production data collection, machine/equipment monitoring, sales pipeline management, warehouse-position management, document management, CAD/PLM/ERP integration, KPI monitoring and data analytics.
Evidence supporting the achievement	Evidence consists of five completed B2GreenHub client success-story documents, the Danube DNA pilot project summary spreadsheet, company testimonials and the identified roadmaps/recommendations for each SME. SME also confirmed that the cases are intended for public dissemination under the "Clients" section after SME consent.
Benefits for the participating SME(s)	SMEs received a structured and objective view of their digital maturity, clearer priorities for investment, a roadmap for gradual implementation, and practical recommendations for reducing manual work, improving transparency, increasing production/warehouse efficiency and preparing for automation, AI support and analytics.

3. KPI values

Report the key performance indicators for your pilot. Add rows as needed. Complete the achievement rate where applicable (achieved / target × 100); leave it blank for binary or qualitative indicators. Ensure values are consistent with the narrative above and supported by source of verification.

Indicator (KPI)	Baseline	Target	Achieved	Achievement rate (%)	Source of verification	Comment
Participating SMEs assessed	0	5	5	100%	Pilot files and pilot summary spreadsheet	Five Slovak SMEs completed the pilot documentation.
Digital transformation roadmaps prepared	0	5	5	100%	B2GreenHub client success stories	Each SME received a roadmap or clear implementation priorities.
SME testimonials/feedback statements collected	0	5	5	100%	Client success-story documents	Statements collected from company representatives.
B2GreenHub client success stories prepared with publication consent indicated	0	5	5	100%	Written consent of SME for publication on the B2GreenHub platform**.	

4. SME feedback

Summarise the feedback provided by the participating SME(s), based on the responses submitted through the mandatory SME survey completed by the participating SME(s). Continuation and sustainability aspects are covered in Section 7.

Main strengths identified by SMEs	SMEs valued the objective assessment of their processes, the practical and company-specific roadmaps, and the clear prioritisation of digitalization steps. Repeated strengths were increased understanding of current process gaps, support for production and warehouse transparency, and identification of concrete opportunities for efficiency improvement.
Main weaknesses identified by SMEs	The pilots revealed common weaknesses rather than dissatisfaction with the solution: fragmented data, partly manual or paper-based processes, limited automated data collection, insufficient KPI monitoring, lack of systematic sales/warehouse management and incomplete integration between ERP, PLM, CAD/CAM, production and document-management tools.
Suggestions for improvement	Proceed step by step from process analysis to targeted pilots; use existing ERP and data sources more effectively; standardise processes and data structures; implement document management, production monitoring, machine data collection and KPI dashboards; ensure employee involvement and training; and prepare follow-up projects for automation and AI-supported decision-making.
Would the SME(s) recommend the solution to another SME?	Yes
Reason for the answer above	All five SME statements were positive. The companies reported that the pilot helped them understand their processes, identify weak points and define a clear direction for digitalization, efficiency improvement, production transparency and future investment planning.

5. Challenges during implementation

List the main challenges encountered across the pilot phases (preparation, tender, contracting, implementation and monitoring). For Impact select Low, Medium or High; for Resolved enter Yes or No. Add rows as needed.

Challenge	Impact (Low / Medium / High)	Mitigation measure	Resolved (Yes / No)
Fragmented processes and heterogeneous digital maturity across SMEs	Medium	Use a structured DRA methodology and adapt the analysis to each SME context while keeping comparable assessment logic.	Yes
Manual, paper-based or spreadsheet-based workflows limited reliable data availability	High	Map information flows, identify quick-win digital records, and recommend DMS, KPI dashboards, warehouse-position management and production data collection.	Partially
Integration gaps between ERP, PLM, CAD/CAM, production, warehouse and document systems	High	Define integration priorities and phased implementation roadmaps rather than attempting large-scale implementation during the pilot.	Partially
Need for SME staff engagement and change adoption	Medium	Use interviews, practical examples and management feedback; recommend employee involvement and training in follow-up implementation.	Partially

6. Lessons learned

Provide up to three prioritised lessons from your pilot, using the structure below. A lesson is more than a challenge: it states what you would keep or change, and whether it transfers to other partners. Complete Lesson 1 as a minimum; Lessons 2 and 3 are optional.

Lesson 1 (required)

Lesson title	Start with process and data-flow analysis before selecting technology
Thematic area	Technical and digital solution
Priority	High
Situation	The participating SMEs used different combinations of ERP, CAD/CAM, PLM, spreadsheets, email, paper documents and informal workflows. A direct technology recommendation without understanding the process context would have created a risk of unsuitable investments.
What happened	The process-oriented DRA approach identified the areas with the highest transformation potential in each SME and made the roadmaps practical and credible.
What worked or what you would do differently	Keep the structured diagnostic approach. In future pilots, collect basic process, system and data-flow information before the first workshop to shorten the assessment phase.
Transferability	High – transferable to other Danube DNA partners and SMEs. The method can be reused by any partner that needs to compare SMEs with

	different sectors, sizes and maturity levels while still producing tailored recommendations.
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Lesson 2 *(optional, complete only if applicable)*

Lesson title	Roadmaps are most useful when they combine quick wins with longer-term integration
Thematic area	Sustainability and scale-up
Priority	High
Situation	Several SMEs already had partial digital tools but lacked systematic integration and analytics. Immediate full-scale implementation would be too demanding for many SMEs.
What happened	The pilots produced phased roadmaps covering quick improvements, medium-term system integration and later automation/AI/data analytics steps.
What worked or what you would do differently	Keep the phased roadmap structure. Future pilots should distinguish between no-cost/low-cost organisational measures, short-term digital pilots and larger investment projects requiring budget and external implementation support.
Transferability	High – transferable to SMEs in manufacturing, logistics, trade and services where digital transformation must be aligned with resources and business priorities.

Lesson 3 *(optional, complete only if applicable)*

Lesson title	SME feedback and testimonials strengthen uptake and dissemination
Thematic area	Stakeholder and SME engagement
Priority	Medium
Situation	The B2GreenHub client success stories required SME descriptions, challenge statements, solution results, learning tips and testimonials.
What happened	The collected testimonials confirmed the practical value of the pilot and created content suitable for dissemination through B2GreenHub.
What worked or what you would do differently	Keep the success-story format, but align the final-report KPI and feedback questions with the client story template from the beginning to avoid duplicate data collection.
Transferability	Medium to High – transferable to all partners preparing public pilot stories, especially where SME consent and visibility outputs are required.

7. Sustainability and future use

Set out whether and how the solution will continue to be used beyond the project. This is a key consideration for Interreg and for the consolidated lessons learned.

Will the SME(s) continue using the solution after project completion?	Partially / Yes
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Reason for the answer above	The direct pilot output is a diagnostic and roadmap rather than a fully deployed operational system. However, all SMEs received concrete priorities for follow-up implementation and expressed positive feedback. The roadmaps provide a basis for continuing digitalization after project completion through internal improvement actions and follow-up investment projects.
Resources required for continuation	Management commitment, internal process owners, employee time for implementation and training, technical support for ERP/PLM/CAD/CAM/MIS/MES/DMS integration, potential external implementation suppliers, and budget for software, integration, data collection, dashboards and automation.
Main barriers to long-term adoption	Limited SME implementation capacity, investment costs, fragmented legacy data, change resistance, incomplete system integration, insufficient data quality and the need to coordinate process redesign with daily operations.
Overall sustainability outlook	Medium to High

8. Recommendations for future projects

Set out forward-looking recommendations for upscaling the solution and for other partners planning similar pilots. Focus on what would improve feasibility, sustainability and transferability across the Danube Region.

1. Use the Danube DRA AI / Digital Readiness Analysis as a standard first step before technology procurement or implementation.
2. Keep pilot outputs practical: each SME should receive a short list of priority measures, expected benefits, dependencies and recommended next steps.
3. Link digitalization roadmaps to measurable KPIs such as number of assessed processes, number of roadmap priorities, availability of digital production/warehouse data, reduction of manual documentation, and readiness for analytics.
4. For manufacturing SMEs, focus strongly on production data collection, equipment monitoring, integration with ERP/PLM/CAD-CAM and KPI dashboards.
5. For trade and warehouse-oriented SMEs, prioritise lead-to-cash process visibility, warehouse-position management, document management and stock-availability links.
6. Involve management and key employees early to improve adoption and ensure that the roadmap reflects real operational constraints.
7. Plan sustainability from the start by distinguishing between quick organisational improvements, small digital pilots and larger investment projects.
8. Maintain a transnational knowledge base of anonymised pilot examples, common challenges and reusable roadmap patterns for SMEs across the Danube Region.

Completed by

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