

DTIHK-Working Group

Digitalization, AI & HR

Minutes of the second Meeting

Date: July 22, 2025,

Location: DTIHK Cupola

Minutes: Eva Nübling, trainee

Responsible: Christian Rühmkorf, Head of Communication & Public Affairs

Head of the working group: Hana Součková, DTIHK Board Member for Digitalization and Managing Director of SAP CZ

Structure of the second meeting (TOPs):

1. Objectives of the Working Group
2. Insights from Bosch
3. Insights from Forvis Mazars
4. Insights from SAP CZ
3. Closing Remarks

TOP 1

Objectives of the Working Group

The meeting opened with a shared vision: creating a collaborative platform where members can exchange real-world experiences and inspire each other to take the next steps in their digitalization and AI journeys. To structure the work, the group agreed on three main streams, each represented by a member company presenting their own practical case.

TOP 2

bosch: SAP S4 Implementation & Incident Management

Initiation

Bosch's journey was born out of necessity. During the SAP S4 rollout, the internal IT department recognized that real-time visibility of incidents would be critical to avoid disruptions in production and logistics. The initiative quickly became a strategic priority.

Experience

In the first days alone, over 1,000 incidents emerged. The team responded by creating a custom ticketing application designed to coordinate large solver groups and bridge communication across shifts. This tool did more than solve problems – it established transparency, accelerated response times, and created a living knowledge base that could be leveraged far beyond the initial rollout.

Adoption

Adoption came naturally due to the urgency: every minute counted. Employees saw immediate benefits in their daily work, which helped overcome resistance and build momentum. Involving key users from the start proved essential to ensuring smooth integration and trust in the new system.

Education

Beyond the technology, Bosch discovered the importance of fostering a knowledge-sharing culture. Training focused on enabling staff to document, share, and reuse solutions effectively. Looking ahead, the company sees strong potential to integrate AI for deeper analysis and proactive recommendations.

TOP 3

Forvis Mazars: Payroll Digitalization Tool

Initiation

Forvis Mazars took matters into their own hands. Facing a lack of suitable market solutions for Czech payroll and tax processes, the HR and innovation teams decided to build a custom tool tailored to their needs.

Experience

The result was a fully digitalized payroll system that onboarded more than 9,000 users in its first year. What started as a payroll tool quickly grew into a broader HR platform, integrating document management and enabling secure access for employees and clients alike.

Adoption

Internal adoption among office staff was smooth, thanks to an intuitive interface and clear communication. The bigger challenge lay with external clients, especially in blue-collar environments. Here, the team learned the value of strict onboarding procedures combined with hands-on support to ensure consistent usage.

Education

The project underlined how critical user training is to success. Forvis Mazars combined in-app guidance with interactive workshops for HR teams and client staff. A constant feedback loop ensured the tool evolved alongside user needs, highlighting the power of engaging employees early and keeping education simple, practical, and role-specific.

TOP 4

SAP CZ: AI Literacy & Adoption Survey

Initiation

SAP CZ identified a growing gap: while AI was becoming a daily tool for some, many employees were hesitant or unsure of its value. To bridge this divide, they launched a

company-wide AI literacy program, starting with a large-scale survey to map needs and blockers.

Experience

The results were eye-opening, even for a tech-driven company. Gaps existed not only in knowledge but also in confidence. SAP responded by designing role-specific AI curricula focused on practical applications, a foundational understanding of AI, and the critical aspects of data security and ethics.

Adoption

From the outset, the program targeted all employees – ensuring no silos and creating a shared baseline. Peer-to-peer sessions and team “prompting challenges” helped build curiosity and reduce fear. Managers received additional support to act as champions and role models for adoption.

Education

SAP’s approach showed that sustainable digital transformation depends on structured learning. By combining formal training with informal workshops and internal ambassadors, the company built a culture of continuous learning and experimentation, setting a strong foundation for future innovation.

TOP 5

Closing Remarks

The session highlighted one clear message: successful digitalization is not just about technology. It’s about people – their motivation, their confidence, and their willingness to learn.

Members appreciated the practical insights and the openness of the discussions. The meeting closed with a shared commitment to keep the working group a content-driven, hands-on platform delivering tangible value for all members. The next session will build on these streams and dive deeper into best practices for adoption and measurable impact.

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