

SBS Lift Forum

Digitalisation in the Lift Sector

Lifts & new technologies

Rules – Opportunities – Challenges

23 May 2019
First floor
Rue Jacques de Lalaing 4
Brussels, Belgium

One more time, EFESME and SBS - Small Business Standards put together their resources and efforts to organize the annual SBS Lift Forum. This joint activity give us the opportunity to analyse in detail various issues important and fundamental for the SMEs that we represent.

As SBS member, we are involved in a virtuous network with other organisations that allow us to strengthen each other, and to create a useful synergy between several partners, such as, for these specific topics, with the European Digital SME Alliance.

This year's theme, as said during the 2018 SBS Lift Forum, is Digitalisation in the lift sector. Against the increasing importance of the digital world in the daily work of SMEs in every sector, we have decided, on the one hand, to explore the potential and risks that a global phenomenon such as Digitalisation can create for SMEs.

On the other hand, we want to ask and study how SMEs can exploit this very same phenomenon: to improve, to work better, and to be more effective and efficient in an increasingly dynamic and evolving market.

There is no doubt that Digitalisation offers great and attractive possibilities for SMEs. Just think, for example, of the possibility of creating a computer system to collect and save all the data relating to an elevator installation, so that it is easily accessible to the workers when they have to install, repair or otherwise operate on a lift.

Similarly is very prominent the potential of remote access to an elevator to diagnose a problem, as is the ease of sharing information quickly and easily between colleagues and partners.

The above are just a few examples of how Digitalisation, and the tools it provides for SMEs, can be useful and essential in their daily work.



Through our ongoing and future activities in the Digitalization and Cybersecurity fields we want to demonstrate and explain to our members and SMEs, that is one more opportunity to strengthen SMEs, and we want to support them in this new challenge.

At the same time, we are aware of the difficulties that can arise, partly due to an incomplete knowledge and comprehension of this phenomenon.

In our course of study and research, we have also decided to analyse the risks that Digitalisation can create for SMEs. Working with digital means having to deal every day with sensitive data, both from customers and elevators, data that we do not want in any circumstance to be made publicly available.

Digitalisation in the lift sector also means working more and more remotely, but taking into account the possible risks created by this type of approach and access; it means entering into a new working model, where sensitive data and information must be protected thanks to new technologies that we are learning only now to use at their best.

It is for this reason that part of our forum today will be devoted to cybersecurity and to how it has an impact and a significant importance in the life of SMEs, a topic that will then be explored in depth thanks to the case studies that will be presented in the afternoon.

Finally, through the EFESME activities of this and the next years, it is our intention to raise awareness among our members and guests on the subject. It is our intention to promote the creation of a network that allows them to find useful contacts between one another, in order to move in the increasingly transversal digital sector.

We hope our work will bring SMEs new tools and skills thanks to this long path that we are creating in 2019, our year of Digitalisation.

Massimo Bezzi

EFESME President

A handwritten signature in black ink, appearing to read "Massimo Bezzi", with a small flourish at the end.