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Exploring digital innovation in the production process: A suggested framework for automation technology solution providers

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Abstract

The advances in digital technologies enable organisations to develop new digital products and services, new business processes, and novel business models. Innovative digital solutions and business concepts are changing the environment of traditional production management systems. This paper aims to explore value constellations where small automation solution providers contribute to improving their customers' production systems. An empirical study is conducted to outline the digital transformation value constellation and possible created values for both automation technology solution providers and manufacturing industries. The paper presents different approaches to how automation solution providers contribute to innovative customised digital transformation in manufacturing firms.

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