

Education and training of service engineers - A toolbox of methods for the digital business transformation

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Abstract. Modern business models are increasingly seen as a source of outstanding organizational performance and competitive advantage that either synergizes with the previous business model or completely replaces the previous strategy. For enabling this transition the paper describes an advanced model to master the digital business transformation. Based on a large literature review the paper will identify useful methods and tools which are used in modern industrial companies. By this the findings serve as blueprint for the education and training of future service engineers and deliver the basis for the elaboration and design of according skill cards.

Keywords: Service, education, tools, digital business transformation