

The real drivers of digitalisation success

Spoiler: it's more than meets the eye

New digital systems

The starting point - but not enough on its own

What really makes the difference ↓



1. Time

Time to actually change how work gets done, not just squeeze it in between operations.



2. Skills

Capabilities that turn tools into real operational value, not just usage.



3. Processes

Workflows designed for new ways of working, not legacy habits



4. Culture

A mindset that supports change instead of defaulting back to 'how we've always done it.'



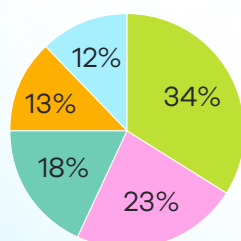
5. Organisation

Clear ownership and cross-team alignment that actually sticks.

Direct from your reality

In our State of Utility report 2026, the responses show a clear pattern:

What's the biggest obstacle slowing down your development?



Lack of time / resources

Technical challenges

Budget / financial constraints

Regulations / bureaucracy

Lack of the right skills / expertise

Want to dig deeper?

Continue reading about digitalisation in the utility industry.



Download the full State of Utility report for more insights, country comparisons and commentary.

