



# DIGITAL TRANSFORMATION : WHAT'S IT ALL ABOUT ?

The Digital Transition at SE has become the basis of our corporate strategy in all BUS and organizations. However, digital transformation does not have the same impact at SE Digital or at GSC (Factory 4.0). A Software and Data Management strategy, on the one hand, and an intensification of connected means and modified industrial practices on the other.

Basically, the Digitization Process aims to achieve two objectives:

- **Improve plant productivity and flow efficiency** by digitizing industrial and logistics processes.
  - **Increase revenue and create competitive advantage** with our customer data and software offerings to deliver a better end-to-end digital experience to our customers.

## A DIGITAL BRAIN DRAIN

According to Management SE DIGITAL represents many jobs in France, (do they mean to say too many?), i.e. 15% for 6% of the Group's turnover. Should we be concerned about this when we see the rebalancing of industrial jobs in relation to the sales of the France/Group country? As software has no borders, it is easy to focus development and specialization on countries such as :

- **INDIA** (Data Scientists, EcoStruxure, Delivery & Support Team for all back and front platforms),
  - **MEXICO** (Management of the Group's digital practices),
  - **SPAIN** (Digital Customers' experience and internal processes HR, Finance, Commerce, GSC),
  - **ROMANIA**, with the Digitalization of the CCC for a more flexible workforce.

« We lose knowledge when we let go of project leaders, architects,... These people are more than simple than implementors of process. »

This is at the expense of existing jobs in France, which are filled by highly skilled French employees who are as well or better trained than in other countries. In addition, it is becoming urgent to secure resources: there is a very high level of turnover in these very promising professions, including in India. This has an impact on our projects and leads to loss of knowledge (or even leakage) when project leaders, architects, etc. leave the firm. These people are much more than implementors of process.

There are movements of funds :

- **Reduction of platforms** : from 16 to 4 to simplify the customer experience but also and especially to reduce operational costs.
  - **Western data hosting servers centralized at a single operator in the USA** : this raises the question of the acceptability for our customers of the choice of a US hosting server that does not always guarantee data confidentiality.
  - **Rise of data processing in INDIA** : SE is investing heavily in its SE ACADEMY to develop its own data scientist resources !



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## CRUCIAL FRENCH ASSETS

We wish to underline that **our customers remain sensitive and very attentive to the use of their data** (RGPD, storage, processing and possible exploitation by certain states or GAFA). The crystallization and geopolitical tensions should make SE decide to refocus its activities in our country, which offers greater guarantees of stability and independence. France remains a hub for SE Digital, even if a redistribution of resources is certain, we will not be fooled. 50% of productivity hours in IT are and will be realized in France, support function, direct or indirect.

At CFE-CGC, we totally agree to moving towards a Software strategy. We 100% back the company's decision. **SE cannot miss out on the Data revolution**, whether it is to increase its turnover or to improve our internal processes. However, that said - the CFE-CGC indicates that **it is not acceptable that our service sector jobs (ie industrial jobs) leave France. The impoverishment of France can not be on the agenda.**

## TRAINING : ESSENTIAL TO STAY UP TO DATE

The great thing about digitization is that :

Consistent worldwide work methods and tools

The possibility of splitting up tasks with the AGILE method

The possibility of rebalancing the distribution of responsibilities over several divisions/management/teams/countries...

But these jobs require, more than any other, **a necessary investment in training** to be constantly «up to date». All too often, this investment is individual and is hampered by the use of ever more new tools, sometimes without much added value. Without a defined strategy for keeping skills up to date, SE underestimates this investment and does not demonstrate a strong will to support its teams in terms of conversion (training, coaching) to these constantly evolving Data and Digital jobs.

The CFE-CGC affirms that the employees of these activities have a long history of multiculturalism, proven for quality work with teams around the world. **Efforts to adapt to time zones are made by everyone, often without compensation.**



## FOR A NEW WORLD

Schneider Electric

For CFE-CGC, SE France remains in the old world, the world of products and factories. The social dimension of digitalization has yet to be realized. An agreement on these professions must be reached in order to take into account the specific aspects of QWL (Quality of Life at Work):

- 1/ The hardship of long working hours
- 2/ The right to disconnect
- 3/ Tracking and monitoring of digital skills through an adapted and massive investment in training.

These professions are evolving very quickly: is SE AGILE enough to measure the reality and guarantee a future for our French employees in this field of excellence? Thanks to current growth the situation is favorable. We need to secure French sovereignty in this field.

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The CFE-CGC at the service of employees, in defence of fair and equitable remuneration in the common interest of achieving the company's objectives.

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