BIND SME 5TH EDITION

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Use Cases

EXTENDED VERSION

SEPTEMBER 2025

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The 5th edition in figures

7

Use Cases

arranged in 5 action areas

22

Lines of Work

based on the specific needs of participant SMEs

20

Participant SMEs

Average of 7.25 participant SMEs per use case

20 participant SMEs

Efficient organisation

UC01. Optimisation and digitalisation of internal processes

Business and the digital customer

UC02. Digitalisation and automation of commercial management

UC03. User experience and market analysis

Smart Industry

UC04. Connectivity and analysis of operations and logistics

UC05. Quality inspection with machine vision

Cybersecurity

UC06. Cybersecurity in processes and connected products

Sustainability and energy transition

UC07. Measuring and reducing environmental impact

Efficient organisation

UC01. Internal efficiency and digitalisation of processes

UC01. Optimisation and digitalisation of internal processes

Digitalising, automating and coordinating the company's internal processes to improve operational efficiency and traceability, reducing administrative burdens, preventing duplication and making better use of organisational knowledge.

Lines of work:

1. Automation of operational tasks. Optimisation of the internal activities that currently require a high manual workload (such as content generation for digital channels and documentation, planning or technical calculations) through solutions that systematise information, reduce errors and facilitate the scalability of operations.
2. Centralisation and administrative traceability. Unification of dispersed information and documentation (invoices, expenses, materials, etc.) through solutions that automate their capture, interpretation, classification and integration into existing systems, gaining control and traceability, reducing the administrative burden and preventing duplication.
3. Efficiency and control in project management. Solutions that enable optimal and connected coordination of the different project phases and other related aspects (accounting of working hours, documentation, management of materials, facilities or equipment), ensuring global visibility and efficiency.
4. Intelligent management and use of organisational knowledge. Solutions making it possible to organise, consult and reuse technical and documentary information as well as previous project data in an agile and accessible way. These tools aim to transform accumulated experience into practical knowledge, reduce dependence on senior experts, prevent loss of key learning and improve decision-making in new projects
5. Optimisation of technical and industrial design. Application of digital and parametric/3D design tools to reduce time and effort in initial engineering phases. These solutions aim to speed up the generation of models, standardise configurations, take advantage of existing technical libraries and offer greater flexibility and customisation in preparing commercial and design proposals.

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Business and the digital customer

UC02. Digitalisation and automation of commercial management

UC03. User experience and market analysis

UC02. Digitalisation and automation of commercial management

Driving the digital transformation of commercial processes through solutions that automate the management of customers, bids and orders, improve traceability and enable more efficient purchase and procurement planning.

Lines of work:

1. Automation and traceability of commercial management. Implementation of advanced digital tools (CRM, integrated platforms, intuitive interfaces, etc.) to centralise and automate the relationship with customers and suppliers. This includes the unification of interactions and orders from multiple channels (emails, phone calls, instant messaging, etc.), ensuring traceability and transparency throughout the commercial cycle.
2. Intelligent generation of bids and proposals. Application of Artificial Intelligence and Machine Learning for generating technical and economic bids automatically, learning from historical data and making accurate estimates of time, costs and materials. The aim is to reduce the manual burden, minimise the risk of errors and shorten response times in the commercial process.
3. Optimisation of purchasing and procurement. More efficient purchase and procurement planning by aligning with demand forecasting and customer/supplier production schedules, thereby reducing waste, minimising costs and moving towards sustainable and connected materials and resource management.

UC03. User experience and market analysis

Boost interaction with customers and end-users through experience-centred digital interfaces, smart support using Artificial Intelligence and Advanced Data Mining to personalise the relationship, identify consumption patterns and anticipate market trends.

Lines of work:

1. **Redesigning interfaces and digital platforms with a focus on user experience**. Upgrading operating software, machine interfaces and digital platforms from a UX/UI-centric logic to deliver more intuitive, attractive and robust systems. The integration of advanced technologies, such as Artificial Intelligence, would make it possible to learn from failures, generate intelligent alarms and guide the user in interpreting results.
2. **Intelligent customer support through Artificial Intelligence.** Deployment of Artificial Intelligence solutions applied to chatbots and voicebots with intelligent triage for 24/7 assistance. The aim is to resolve frequent queries, prioritise incidents, reduce response times and improve customer satisfaction.
3. **Technology watch to anticipate market trends and personalise customer experience.** Advanced exploitation of internal data (sales, turnover, digital interactions, etc.) together with external information (consumer trends, competitors, market, etc.) to identify behavioural patterns and segment customers more precisely, with the aim of anticipating needs, adapting the supply and improving commercial decision-making.

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TECHLAB SYSTEMS

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Smart Industry

UC04. Connectivity and analysis of operations and logistics

UC05. Quality inspection with machine vision

UC04. Connectivity and analysis of operations and logistics

Connect and monitor machines and processes to capture real-time data and exploit it through advanced analytics, forecasting and digital twins so as to optimise operational efficiency and reliability.

Lines of work:

1. Monitoring and connectivity of machines and processes. Integration of IoT technologies and management systems (MES) to capture and monitor data from machines, tools, processes and raw materials throughout the production cycle.
2. Intelligent processing and exploitation of operational data. Application of advanced analytics, image processing and sensors to optimise production, anticipate errors and identify inefficiencies. It includes predictive models that correlate internal variables with external factors to reduce manufacturing times and maximise productivity with a holistic, data-driven view.
3. Intelligent route planning and optimisation. Use of geopositioning and real-time analysis to improve the planning and execution of logistic transport routes and technical services.

UC05. Quality inspection with machine vision

Application of artificial vision and advanced analytics to detect defects, control dimensions and anticipate incidents, improving traceability, efficiency and quality in production processes.

Lines of work:

1. **Automatic defect detection and dimensional control.** Integration of artificial vision systems (high-resolution cameras and hyperspectral technologies, etc.) to identify and classify product defects automatically and autonomously, carry out real-time dimensional control, reduce production faults and lay the foundations for the automation of zero-defect oriented processes.
2. **Intelligent exploitation of data to correlate defects with processes and equipment.** Combining machine vision with advanced analytics and predictive modelling to leverage the data generated during quality inspections. The aim is to anticipate the occurrence of defects, link their causes to specific equipment or production parameters, stop processes when necessary and adjust manufacturing conditions in real time.

Cybersecurity

UC06. Cybersecurity in processes and connected products

UC06. Cybersecurity in processes and connected products

Strengthening cybersecurity in systems, processes and connected products through auditing, technological reinforcement and training, ensuring regulatory compliance and comprehensive information protection.

Lines of work:

1. **Auditing and diagnostics of systems and processes.** Comprehensive assessment of the current situation to identify risks and vulnerabilities and define action, prevention and contingency plans to ensure regulatory compliance and strengthen information security at all levels.
2. **Strengthening cybersecurity in connected products, internal processes and access.** Implementing advanced protection measures in connected products and critical processes, including vulnerability management, access control, encryption, strong authentication and integrated physical security.
3. **Cybersecurity training and awareness raising.** Development of training programmes aimed at secure cloud use, data protection and access control, in order to minimise risks arising from human error and strengthen the digital security culture.

AAC Centro de Acústica Aplicada
Ingeniería + Laboratorio

ghi SMART FURNACES

OILASKO BERRIAK

TECHLABSYSTEMS

ZIKOTZ
Transformando espacios

LOIRE Gestamp

BM bronymec

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Sustainability and energy transition

UC07. Measuring and reducing environmental impact

UC07. Measuring and reducing environmental impact

Boost sustainability through waste recovery, the circular economy and the measurement of the environmental footprint, promoting energy efficiency and emissions reduction.

Lines of work:

1. **Measurement, analysis and prediction of energy consumption and carbon footprint.** Implementation of systems to measure, analyse and predict energy consumption in facilities, automatically calculate the carbon footprint and facilitate the development of reduction and offsetting plans.
2. **Recovery and reuse of waste and materials.** Development of solutions to recover and recycle materials and waste from production processes (SMC, CF-SMC, Phenol SMC, palladium, construction and demolition waste, etc.). It also includes digital technologies for surplus management, advanced traceability and circular economy tools to facilitate business-to-business exchange.
3. **Electrification of company fleets to reduce environmental impact.** Progressive implementation of electric vehicles in transport and maintenance fleets, accompanied by monitoring and recharge management systems.

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Basque Open Innovation Platform

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