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Research Article

Industry and digitalization, devices and platforms in the case study of Everest

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Abstract

The importance of digitalization in companies is increasing. Industry uses digitalization to improve the operations and quality of the information and work. Implementing digitalization in industrial companies is not a linear process, but requires careful analysis and a strategy tailored to the specifics of each organization. This study is done has the objective of identifying the key elements in the digitalization of an industrial company. It considers the analysis of the main and essential software programs that help digitalization. In the study are described the devices and platforms that can be used with FileMaker and is also performed a SWOT Analysis. The paper describes the challenges and strategies for implementing digitalization and also the economic benefits of digitalization for Albanian industry.

Keywords: industry, digitalization, technology, software, innovation.

1. Introduction

The main elements of digitalization in companies are: project management which include creating applications for managing the projects, including details such as budget, scheduling and resources (Prifti, 2022); customer management, which can

be used to create customer relationship management (CRM) systems, enabling the storage and analysis of customer information; accounting and finance, which used to create systems for managing finances and accounts and inventory management, which can manage inventories and shipments in various businesses.

2. **Materials and methods**

Figure 1 describes the server machine that is used for managing the data in the company and in the departments.

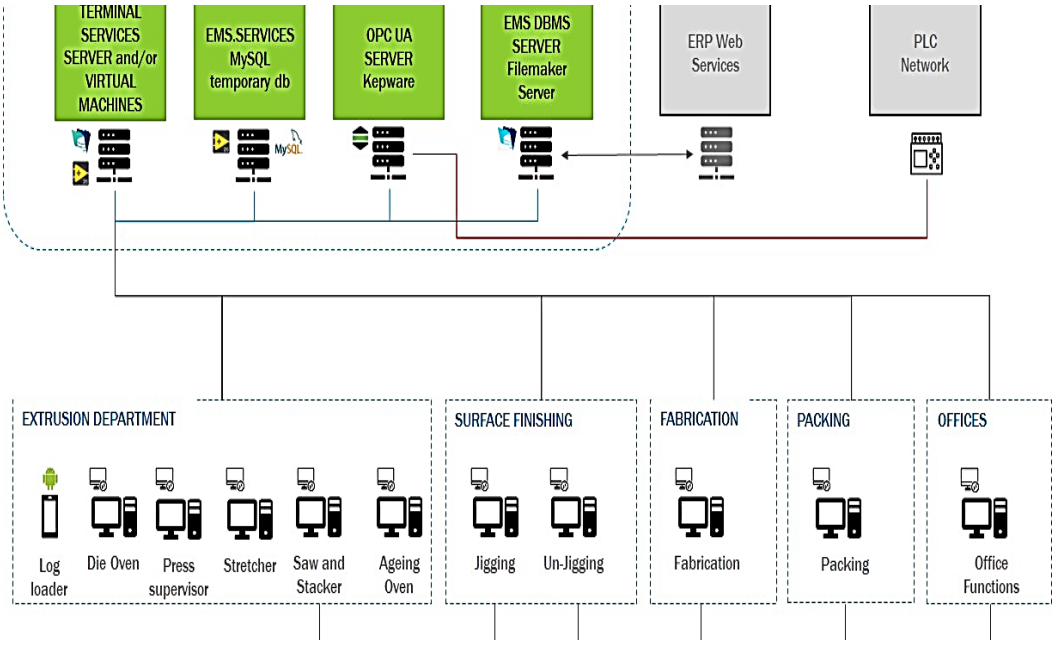

Figure 1. The server machine and the departments of the company

The main software programs that help digitalization in the company are as follows:

- File Maker Pro: This is the primary software for developing custom applications and databases. File Maker Pro is used to create, manage, and organize data, and is the foundation for any EMS application built in File Maker (El Kihel et al, 2021).
- File Maker Server: This is a service that provides the ability to store and manage File Maker databases for organizations. FileMaker Server provides secure and scalable access to databases for multiple users, enabling data synchronization and sharing in an enterprise environment.
- File Maker Go: This is a mobile app for iOS that allows the use of File Maker applications on mobile devices (such as iPhone and iPad). Users can manage data and perform various business activities from their mobile devices, ensuring that information is always available and up-to-date.
- File Maker Web Direct: This tool enables the use of File Maker applications in web

browsers. Web Direct enables users to access and interact with File Maker databases through a browser, eliminating the need for separate desktop or mobile applications (Marston et al, 2011).

- File Maker Data API: This API allows developers to create applications and solutions that can connect to and communicate with FileMaker databases. The File Maker Data API can be used to integrate File Maker with other external services and platforms, such as ERP systems, CRM systems, or other data management platforms.
- File Maker Custom Web Publishing (CWP): This is another File Maker tool that enables the creation of custom web applications using PHP and XML. This can be especially useful for enterprises that want to create web-based applications for internal and external use.

2.1 Integration with Other Software

Microsoft Excel and Google Sheets: File Maker can integrate with Excel and Google Sheets to import and export data, as well as create custom reports. QuickBooks is used to integrate financial management with File Maker, to have an integrated view of a business's financial data. Zapier: This is a task automation tool that can be used to connect File Maker with many other applications commonly used in business management, such as CRM, marketing, and more. Other Cloud Services Software and PaaS: Amazon Web Services (AWS), Google Cloud, and Microsoft Azure can be used to store FileMaker data and provide other cloud services that support large enterprises.

2.2 Summary

File Maker EMS uses a combination of software and services to create data management solutions that can be customized to the needs of any business. This ecosystem of tools includes File Maker Pro, File Maker Server, other applications such as File Maker Go and Web Direct, and integration options with other applications and systems, providing a flexible and powerful platform for managing business operations (Bounfour et al, 2022).

3. Devices and platforms that can be used with File Maker

Windows computers: File Maker can be used on computers running the Windows operating system, including versions such as Windows 10 and Windows 11. File Maker Pro is the version used for creating and managing databases on these devices.
MacOS computers: File Maker is also available for Mac, including the latest versions of MacOS. Companies using Macs can use File Maker Pro to create and manage databases.
Tablets and Phones (iOS): File Maker Go is the application for iOS devices (iPhone and iPad), which allows the use of databases created with File Maker on mobile devices. This is especially useful for those who want to access their data while traveling or remotely.
File Maker Servers: File Maker Server is a server appliance that can be used to store

and manage File Maker databases, allowing a group of users to access data in real time from different devices (including desktops and mobile devices). File Maker Server supports multiple users on a network and provides built-in security and performance management (Palos-Sanches et al, 2022).
Web Browsers: File Maker can also be used through a web browser via File Maker Web Direct, which allows users to access databases through a browser, without having to install separate applications.
Cloud and PaaS: For those using File Maker Cloud, the platform can be installed and managed in the cloud, enabling access from any location and device with an internet connection. This is an option for users who want to avoid managing physical servers and are looking for a more flexible and scalable solution (Tavbulatova et al, 2020; Iosup et al, 2011).
Summary of devices that can be used with File Maker:
• PC and Mac for desktop;
• iPhone and iPad for mobile use (via the FileMaker Go app);
• File Maker Servers for centralized database management;
• Web browsers for access via File Maker Web Direct;
• Cloud-based tools for flexible and scalable access (File Maker Cloud);
In this way, File Maker offers a wide range of capabilities and can be used on many devices and platforms to manage and use databases in different ways, depending on the needs of users.

4. SWOT analysis

SWOT analysis for File Maker EMS (Extrusion Management Solutions) can provide an overview of the strengths, weaknesses, opportunities, and threats that may be associated with using File Maker for creating enterprise-scale business management solutions. Here is a SWOT analysis for File Maker EMS:
Strengths include:
- Ease of Use;
- High Customization and Customization;
- Automation of Processes and Workflows;
- Integration with Other Systems;
- Scalability;

Weaknesses include:
- Relatively High Cost;
- Requires Both Skilled Users and Technical Experts;
- High Scalability;

Opportunities include:
- Increasing Use of Customized Applications for Small and Medium Businesses;
- Increasing Use of New Technologies (AI and Analytics);
- Proliferation of Applications for Mobile Devices and Web Browsers;
- Proliferation in New Markets;

- Improvement of Integrations and Synchronization with Other Services;

Threats include:

- Competence from Software Open-Source and Other Free;
- The Rise of Other Custom Software;
- Changes in New Technologies;
- Difficulties of Integration with Large Corporate Systems;

File Maker EMS offers great opportunities for organizations looking to create customized solutions for managing data and business processes, but there are some challenges related to cost, performance, and competitiveness. However, with the increasing demand for customized solutions and process automation, File Maker EMS has the opportunity to evolve and increase its impact in the enterprise management market.

5. Economic benefits of digitalization for Albanian Industry

Digitalization is no longer an option, but a necessity for companies that aim to be competitive in the modern market. In the Albanian industry, the adoption of digital technologies is becoming a key factor in increasing productivity, reducing costs and increasing the sustainability of businesses. While some companies still see this change as a high initial investment, studies show that the long-term benefits outweigh any initial costs (Prifti, 2024).

5.1 Reducing operating costs and increasing Efficiency

• Automating processes through digital systems such as File Maker EMS reduces the need for manual intervention, minimizing errors and optimizing working time.
• Reducing losses and waste in the supply chain thanks to real-time data analysis.
• Reducing administrative costs with electronic documentation and centralized information management.

5.2 Increasing Competitiveness and Innovation

• Digitalization enables intelligent production, where each process is constantly monitored and optimized (Matarazzo et al, 2021).
• Integration with international markets through digital platforms makes it easier to export and expand globally.
• Increased capacity to personalize products and services according to customer requirements.

5.3 Improved Transparency and Financial Management

• Real-time monitoring of cash flow and financial performance through digital means.
• Elimination of financial fraud and human errors through automated systems.
• Optimization of investments through accurate data analysis, helping businesses make better decisions.

5.4 Creating a more economically sustainable Environment

• Reduction of energy and material consumption through optimization of operations.
• Replacing printed documents with digital systems helps not only reduce costs, but also protect the environment.
• Increased financial sustainability of Albanian businesses, making them more resistant to economic crises.

6. Conclusions

As Albanian businesses continue to face new economic challenges, adopting digitalization is no longer a distant option, but an urgent necessity. Companies that integrate technology into their operations not only reduce costs and increase productivity, but also create a sustainable competitive advantage. The future of Albanian industry will be determined by the ability to embrace technology and exploit its maximum potential in terms of economic development and innovation. During this study, it was observed that the main challenge lies not only in the adoption of technology, but in the creation of a new operational culture that relies on data and automation. For this reason, one of the most important steps has been the development of a clear methodology for assessing the company's digital readiness and adapting data management platforms according to specific needs.

The use of FileMaker EMS in this process has served not only as a tool for managing and organizing data, but also as a flexible platform that allows adaptation to different operational requirements. This system has enabled the creation of a personalized digitalization model, which does not function simply as an electronic archive, but as a strategic tool for improving decision-making and optimizing resources. Through this model, a significant reduction in data processing time and an improvement in overall operational performance have been achieved.

Based on this approach, one of the main recommendations for companies aiming for digitalization is to create a personalized strategy that focuses not only on software, but also on process transformation and human resource training. Only in this way can digitalization be transformed from a technological initiative into a sustainable competitive advantage in the market.

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