



Daniel Städeli, Governance Consultant at SPIE (left), and Markus Goldschmid, CEO of HINT AG (right), discussing the next steps in HINT AG's crisis management organisation. Copyright: SPIE/HINT AG

Press release

SPIE further develops HINT AG's crisis management organisation

- By expanding its crisis management organisation, SPIE is strengthening the secure operation of critical ICT infrastructures (Information and Communication Technology) in the Swiss healthcare sector.
- The new "Manager on Duty" concept ensures seamless internal communication, speeds up the ability to act in the event of an incident and sustainably strengthens HINT AG's resilience.

Lenzburg (Aargau), 7 October 2026 – SPIE, the independent European market leader in multi-technical services in the fields of energy and communications, has further developed HINT AG's crisis management organisation. This creates the conditions for faster decision-making in the event of an incident and strengthens the resilience of critical ICT infrastructures in the Swiss healthcare sector. The collaboration includes the introduction of a "Manager on Duty" concept, the expansion of decision-making processes and the further development of internal crisis communication.

HINT AG develops, operates and protects ICT solutions for hospitals and other healthcare organisations. As an ISO 27001-certified company, it has an established information security management system and places great importance on protecting its solutions and services and ensuring their availability. For a provider of critical ICT infrastructures, it is essential to remain able to act even under extraordinary circumstances and to make decisions quickly and transparently. Against this backdrop, HINT AG has been working with SPIE ICS, a business unit of SPIE in Switzerland, for several years to continuously adapt its crisis management organisation and resilience to new requirements.

A key component of this collaboration is the introduction of the “Manager on Duty” concept. As a delegate of the Executive Management, the “Manager on Duty” has defined decision-making powers in the event of an incident. This helps shorten escalation paths and coordinate measures more quickly. In addition, SPIE ICS has established what are known as “reserved decisions”. Strategic decisions relevant to defined crisis scenarios are determined and approved in advance. This creates clarity regarding responsibilities and reduces uncertainty when rapid action is required in the event of an incident.

Internal crisis communication has also been further developed. A comprehensive communication concept ensures that the relevant management levels are involved in the event of a crisis and that information is passed on in a targeted manner. Regular crisis simulations and exercises test the defined processes under realistic conditions. “The increasing digitalisation of the healthcare sector requires a high level of resilience to crises and robust cybersecurity,” explains Frédéric Noyer, Head of Cybersecurity at SPIE ICS. “An effective crisis management organisation not only protects data but also helps keep critical infrastructures available and thus safeguard patient care.”

Edgar Lehrmann, Acting CEO and CFO of SPIE Switzerland, adds: “The requirements placed on operators of critical infrastructures are constantly increasing, while the growing complexity of regulations and cyber threats makes forward-looking preparation essential. We support companies in identifying risks at an early stage and sustainably strengthening their resilience.”

Markus Goldschmid, CEO of HINT AG, says: “A strong crisis management organisation is not created only when an emergency occurs, but through consistent preparation. SPIE ICS has been supporting us for years in continuously developing our resilience and ability to persevere.”

SPIE ICS specialises in information and communication technologies and implements pioneering projects for companies and organisations, with a focus on cybersecurity, managed services and technological independence.

About SPIE Germany Switzerland Austria

SPIE Germany Switzerland Austria is a subsidiary of the SPIE Group. With over 20,000 technology enthusiasts at 750 sites, the company is a leading multi-technical service provider for buildings, systems and infrastructures in Germany, Switzerland and Austria.

In Switzerland, SPIE employs around 900 people across 10 locations. SPIE Switzerland, part of SPIE Germany Switzerland Austria, offers services in the areas of ICS (Information & Communication Services), MTS (Multi-Technical Services), and IFS (Integral Facility Services).

With a total of 55,000 employees, the SPIE Group collaborates with its customers to drive the energy, digital and industrial transition. As a key player in decarbonisation, SPIE offers efficient and innovative solutions for all sectors of the economy. In 2025, the SPIE Group generated consolidated revenue of €10.4 billion and consolidated EBITA of €793 million.

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