



Endress+Hauser's Digital Workplace Journey



ABOUT

In 2017, Endress+Hauser Group embarked on the journey towards a Digital Workplace and introduced new communication methods – based on a range of Microsoft products: Outlook, Skype for Business, OneDrive for Business and Office 365.

CHALLENGES

- Inconsistent tool-landscape for communication, information, and collaboration
- Not ready for the future work environment
- Wish and need for a modern, mobile and open platform for internal and external collaboration

SOLUTIONS

- Self-Service collaboration for internal teams and external partners
- Workspace dashboard for each user with the individually most important rooms and documents

OBJECTIVES

- Collaboration in organization units, workgroups, or project teams based on modern, intelligent, and pre-structured workspaces with document libraries, team notebooks, and shared tasks
- A personal workspace dashboard with filters
- An expert search tool as well as a profile editor to easily maintain and edit personal information based on metadata
- A self-service portal, e.g. to apply for new workspaces, for remote access, or to adjust storage room.



THE JOURNEY

The first stage started in January 2018. More than 100 employees from the different global Endress+Hauser locations gathered for a 2-day kickoff in Weil am Rhein (Germany) to learn about the vision and goals of this project and to develop a number of details for the digital workplace. At this stage, innobit ag joined as a partner to build the new collaboration platform. During the kickoff workshop, led by innobit, the participants delved into different groups dedicated to collaboration, corporate news, mobility, lifecycle management, governance, and self-service. They had the chance to introduce their local needs, which resonated well. Many attendees participated in different workgroups and actively shaped the new collaboration platform. The strategic requirement was to use Microsoft Cloud Technologies. In addition, the question of how to handle the systems already in place was thoroughly discussed. For example, how the “old” Intranet will gradually be decommissioned or the interrogation of whether and how the Confluence Wiki should be used along with the new platform. Furthermore, new interfaces were planned, i.e. for HR staff, for Salesforce.com, or Planview. During this phase of discussions, innobit proposed Powell Software’s intelligent digital workplace. Known as the Digital Workplace for Office 365 and SharePoint Online, Powell Software includes over 70 customizable ready-to-use SharePoint templates that simplify platform creation and offers a lower-cost alternative to a custom build. The technology aligned well with Endress+Hauser’s needs and ultimately the project was realized with Powell Software — combined with pointed SPFX web parts for a forward-thinking full-cloud solution.

“The strategic initiative to create a “Digital Workplace” aims to modernize the digital workspace at Endress+Hauser. It is bound to enhance efficiencies, improve internal and external collaboration; all by providing a fun experience when using it. In 2018, we added a central element: a collaboration platform based on Microsoft SharePoint. This included an encompassing lifecycle management tool, along with access authorization and self-service application for the individual digital workrooms. innobit being straightforward, proficient and agile matches very well with Endress+Hauser and we are proud to be successful together.”

Michelle Rowbotham, Head of Division Digital Workplace, Endress+Hauser InfoServe GmbH+Co. KG

Within about 5 months innobit and Endress+Hauser completed the solution iteratively together. By the summer of 2018, the Endress+Hauser Change Management Team generated training and information material, to drive the adoption process. The new Endress+Hauser collaboration platform went online on December 1st, 2018 and is frequently used. New workspaces are established daily and the teams are pleased with the new possibilities to work together internationally. In a next step, innobit will work with Endress+Hauser create a new Intranet which will also be based on Microsoft SharePoint Online, merging information, collaboration and communication in one platform.



Powell Software

About Endress + Hauser

Endress+Hauser is an internationally leading provider of measuring devices, services and solutions for industrial process technology players. The “People for Process Automation” offers comprehensive solutions for percolation, liquid level, thrust, analysis, temperature, data collection and digital communication throughout all sectors and guarantees reliable, secure, economic and ecologic processes. Based in Reinach, near Basel in Switzerland, the group employs more than 14,000 people globally. A network of sales centers and partners ensure capable support throughout the world. Product centers in twelve countries meet customer desires quickly and flexibly.

About Powell Software

Powell Software develops digital workplace solutions that improve the employee experience, helping companies write their own “future of work” by leveraging the talent of their entire workforce.

