



# Setting Up a Digital Workplace for the Global Corporation

## B. Braun

What is the best way to organize collaboration in a digital workplace for a global corporation? Arvato Systems implemented an intelligent collaboration and communication solution based on Microsoft Office 365 and NAVOO for medical and pharmaceutical corporation B. Braun Melsungen AG. The corporation's nearly 64,000 employees across a total of 64 countries can now use Microsoft Office 365 in a simplified and self-regulated manner and collaborate efficiently.

**„With NAVOO, we have achieved our goal of ensuring efficient and secure global collaboration for B. Braun employees with just one innovative solution. The satisfaction of our employees in their daily teamwork speaks for the success of the project.“**

Gerd Niehage, CIO, B. Braun Melsungen AG

### Initial Situation and Task

Immediately after joining the company in January 2017, B. Braun CIO Gerd Niehage launched an IT realignment initiative and anchored the introduction of a uniform collaboration and communication platform with Microsoft Office 365 in his IT strategy since the existing IT infrastructure no longer met the various user groups' requirements for a modern form of collaboration. The task was to develop a transparent and future-proof blueprint out of a jumble of different tools, applications, and storage locations and to undergo a successful transformation.



### The Customer

- Company  
B. Braun Melsungen AG
- Employees  
63,751 (as of 2018)
- Sales  
€6.9 billion (2018)
- Country  
Head office in Germany  
Active in 64 countries
- Website  
[www.bbraun.com](http://www.bbraun.com)

### Industry

- Healthcare



To achieve its goal, B. Braun initially commissioned Arvato Systems to introduce a new intranet solution and, while the project was ongoing, added the task of developing a modern global collaboration solution.

## The Requirements

As a Digital Workplace for B. Braun, NAVOO must...

- ... make it easy and efficient for the over 60,000 employees to communicate and collaborate.
- ... offer a central corporate communication platform that is adapted to the CI.
- ... ensure that the system is accepted quickly without the need for roll-out training sessions by being easy to configure and use.
- ... adapt and optimize the existing tools and processes seamlessly.

## Solution

Arvato Systems first held a number of workshops with B. Braun to develop the requirements for the future intranet solution. As the strategic discussions went on, it became clear that there was a need for SharePoint Online to be used more extensively. Options for making communication and internal and external cooperation more efficient among B. Braun employees worldwide were also discussed. As part of B. Braun's Microsoft strategy, the decision was ultimately made to develop an integrated collaboration, communication, and intranet solution based on Microsoft Office 365. At this point, Arvato Systems brought its Digital Workplace solution NAVOO into the conversation.

NAVOO is an SaaS solution that enables Microsoft Office 365 to be used efficiently and administered independently. The major advantage for B. Braun was that NAVOO basically works like a modular system: NAVOO provides best practice models and site templates for B. Braun employees. The challenge was factoring in the requirements of the different teams as well as the regulations of the individual countries and subsidiaries. While teams now have the option of configuring individual settings, they can also start their work immediately without needing to configure extensive layout and configuration settings beforehand.

NAVOO makes "turnkey construction" succeed in this regard as it makes Office 365 applications easy to use for the day-to-day tasks at B. Braun in an understandable way. This in turn allows the company to save on development costs and resources, as well as first level support.



# The Case at a Glance

## Task

- As part of a realignment of its IT strategy in 2017, B. Braun required the development of a Digital Workplace to help its employees collaborate across the 64 countries in which they work. The goal was to set up an intuitive and digital workplace that can be used independently while keeping IT and administration costs as low as possible.

## Technology

- Microsoft Office 365
- NAVOO

## Result

- Arvato Systems was able to implement a Digital Workplace for over 60,000 B. Braun employees to help their global collaboration efforts within a very short space of time. By introducing Microsoft Office 365 and NAVOO, the previous corporate communication platform was replaced, the number of applications was significantly reduced, the processes were optimized, and new standards were introduced in compliance with regional governance, compliance, and security requirements.

## Result

### Change Management

The implementation of NAVOO at B. Braun kicked off on 1 April 2019 and the Digital Workplace experts from Arvato Systems carried out and supported the entire process. This meant that everything was able to go live as early as 17 September 2019. Arvato Systems used its in-depth knowledge to integrate the technologies previously used by B. Braun into the new structures, while it also focused on reducing applications and transforming old technologies to sort out the jumble of tools, locations, and applications.

### The Transformation with NAVOO

The specific NAVOO features used for B. Braun were document models, site templates, and self-services. Employees will be able to organize themselves with NAVOO and define their own processes. The restructuring of document management was also part of the implementation: NAVOO Lifecycle and Monitoring automatically captures content and deletes unused data with the creator's approval. In terms of handling data and documents, sharing documents, and versioning securely, NAVOO was able to contribute to giving B. Braun employees greater scope to collaborate more independently. The framework conditions for this are determined by a governance and security concept with an integrated role/rights structure in an international context. NAVOO controls and manages all security-relevant content in accordance with B. Braun's company policies.

The special challenge in this project was factoring in the regional regulations of the different countries. An excellent example of this was the issue posed employees in North America needing to access content located in Europe. This access had to be enabled and at the same time documented and monitored. B. Braun is the first Arvato client to use Microsoft's geolocation capabilities, which allow B. Braun employees' content to be stored and managed on a country-specific basis.

One of NAVOO's other strengths also became apparent during the implementation process: B. Braun was able to start working with the new Digital Workplace solution within a very short space of time. It was only possible to implement this sort of project in such a short time thanks to the NAVOO product. The efficient modular system reduced the project time to roll-out by up to six months, resulting in significant time and cost savings for B. Braun.

## Result

- A successful transformation process to a modern collaboration solution
- Fast and easy roll-out for over 60,000 employees in 64 countries
- High user acceptance of the system
- Easy to use thanks to best practice models and site templates
- Low effort in terms of administration and support, saving time and costs as a result
- Compliance with country-specific governance, compliance, and security standards

# How Can We Inspire You Today?

## About Arvato Systems

Global IT specialist Arvato Systems supports major companies through digital transformation. More than 2,800 staff in over 25 locations epitomize in-depth technology expertise, industry knowledge and focus on customer requirements.

Working as a team, we develop innovative IT solutions, transition our clients into the Cloud, integrate digital processes and take on IT systems operation and support. As a part of the Bertelsmann-owned Arvato network, we have the unique capability to work across the entire value chain.

Our business relationships are personal; we work with our clients as partners, so that together we can achieve long-term success.

You have questions, need information or a contact?  
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