

CONSULTANCY AND PROGRAMMING FOR CHR. HANSEN'S AWARD-WINNING INTRANET

Relunched intranet wins award for Chr. Hansen

When Chr. Hansen renewed their intranet, the resulting solution was so appealing and so simple to use that more than half of their employees now use it everyday. A SharePoint system with minimal customisations, the intranet was awarded Best Intranet 2010 by IntraTeam, beating some of Denmark's biggest companies to the prize.

Chr. Hansen develops natural ingredients for food, nutrition, agriculture and the pharmaceutical industry. As a knowledge-based company, it's essential that Chr. Hansen's 2,200 employees have access to the latest company information. But in 2006, the company realised their intranet wasn't working as an effective information portal – in fact, most of Chr. Hansen's employees rarely visited the site.

So Chr. Hansen worked with NNIT to select a new system, and design an intranet that meets employee needs. The result is an award-winning intranet that functions as a single point of entry to all of Chr. Hansen's important systems and IT tools – and is used by nearly every employee.

THE CHALLENGE:

Bringing employees back to the intranet

"There were two main problems with the old intranet," says Jan T. Bolton, IT Manager, Business Applications, Chr. Hansen. "First, people had to log into the intranet with a user name and password – and this was a barrier to users. Also, the intranet had been developed as an IT project only, without focusing on the user experience. As a result, Chr. Hansen had a great technical solution that people rarely saw."

Jan's vision was to create an intranet that served as a single point of entry for the impor-

tant information an employee would need – and he worked closely with Intranet Manager Christian Skjæran from Chr. Hansen's Corporate Communications department to make this happen. Christian explains, "I was responsible for the business strategy, while Jan was in charge of the technical platform. Essentially, we did it as a joint venture. We wanted to make it business-critical, with the intranet as the frontend for an employee's work."

Having worked with NNIT at his previous company, Jan called them in to help assess the technologies available. "The analysis work done by NNIT was really excellent," he recalls. "They realised that SharePoint 2007 would not only give us a great intranet that could be integrated into our other Microsoft systems, it could also function as our document management system – so we could kill two birds with one stone."

With the platform chosen and the team in place, the next task was to create a great solution.

THE SOLUTION:

Everything an employee would ever need

Although the project was run as a relaunch, the new intranet was essentially built from scratch. The team created a new information architecture and improved the navigation and layouts. One key success criteria was for the intranet to use an off-the-shelf solution as much as possible. But customisations were still needed, and NNIT pulled in a team of programmers to help develop and configure the new system.

"We wanted to get everything in there," explains Jan. "So we integrated all the important tools an employee would need – from a company phonebook to a vacation planner and project management tool."

As with all intranets, navigation was key to success – because if things aren't simple to find, people will soon stop looking. So the team decided not to follow the company's organisational structure when designing the navigation and menu points. Instead they followed work



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CHRISTIAN SKJÆRAN, INTRANET MANAGER, CHR. HANSEN

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processes, working with users to establish how people would go about looking for information. And the team discovered that people go about things in very different ways, so there are a number of routes to get to the same place.

THE RESULT:

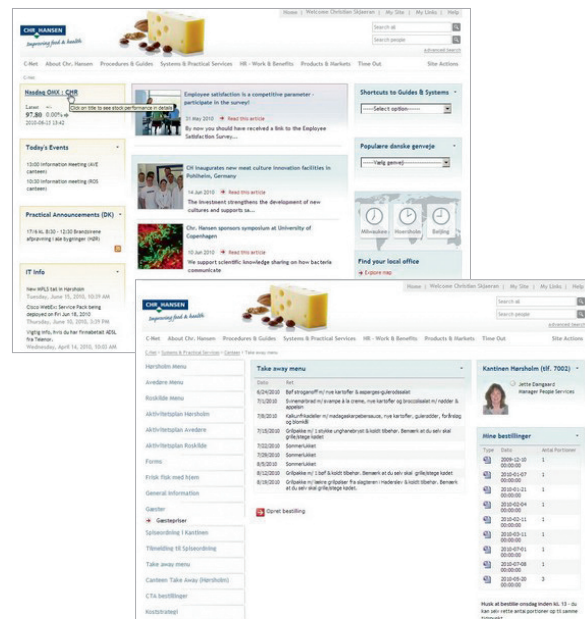
Making the complex appear simple

In the end, the navigation and search function in Chr. Hansen's intranet helped them land the Best Intranet 2010 award from IntraTeam – a Danish intranet consultancy firm – beating some of Denmark's best-known companies in the process. As part of the evaluation process for the prize, more than 350 employees completed a questionnaire about the intranet – and search and navigation both received overwhelming praise.

And what about the numbers? The new intranet has succeeded in getting user statistics far above the previous system. Chr. Hansen has more than 2,200 employees – and more than 2,100 of them access the intranet each month, with more than 50 percent accessing it every day. These figures are even more impressive when you take into account that not every staff member at Chr. Hansen has his or her own PC.

But for Christian, the numbers are far less important than feedback from users. "In many ways, it's impossible to judge the success of an intranet through user statistics," explains Christian. "Because you still can't tell the value of the system to employees. But feedback from users has been extremely positive. We've made the information and tools that employees need easy to find – and this should prove a massive time-saver for the entire company."

According to Peter Hedberg, Senior Client Manager at NNIT, the system has a number of other benefits for Chr. Hansen as a whole. "Chr. Hansen hadn't taken a strategic decision to move all their IT systems to a Microsoft platform," he explains. "But it was becoming a de facto standard. This meant SharePoint was the most future-proof option. It integrates well into many of their other IT systems, and there are more skilled Microsoft developers around the world – meaning that upgrades and future customisations would be simpler and cheaper."



ABOUT CHR. HANSEN

Chr. Hansen is a leading global supplier of bioscience-based ingredients to the food, health and animal feed industries – producing cultures and dairy enzymes, probiotics and natural colours. Chr. Hansen employs 2,200 employees in more than 30 countries.

AN AWARD-WINNING INTRANET

- Based on SharePoint 2007
- NNIT delivered design, architecture and consulting
- NNIT programmers customised and configured the system
- Winner of IntraTeam Best Intranet 2010

For further information

Please contact us at nnitcontact@nnit.com to learn more about the case or our customisation and implementation services.

ABOUT NNIT

NNIT is an international IT service provider offering IT consulting and the development, implementation and outsourcing of IT services for regulated industries. We create value for our clients by treating their IT as if it were our own. We use IT to support our clients' daily operations and help them achieve their business goals. Owned by Novo Nordisk, NNIT employs more than 1,400 people. In 2009, our turnover was €213 million.