

Social Intranet Arthrex GmbH

A Digital Workplace that speeds-up communication and collaboration

Founded 1981 in Florida, USA, Arthrex GmbH is now represented in 19 locations worldwide and continues to grow. With more than 2,700 employees Arthrex acts as a global manufacturer of medical devices. Especially in the area of product development and medical education in orthopaedics the company plays a leading role. The mission of the company is to support surgeons for a better therapy of their patients. With more than 8,500 innovative products and surgical procedures, Arthrex optimises the minimal invasive orthopaedics worldwide and is considered to be the pioneer in the field of arthroscopy.

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For the SharePoint Intranet project it was important for us to define measurable goals for success monitoring: the instrument therefore is the Add-In Surveys with which we can conduct global surveys. On average 200 participants take part in a survey.

Tim Mischkin

Supervisor & Business Analyst CRM Development der Arthrex GmbH

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Requirements

In order to improve the global collaboration and to support the central and fast exchange, Arthrex pursues the idea of creating a global platform that comes up to the growing processes of the company. Two separated systems based on Microsoft SharePoint were in use at that point - one in the USA and one in Germany. However, there was no concept behind it, which is why the systems were only used rudimentary and got confusing, unstructured and unwieldy for employees. In

search of a partner who understands the vision of a global intranet, Arthrex got to know Halvotec. „Among other things, our positive feeling for the cooperation with Halvotec was increased by the professional know-how, the strategic approach and the visionary view“, says Tim Mischkin, Supervisor & Business Analyst CRM Development of Arthrex GmbH.

Solution

At the beginning of the project the requirements were defined in a workshop. The team of Halvotec did not only advise professional, but also strategic and showed various options for the implementation of a global intranet. A customised SharePoint-Add-In-Concept included all functions of the new intranet: the central provision of information and documents, a promotion of cross-site and cross-departmental exchange,

support in team and project work, mobile access facilities, multilingual functions and optimised transfer of knowledge. Comprehensive topics such as high usability for users, the consistent look and feel and the structured mapping of processes were also considered.

Results

Thanks to the flexible SharePoint-Add-Ins of Halvotec, it was possible to implement the international SharePoint Portal of Arthrex within a short time. Collaboration-tools such as the IdeaFactory were used to easily submit ideas. As well as the PortalManager which supports departments and project teams in their cross-location collaboration. Further publishing

components were also inserted: they are used to communicate company news and upcoming events, to announce personal changes and to share the canteen menu. In addition, they provide central access to the new document base.

