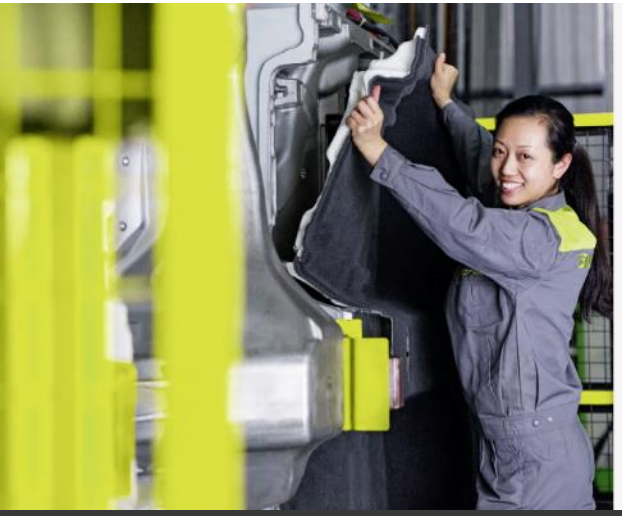
autoneum



Digital Workplace @ Autoneum
Von Strategie bis Launch in weniger als einem Jahr

Wissensmanagement Tage 2018

Agenda

1. Intro
2. Starting Point
3. Vision and Strategy
4. Implementation
5. Launch and Operation
6. Results and Lessons Learned

Who we are
Autoneum in a nutshell

Key Facts & Figures
Autoneum at a glance

Stock listed company
(**SIX** Swiss Exchange)

55 production facilities
worldwide

Revenue 2017:
CHF 2'203.0 million

Represented in **25**
countries

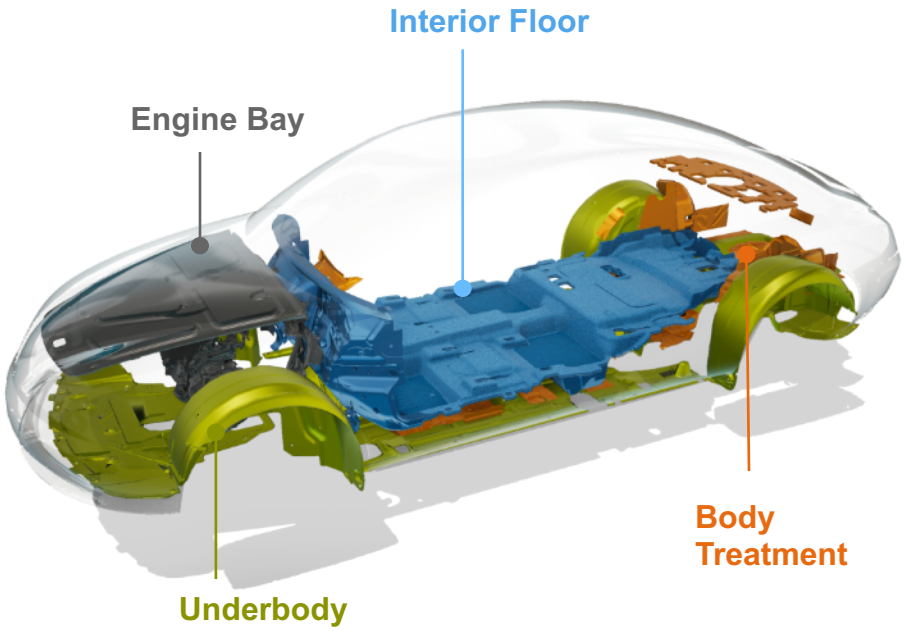
EBIT margin 2017: **8.1%**

Over **12,000** employees

Leading in Acoustic and Thermal Management

Four product lines

- Broad range of technologies
- Innovative materials and processes
- Customized systems and components
- Cost effective and lightweight solutions
- Total vehicle optimization
- Measurement systems and simulation tools



Intro
Facts and figures

- Age 47
- Married, no kids
- Nationality: German/Canadian
- Since 2000 projectmanager for web based applications
- Since 8 years in Switzerland
- Joined Autoneum in 2015

Intro
Why I live in Switzerland

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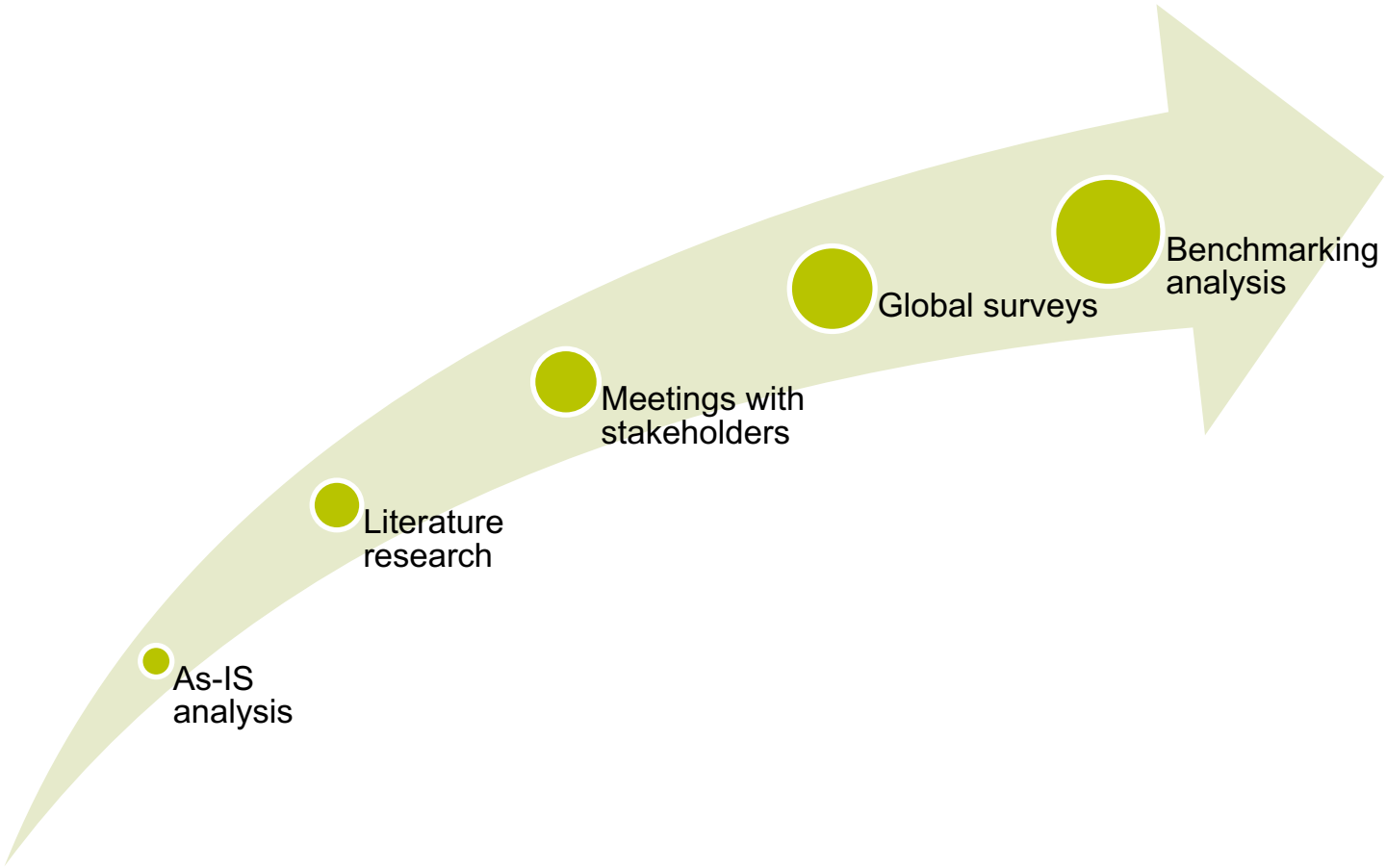
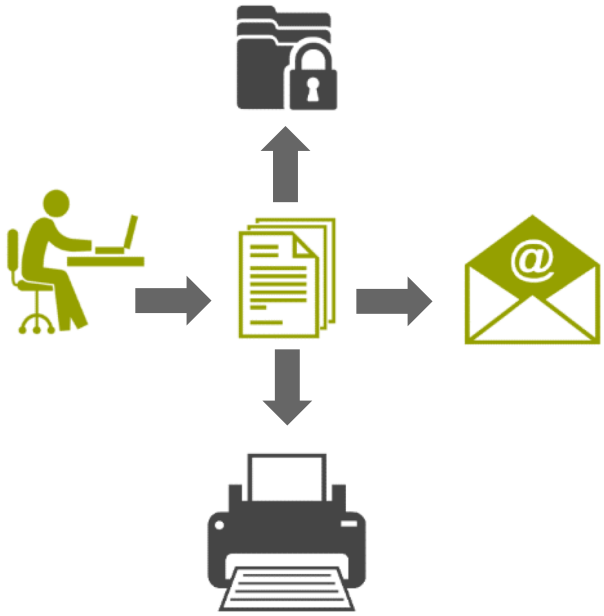
Starting Point
Road to a DWP



Starting Point
Situation at Autoneum

- Heterogeneous IT-Landscape
- E-mail is the primary source for information and collaboration
- Document-centric way of working
- No structured document management with versioning and meta data management available
- Information silos and lack of system integration
- No central search (e.g. for experts, documents)



➔ Information is not recognized as an organizational resource

Starting Point
Information is a company resource

In contrast to the transparency in the plants:

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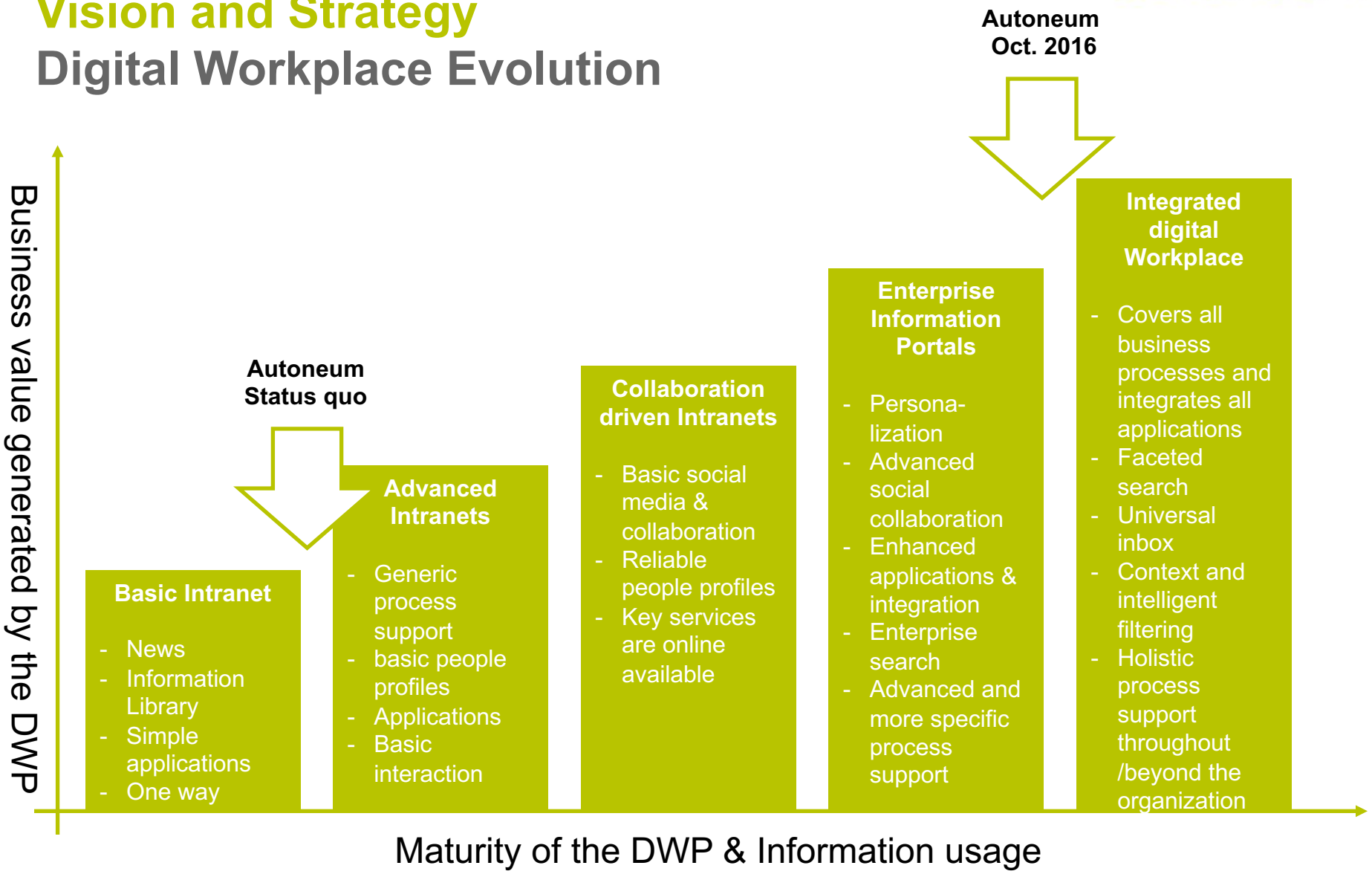
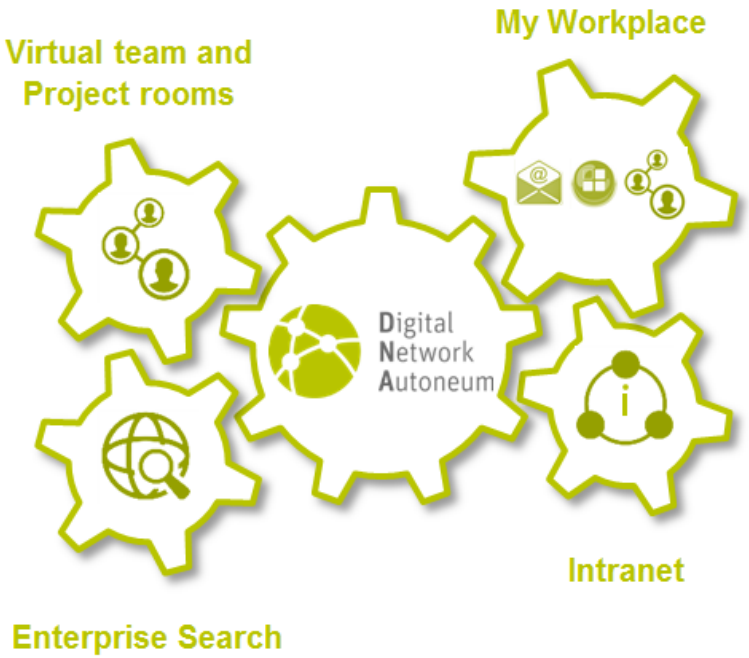
Vision and Strategy
Digital Workplace Evolution



Vision and Strategy
Key Features

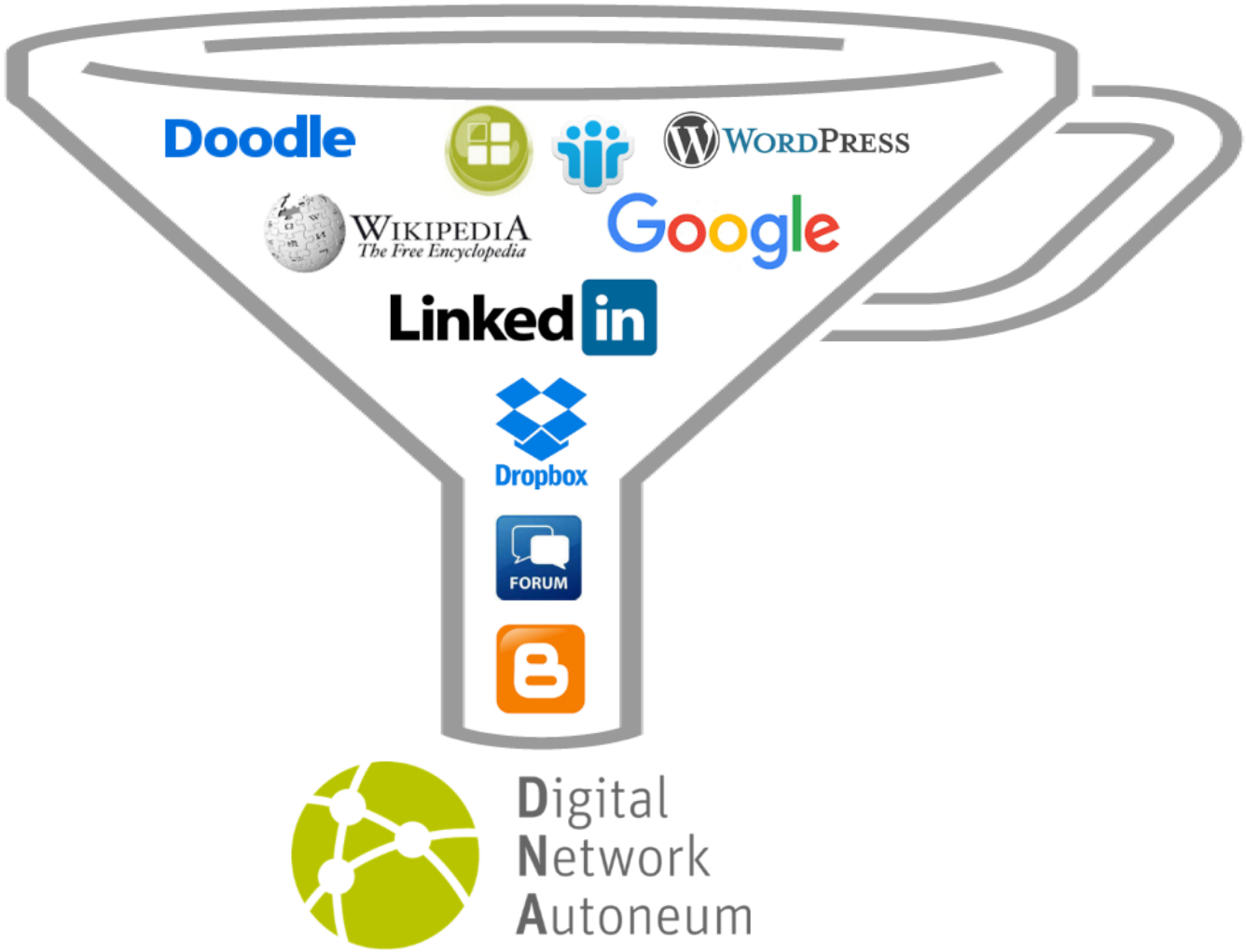
The **D**igital **N**etwork **A**utoneum (DNA) is the new global digital collaboration platform based on four key features:

- **Virtual team** and **project rooms** to collaborate and share
- "**My Workplace**" to aggregate personal information streams (e.g. e-mail, tasks, calendars) to get work done
- **Enterprise Search** to find the right information or expertise
- **Intranet** to have all relevant information in one place



Vision and Strategy

Imagine…



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Implementation
System Evaluation

The implementation of DNA requires an enterprise portal and enterprise search.

➔ Liferay Portal and iFinder search: best solutions in respect to requirements, functionality and costs

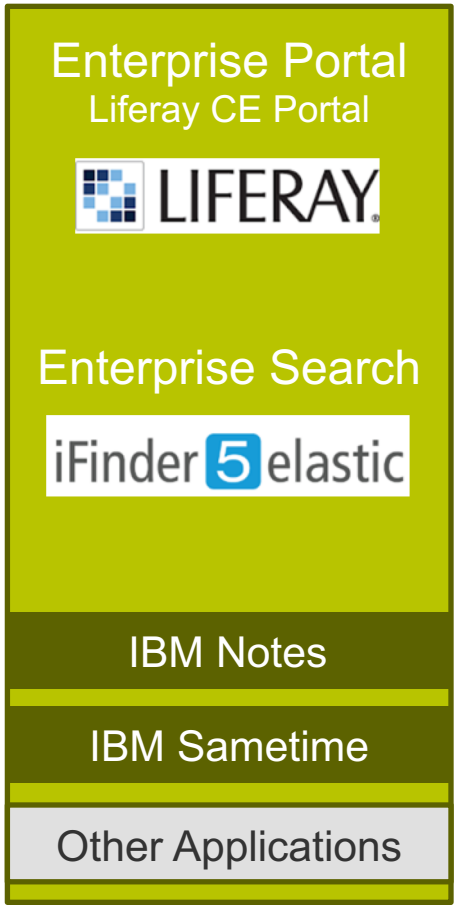
Functionality

- Integrative, flexible and scalable systems
- Notes and Sametime are integrated as communication platforms

Costs

- The license free Liferay Community Edition offers continuous improvement without increasing operational costs ➔ following the lean principles

comundus INTRAFIND



Implementation
Timeline

- INTERNAL -

2016

Oct | Nov | Dec | Jan | Feb | Mar | May | Jun | Jul | Aug | Sep | Oct

Tech Workshop & Decision October

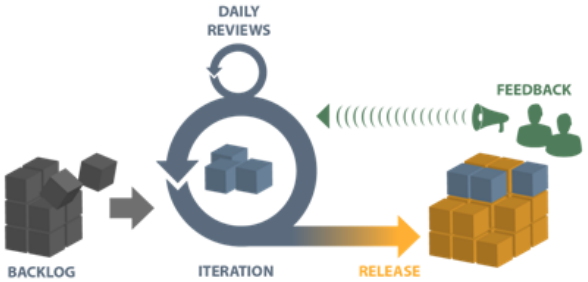
Start Project Communication December

Kick off for set-up of system, structure and layout January

GEB presentation & approval of DNA strategy/ Vendor Selection November

First testing by project team
Approval Layout & Structure
March

Launch of pilot phase: testing, adaption of system, data transfer
May



Global Launch October

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Launch and Operation

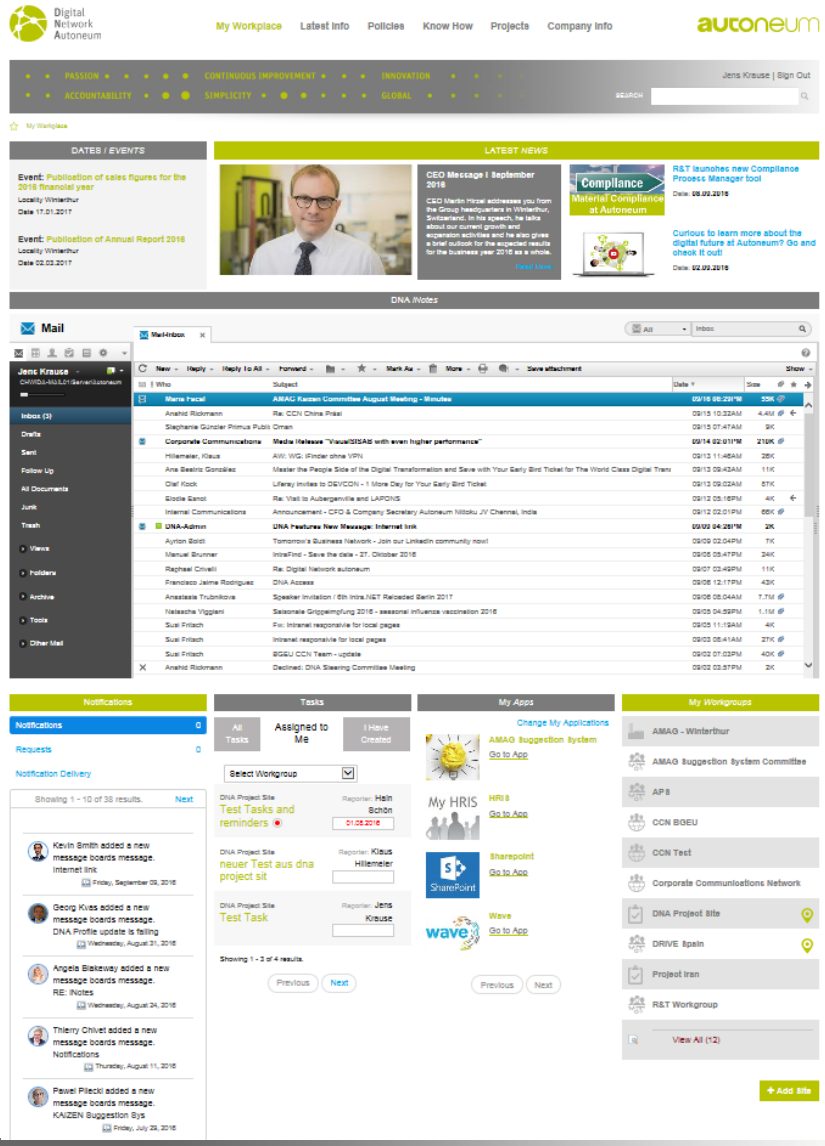
Accompanying communication

- DNA Brand
- DNA introduction video
- Intranet news
- DNA project site:
  - Manual
  - Project blog
  - Discussion Forum
  - Training Videos
- DNA training games (Easter Challenge)
- DNA global standard homepage in IE (launches on start up)
- Viral effects (assistants become power users)
- Top level steering committee
- Online and on site trainings

Digital Network Autoneum

DNA Features
My Workplace

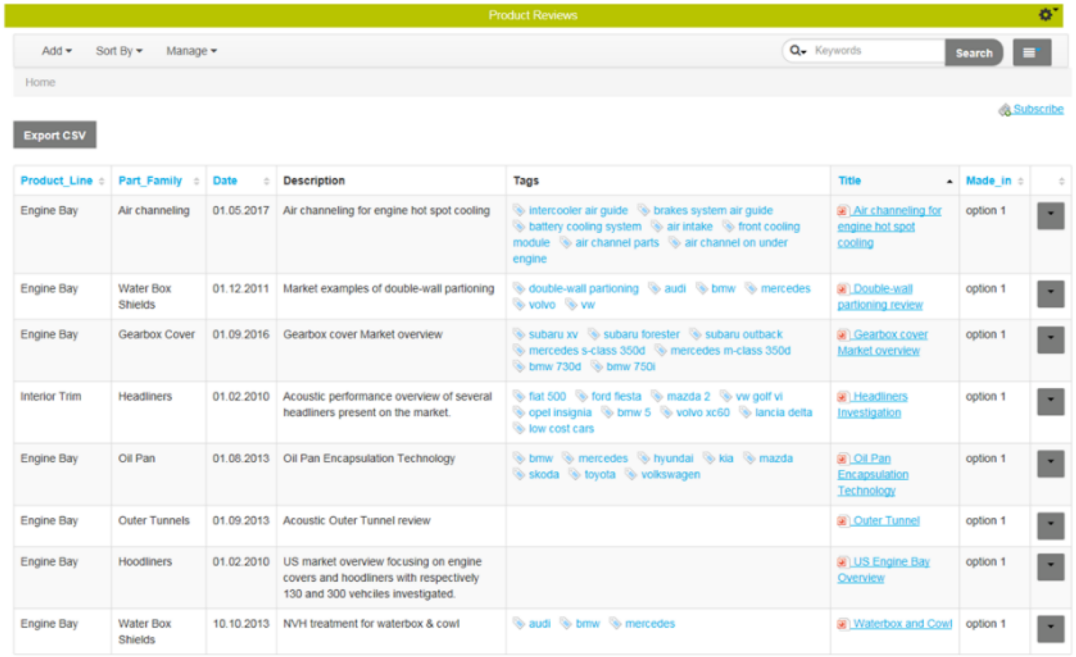
- My Workplace (personalized information around my work)
- Workgroups (Place for collaboration)
  - Document Management
  - Forum
  - Tasks
  - Wiki
  - Dynamic Data Lists for Webforms with Workflows
- Corporate Intranet



DNA Features
Business Processes

Supported Business Processes, e.g.:

- Structured Document Management:
  - Contract Management
  - Benchmark Database
  - …
- Global congress and meeting organization
- Supporting complex release workflows
- Local and global suggestion systems

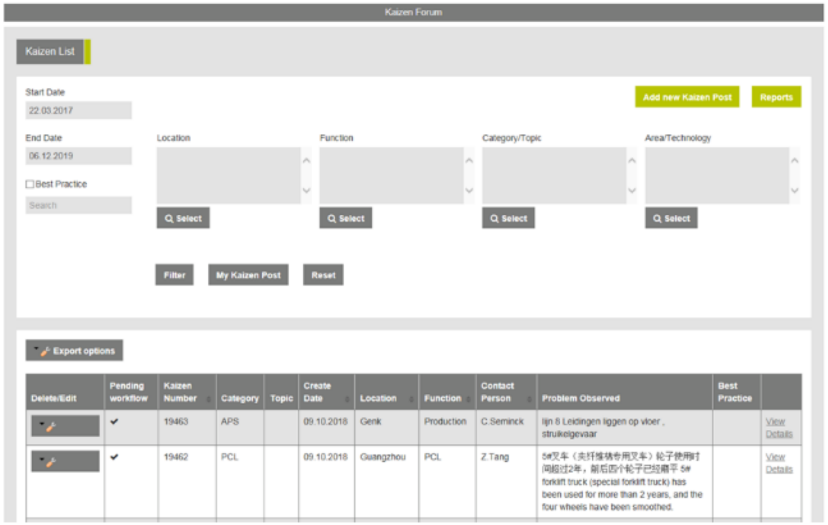


Product_Line	Part_Family	Date	Description	Tags	Title	Made_in
Engine Bay	Air channeling	01.05.2017	Air channeling for engine hot spot cooling	intercooler air guide, brakes system air guide, battery cooling system, air intake, front cooling module, air channel parts, air channel on under engine	Air channeling for engine hot spot cooling	option 1
Engine Bay	Water Box Shields	01.12.2011	Market examples of double-wall partioning	double-wall partioning, audi, bmw, mercedes, volvo, vw	Double-wall partioning review	option 1
Engine Bay	Gearbox Cover	01.09.2016	Gearbox cover Market overview	subaru xv, subaru forester, subaru outback, mercedes s-class 350d, mercedes m-class 350d, bmw 730d, bmw 750i	Gearbox cover Market overview	option 1
Interior Trim	Headliners	01.02.2010	Acoustic performance overview of several headliners present on the market.	fiat 500, ford fiesta, mazda 2, vw golf vi, opel insignia, bmw 5, volvo xc60, lancia delta, low cost cars	Headliners Investigation	option 1
Engine Bay	Oil Pan	01.08.2013	Oil Pan Encapsulation Technology	bmw, mercedes, hyundai, kia, mazda, skoda, toyota, volkswagen	Oil Pan Encapsulation Technology	option 1
Engine Bay	Outer Tunnels	01.09.2013	Acoustic Outer Tunnel review		Outer Tunnel	option 1
Engine Bay	Hoodliners	01.02.2010	US market overview focusing on engine covers and hoodliners with respectively 130 and 300 vehciles investigated.		US Engine Bay Overview	option 1
Engine Bay	Water Box Shields	10.10.2013	NVH treatment for waterbox & cowl	audi, bmw, mercedes	Waterbox and Cowl	option 1

DNA Use Cases
Business Processes

Supporting the global Kaizen process:

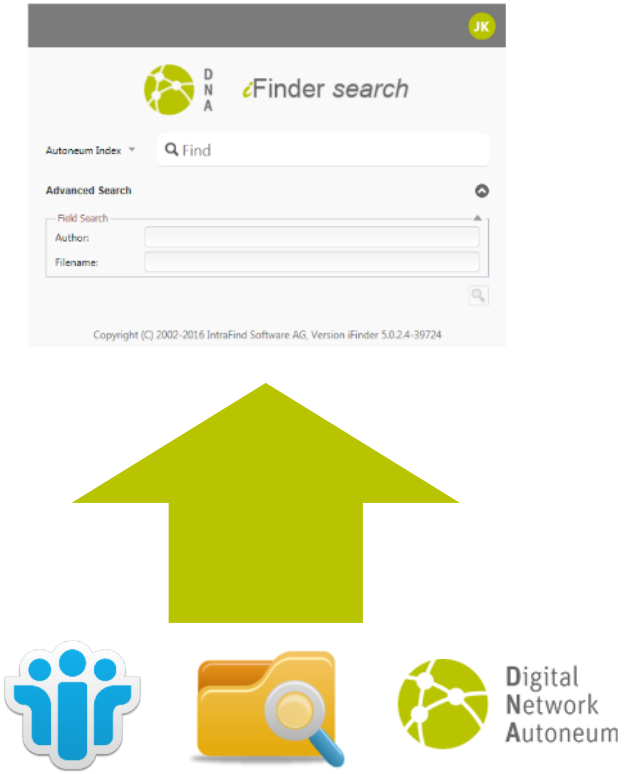
- Up to 20’000 posts in 1 ½ years
- Specific workflows for publication
- Improved overview and filter functionality



➔ **Sharing best practices and making expertise visible**

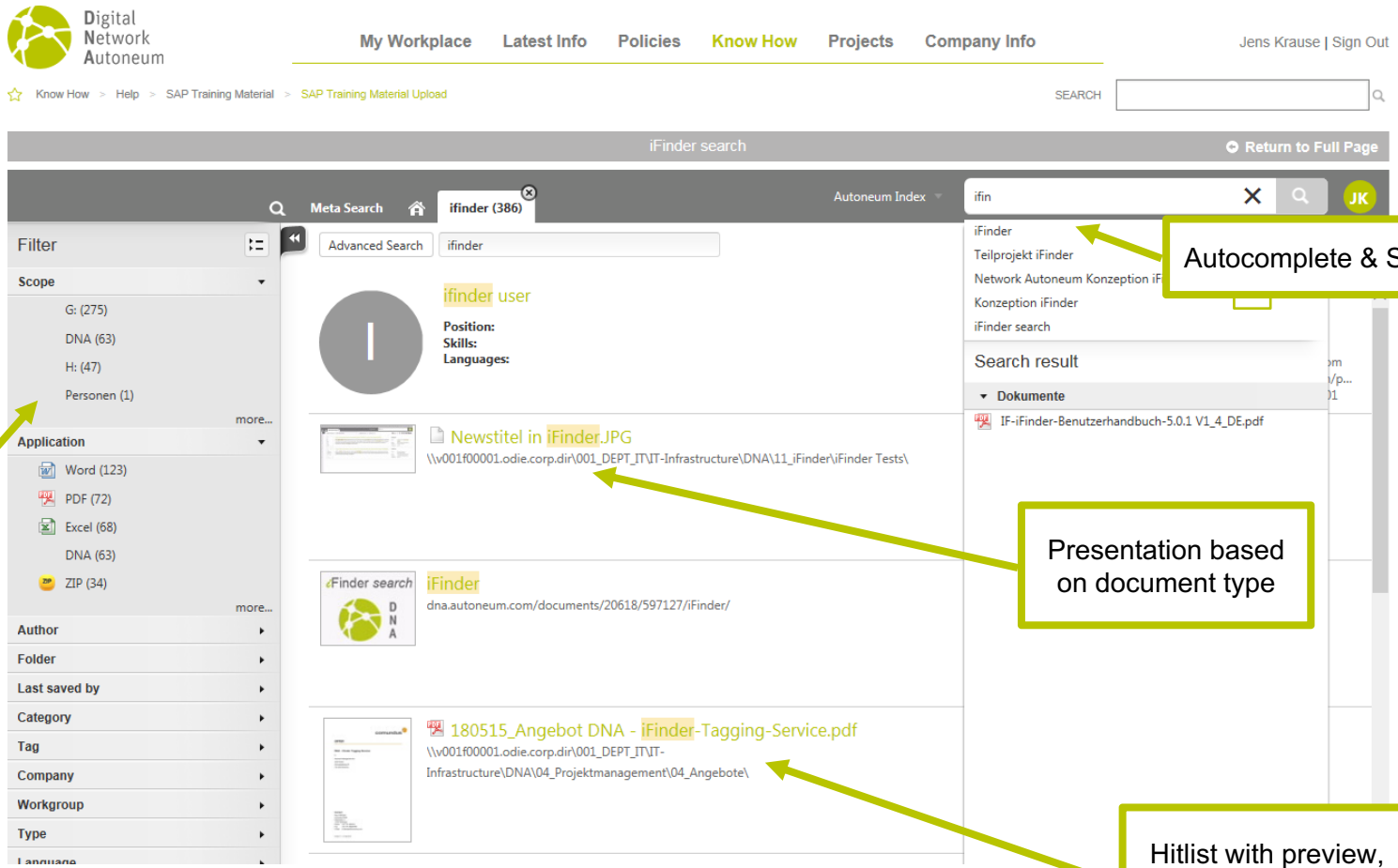
DNA Features
Faceted Enterprise Search

- Implementation in less then a month
- Up to 4 Mio. documents from
  DNA, share drives and Notes Databases indexed
- Faceted search (scope, tags, categories)
- More than 8’500 search queries per month
- Use cases:
  - Expert search via user profiles
  - Other predefined search filters
  - Datamining



➔ Note: Define the scope well and beware that security issues become obvious

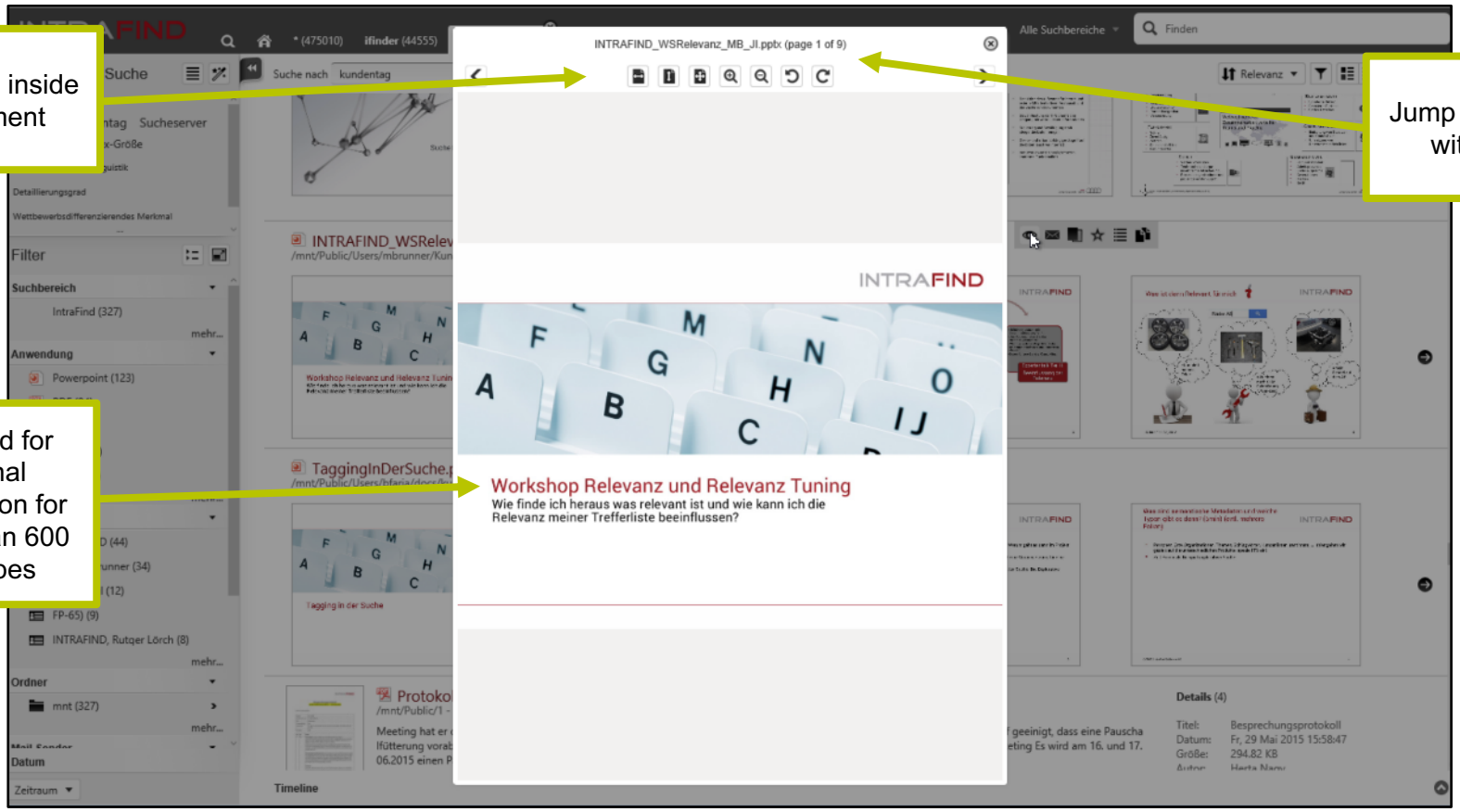
DNA Features
Faceted Enterprise Search



DNA Features
Faceted Enterprise Search

Navigate inside document

No need for original application for more than 600 file types

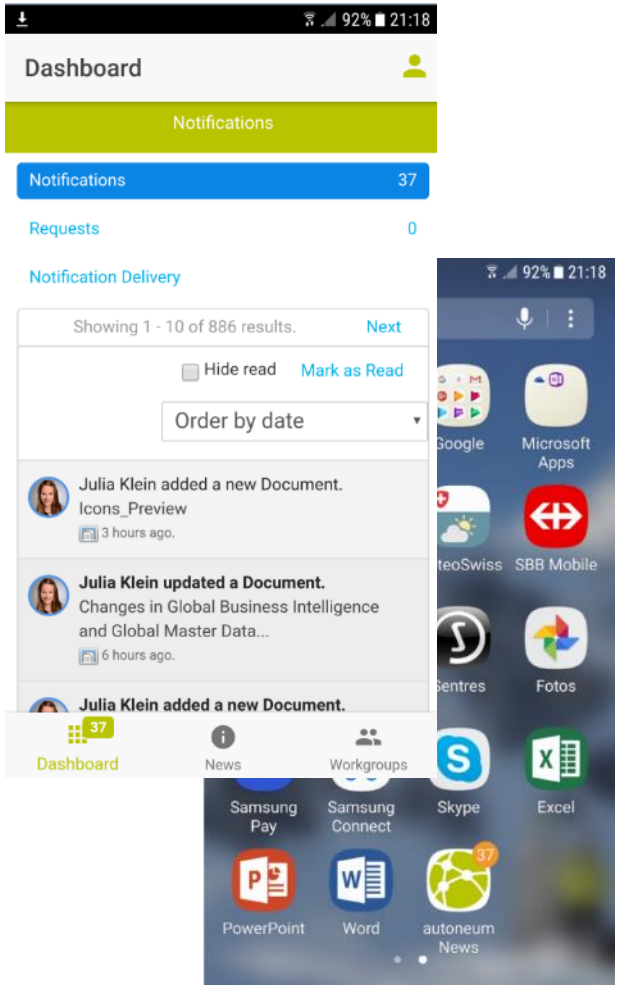


Jump to Pages with hits

DNA Features
DNA App

Hybrid App for IOS and Android:

- ➔ Covers “My Workplace” and workgroup features: notifications, tasks, documents wikis, blogs, …
- ➔ Displays push notifications



Warum IntraFind?

INTRAFIND

(c) 2018 IntraFind Software AG - vertraulich

Warum IntraFind: Erfahrung & umfassendes Portfolio & faires Prizing

INTRAFIND

iFinder 5 elastic

Site Search

Site Search

- Full self-service
- SaaS
- Website Search

Search

- Enterprise Search
- Enterprise Ready
- Universal Search
- onPrem & Cloud

Content Analytics Suite for Artificial Intelligence

- Tagging, Topic Recognition, Named Entity Recognition
- Linguistic
- Machine Learning
- Graph Databases

AI-driven Apps & Smart Machines

- Contract Analytics
- Chat Bots
- Tender Automation
- Technology Scouting

ANALYZELAW

AnalyzeLaw

- Solution Platform
- ContractAnalyzer
- ChangeAnalyzer
- iFinder Forensic
- eDiscovery

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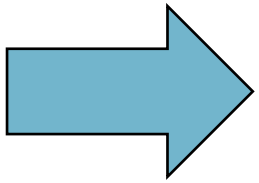
Warum IntraFind?
Die Beste Trefferliste & Bestmögliche Relevanz

INTRAFIND

Beispiel: Suchanfrage nach „buch“

- Trefferliste umfasst auch Treffer mit „Buches“, „Bücher“, „Büchern“, „Fachbuch“, „Sachbuches“, „Prozessmanagementhandbuch“ …
- Erklärung:
  es werden Singular- und Pluralformen des Suchbegriffes berücksichtigt sowie gebeugte Formen oder zusammengesetzte Wörter (Komposita)
- Vorteil: es werden keine relevanten Treffer mehr übersehen
- Weiteres anschauliches Bsp.: Bei der Suche nach „Räder“ findet der Benutzer auch Inhalte in denen das Wort: Komplettradsatz steht.

Komplettradsatz

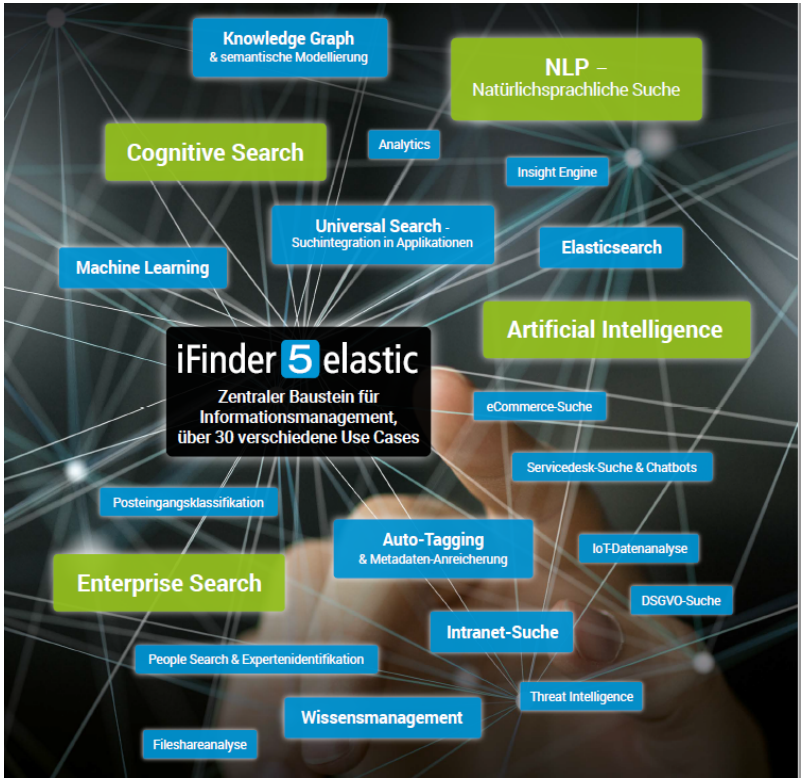


Das bringt Vollständigkeit und Kundenzufriedenheit!

Neues und Nächstes: Daten in Beziehung setzen….
Motivation für einen Knowledge Graphen

INTRAFIND

- **Kontexte** besser verstehen und verarbeiten können
- **Intention:** Strukturierte und unstrukturierte Daten miteinander verknüpfen um Inhalte besser zu steuern
- **Dialog:** Natürlichsprachliche Suche und Antworten einen Raum geben
- **Semantische Abhängigkeiten** kodieren und die Relevanz in der Suche steuern
- Teil einer moderneren **Mensch – Maschine Interaktion**
- Die Drehscheibe Ihres **digitalen Arbeitsplatzes**



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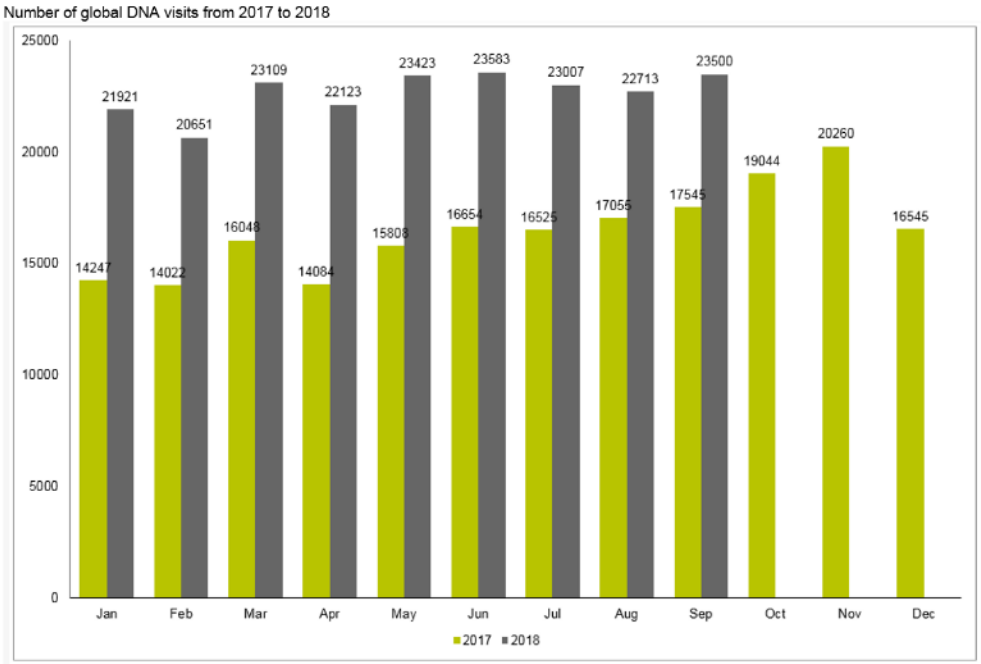
Results

Summary of the first 2 years

- Every day working tool:
  - Ca. 800 Workgroups
  - 190k page views
  - 25k Downloads per month
  - 8.5k search queries per month
  - Activity increased by 65%
- Delivery in time and budget
- Continuous improvement without increasing costs
- Stable and highly available system (99% availability)



- Compared to benchmark: 5 times as fast, 6 times less manpower, at a fraction of the cost, with instantly all office workers on boarded

Lessons Learned
Good to know

- Management Support - is helpful but obvious
- Humans are the success factors not technology
- Allow time for acceptance and adaptation
- Incorporate management assistants (overcome fears, knowledge advantage, multipliers)
- Be aware of risks and resistance (other systems owners, political reasons)

- Room for improvement:
  - Work is still document centric
  - Potential maybe exploited to about 80%
  - Headcount

autoneum
Mastering sound and heat.