DORMA – SUPPORTING EMPLOYEES WITH ACCESS TO INNOVATION

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INTRODUCTION

DORMA is the trusted global partner for premium access solutions & services enabling better buildings. Headquartered in Ennepetal, the internationally active DORMA Group employs some 7,000 people worldwide and is represented in more than 50 countries. With over 100 years of tradition behind it, the company offers holistic solutions covering all facets of door operability – from hinges, closers, and floor springs, to automatic door systems and time and access control solutions.
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DORMA’S AMBITIOUS APPROACH TO DRIVING INNOVATION
At the heart of DORMA’s success is the constant innovation required to develop new solutions, to stay ahead of the market and the competition.

DORMA’s Intranet solution is a vehicle for driving this innovation throughout the business, and DORMA’s internal International Group Conference and the trade fair BAU is the platform through which DORMA launches new innovative products. With the latest conference and trade fair on the horizon, and a view to make a big positive impact on how the company continues to innovate into the future, DORMA decided they wanted a brand new social Intranet solution.

This new system was to enable “Access to Innovation” for all DORMA employees around the globe, using cutting edge technology to facilitate their work. This would allow DORMA to capitalize on its internal knowledge and support greater collaboration across their global business, by revolutionising the way their staff communicated and connected with each other and the wider business.

The business requirement was to deploy this solution before the next conference and trade fair and DORMA chose to adopt Unily; cloud Intranet as a Service, which took them “From 0 – 100 in 60 days, only possible with Unily and through the power of the Microsoft cloud.” – Adrian Gagala, Intranet Manager DORMA.

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DEPLOYING A FEATURE-FULL, FUTURE-PROOF SOLUTION

DORMA’s Unily Intranet featured a host of functionality, some that was already a part of the solution and some that was developed specifically to meet their needs. Each aspect of the solution delivered into their vision for success and now supports them to be more collaborative and innovative than ever before.
THE ROADBLOCKS TO SUCCESS

BY ADOPTING A UNILY CLOUD INTRANET AS A SERVICE DORMA HAVE ACHIEVED:

654% increase in corporate news coverage

IN ADDITION:

27% COST SAVING
Through the consolidation of their existing SharePoint portals

15% COST SAVING
Through the 6 week deployment vs 9 month average SharePoint Intranet time frame

LET'S SEE HOW THEY DID IT...

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NEWS, BLOGS AND...

A dynamic news center on the Intranet homepage, made all the more engaging through rich media, has provided a new platform for sharing essential information across the global organization quickly and easily.

Corporate messaging now reaches employees in a timely manner, connecting the business from top to bottom and across locations, for a truly unified approach to success.

An engaging and exciting Blogging portal is a great place for new ideas to be born and innovation to be nurtured. Best practices can now travel the business in minutes not days making the global business more efficient and putting useful knowledge into the hands of users faster than ever before.

"Best practices can now travel the business in minutes not days making the global business more efficient."
The custom CMS (Content Management Solution) behind the scenes has simplified the process of content creation for content owners by making the process intuitive and quick. This has allowed content creators to focus on content not the process of building it, significantly reducing strain on DORMA's IT team.

Engagement of content owners and Intranet managers was essential to the success of DORMA's adoption of the Unily solution. These individuals were bought on-board with a tailored adoption program that included strategy, communication, and on-site training and workshops so that they could deliver the most from the new platform.
ENTERPRISE
SOCIAL AND PEOPLE
DIRECTORY

Comprehensive integration of Yammer across the Intranet supports more effective and higher quality communication. The extensive enterprise social functionality support staff in contributing towards an internal knowledge pool, and deliver up-to-the-minute insights.

Real-time communication within the Intranet represented a significant cultural shift for DORMA. This was managed through a carefully designed change management program built on governance, adoption and communication heroes.

DORMA’s new people directory builds upon their enterprise social functionality to support greater collaboration, enabling users to search for colleagues based on skills, location and other refiners. Profile pages display contact information for quicker access to team members, and with Lync integration, displays their Lync presence.
DOCUMENT MANAGEMENT

DORMA’s Unily Intranet features a comprehensive DMS (Document Management Solution) to provide a single point of upload for documents.

It features drag and drop upload, meta data tagging for effective search, and allows for multiple files to be uploaded with shared meta data for even greater efficiency.

It also supports compliance and legal aspects through version control, which was essential for DORMA, as they had stringent data security and data protection requirements, both legal, and internal processes. This challenge was overcome through on-boarding senior stakeholders with the benefits of the Cloud, and a certain amount of customization of the solution to make it compliant with DORMA’s matrix of requirements.

"It also supports compliance and legal aspects through version control, which was essential for DORMA."
MOBILE FIRST, CLOUD FIRST

Built on the powerful Microsoft cloud, Unily provides complete mobile accessibility through responsive design and a host of native Applications for Windows Phone, iOS and Android. This new mobile functionality is keeping DORMA’s employees connected on the go and supports their modern flexible workstyles, empowering staff to get work done anywhere, anytime.

“This new mobile functionality is keeping DORMA’s employees connected on the go.
DIGITAL WORKSPACES

New functional digital spaces have provided a new space for DORMA employees to work and collaborate using powerful SharePoint Subsites. Digital workspaces quickly and easily surface content relating to a global or local functions, departments, teams, and projects, keeping staff connected to the materials and people they need to be most productive.

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PARTNERING FOR SUCCESS

BrightStarr worked closely with DORMA every step of the way to ensure that they would get the most out of their new solution.
The outset of the project involved bespoke consultancy services that involved automating migration of data to bring the legacy system and infrastructure elements to the new platform, such as active directory sync and single sign on setup.

During the project there was also the challenge of meeting DORMA’s multi-lingual requirements as a company with strong regional hubs. To overcome this BrightStarr developed a whole new core functionality for the product that combined content targeting and machine translation, providing better access to content for employees across the world. Multi-lingual functionality across the Intranet allows individual users to set a primary language and then translate content across the Intranet to any number of established languages at a single click of a button. This new content translation feature is a perfect example of Unily’s customer-led roadmap in action, as content translation was introduced as a new core functionality of the solution for all clients. Unily is also delivered with a comprehensive success programme, all as a part of the package. Underlying services such as support teams, on-going consultancy to drive good governance, and the customer-led roadmap of future features means that DORMA have an Intranet platform that will evolve to meet their needs. “We look forward to our continued partnership with the Unily team. There are definitely amazing things on the horizon for this solution and we are excited to be a part of this journey and to see our Intranet solution grow with it.” – Adrian Gagala, Intranet Manager DORMA.

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Unily is an out-of-the-box Intranet based on Microsoft cloud technology, that enables you to take advantage of new collaboration, file sharing and corporate social networking technologies, without investing heavily upfront. Unily is owned and operated by BrightStarr, an award-winning technology consultancy and Microsoft Gold Partner.

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