

## MAN DIESEL ECM BLUEPRINT

## ECM Blueprint paves way for universal document sharing system

MAN Diesel is the world's leading provider of diesel engines for marine vessels and power plants. It has around 8,000 staff in offices around the world, and a global network of after-sales service centres offer worldwide round-the-clock service to customers. But with no standardised system for creating, saving and sharing documents across the organisation, its specialists had trouble sharing information.

MAN Diesel chose NNIT to design a blueprint for how to implement a detailed Enterprise Content Management (ECM) system. The blueprint phase of this global knowledge-sharing project ran from September 2008 until March 2009. NNIT delivered first an As-Is report assessing the current state and ECM readiness in the various MAN Diesel sites and organisational units. The final project deliverables were produced together with MAN Diesel, and included a customised System-User Interface design, concept clarifications, system design input, and technical and implementation proposals.

### THE CHALLENGE

MAN Diesel is a large global company with a 150-year history. But a series of mergers, acquisitions, new offices and a growing number of after-sales and service operations has left MAN Diesel with no universal system to share knowledge across the company. Offices use their own existing local information systems to store data, which range from paper and manual filing systems in some countries, to electronic storage in others.

MAN Diesel wants to implement one system for employees to share information, regardless of where the data is created and stored. As an engineering company, MAN Diesel has high requirements regarding the depth of functionality needed, and wants a

user-friendly, intuitive system. To help them conceptualise and design a global system to share all rights-based information, they brought in a team from NNIT.

NNIT and MAN Diesel put together a team of ten to fourteen people to work on the ECM blueprint project. Between 60 and 80 representatives across all MAN Diesel's business units and group functions then took part in a series of interviews and validation workshops.

### THE SOLUTION

For MAN Diesel, the top priority for the ECM project was a user-friendly system. All users, regardless of location and company role, must find the system easy to use.

Through the interviews and validation workshops, NNIT identified 25 different types of users – and they analysed each group's needs, requirements and concerns. An ECM readiness assessment ranked the business units and group functions on a scale of 1-5, in order to identify a realistic and relevant level of design. And business requirements were ranked in order of importance on an online survey by the MAN Diesel representatives. All this information was gathered in an As-is report, which was presented to the MAN Diesel steering committee at the end of December 2008.

The next stage involved the actual design blueprint. Over a three month period, three IT architects from NNIT held weekly meetings with MAN Diesel IT specialists to work out technical design principles that would make all data accessible across the entire organisation. In parallel, user requirements were used together with results of empirical studies to prototype a user interface and to devise information classification principles.

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The final design blueprint included a technical design, a user interface design, a meta data model using a common language, a document class matrix, and a number of other recommendations.

## THE RESULT

The purely paper-based project has given MAN Diesel a number of options and a good understanding of how the company works in practice. The blueprint has helped MAN Diesel to see where they are in the ECM process, and how to structure, group, and classify information so it can be accessed and managed easily.



*"We liked the NNIT team's attitude and we had a good chemistry together. The NNIT team took a pragmatic line, but was formal enough to have a controlled process, and the individuals involved in the project functioned well together."*

**DAVID BRUCE, HEAD OF ENTERPRISE ARCHITECTURE & STANDARDS, MAN DIESEL**

David Bruce, Head of Enterprise Architecture & Standards at MAN Diesel says: "This project was a first for MAN Diesel. We'd never done this type of project together with an external provider before, where they were the driver. This presented some new challenges as regards management and getting involved at the right level, and accepting that this time, NNIT would produce the results. But it functioned well. NNIT didn't just do what we said - they evaluated things, provided feedback and challenged our ideas where appropriate."

The user studies have been extremely beneficial for MAN Diesel. One of the largest empirical studies conducted by NNIT, the project involved more work than they originally anticipated. But as David Bruce explains: "NNIT took responsibility for this extra work, and produced results that were well received and with a high level user interface. Now, we have a good basis for moving forward."

### ABOUT MAN DIESEL

MAN Diesel is the world's leading provider of large-bore diesel engines for marine and power plant applications. The company produces two and four-stroke engines, generating sets, turbochargers, CP propellers and complete propulsion packages, and is supported by a large international network of licensees. MAN Diesel employs approximately 8,000 staff in offices and service centres around the world.

### ABOUT THE ECM BLUEPRINT

NNIT delivered a blueprint covering the various aspects needed to implement an ECM system in MAN Diesel, including:

- A MOSS-based technical architecture, which takes into account the links and interfaces to MAN Diesel's existing business critical systems, including SAP.
- A graphical user interface based on thorough analysis and interviews with future ECM users
- A common meta data model and document class matrix to illustrate the structure and logic of the ECM system.

### FURTHER INFORMATION

Please contact us at [nnitcontact@nnit.com](mailto:nnitcontact@nnit.com) to learn more about the case or our 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 nearly 1,300 people. In 2008, our turnover exceeded €185 million.