

Making Sales-Relevant Information Available Worldwide

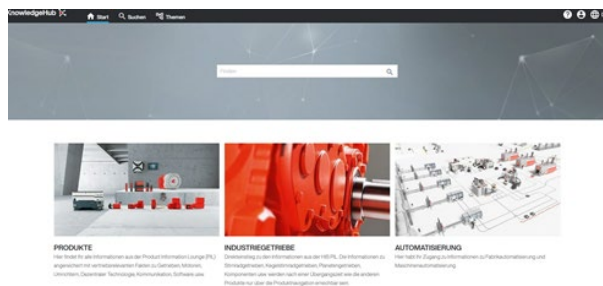
The KnowledgeHub as a Central Resource for Product, Industry,
and Application Knowledge for SEW-EURODRIVE Employees

The drive specialist SEW-EURODRIVE has upgraded one of its internal information platforms to the latest technological standards. Via the KnowledgeHub platform, employees worldwide can access sales-relevant information on products, industries, and applications in a simple and clearly organized form. IntraFind search technology plays a key role here.



Customer Profile

SEW-EURODRIVE GmbH & Co KG is one of the international market leaders in the field of drive technology and automation. The owner-managed German family business employs around 22,000 people worldwide and operates a network of 17 production plants and 92 Drive Technology Centers in 56 countries.



The Challenge

The previous information platform 'Product Information Lounge (PIL)' was getting on in years. It was no longer technologically up to date, was limited to product knowledge and could no longer fulfil many user requirements. For example, the search and navigation effort were very high.

To provide employees with a modern tool for efficient information retrieval, the PIL was to be replaced by a new information portal, the so-called KnowledgeHub. The KnowledgeHub, as a central entry point, should provide SEW-EURODRIVE employees worldwide with sales-relevant information about products, industries, and applications in a simple and clear form.

The first step was to migrate all data from the previous system to the new portal and to integrate information from the News Centre. Over time, further data sources were to be connected to the KnowledgeHub and additional types of information added. An important requirement was therefore that the system should be prepared for future data growth and more user access, and accordingly, should be scalable. In addition to simplifying editorial work, the platform should above all offer a high level of user-friendliness so that employees have the information relevant to their work quickly and easily at their fingertips - and all of this, of course, using the latest technology.

The Solution

Before the project, the Knowledge Management department collected requirements from various departments and stakeholders within SEW-EURODRIVE over an extended period. Workshops, surveys, and user interviews were conducted to ensure that the needs of potential users were specifically incorporated into the solution.

Project Overview

Industry: Drive technology

Challenge: Establishing a modern information platform with the capability to integrate multiple data sources and make them easily searchable for employees.

Solution: Enterprise Search Software iFinder with Pimcore Connector

Users: Approximately 22,000 employees

The new solution is based on modern web technology and offers adequate performance. Users can navigate to topic-specific pages and related files to find information as they are used to in the PIL. Additionally, they now have direct access to documents through a new semantic search provided by IntraFind. This intelligent and powerful tool ensures that employees can quickly extract the relevant information from the vast amount of data provided by the portal.

This is what the new search does

- ▶ Users get easy access to various sources of information via a central entry point.
- ▶ They can be sure that the information is up to date.
- ▶ Instead of complete documents, relevant information modules are found and presented directly, e.g. information is clearly highlighted in the document preview of a PDF file.
- ▶ This minimizes the time required for research and download times.
- ▶ Users can share or forward relevant information with colleagues and customers.
- ▶ Favorites and subscriptions allow users to limit the search results to areas of the world of SEW-EURODRIVE that are of interest to them and stay up to date.
- ▶ Employees can also quickly access the most important information on site at the customer's premises.
- ▶ View permissions and access rights to the information are automatically transferred from the data sources.

Key Benefits

- + Provide employees with easy access to work-relevant information
- + Reduce research time for users
- + Increase efficiency and reduce costs
- + Manage data growth with a future-oriented approach

Conclusion for SEW-EURODRIVE

By setting up the new information platform, employees can now access a lot of data from a central location and thus find the information and documents relevant to them more quickly.

„With the IntraFind search technology, we were able to realize the project goals for our knowledge platform in the best possible way. Our employees regularly use the platform for their daily work because they can find information quickly and easily. We chose IntraFind because the search technology was already in use at SEW-EURODRIVE and offered great potential for scaling and search engine optimization.“

Antje Borbonus

Knowledge Manager at SEW-EURODRIVE

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