

SOLVAY

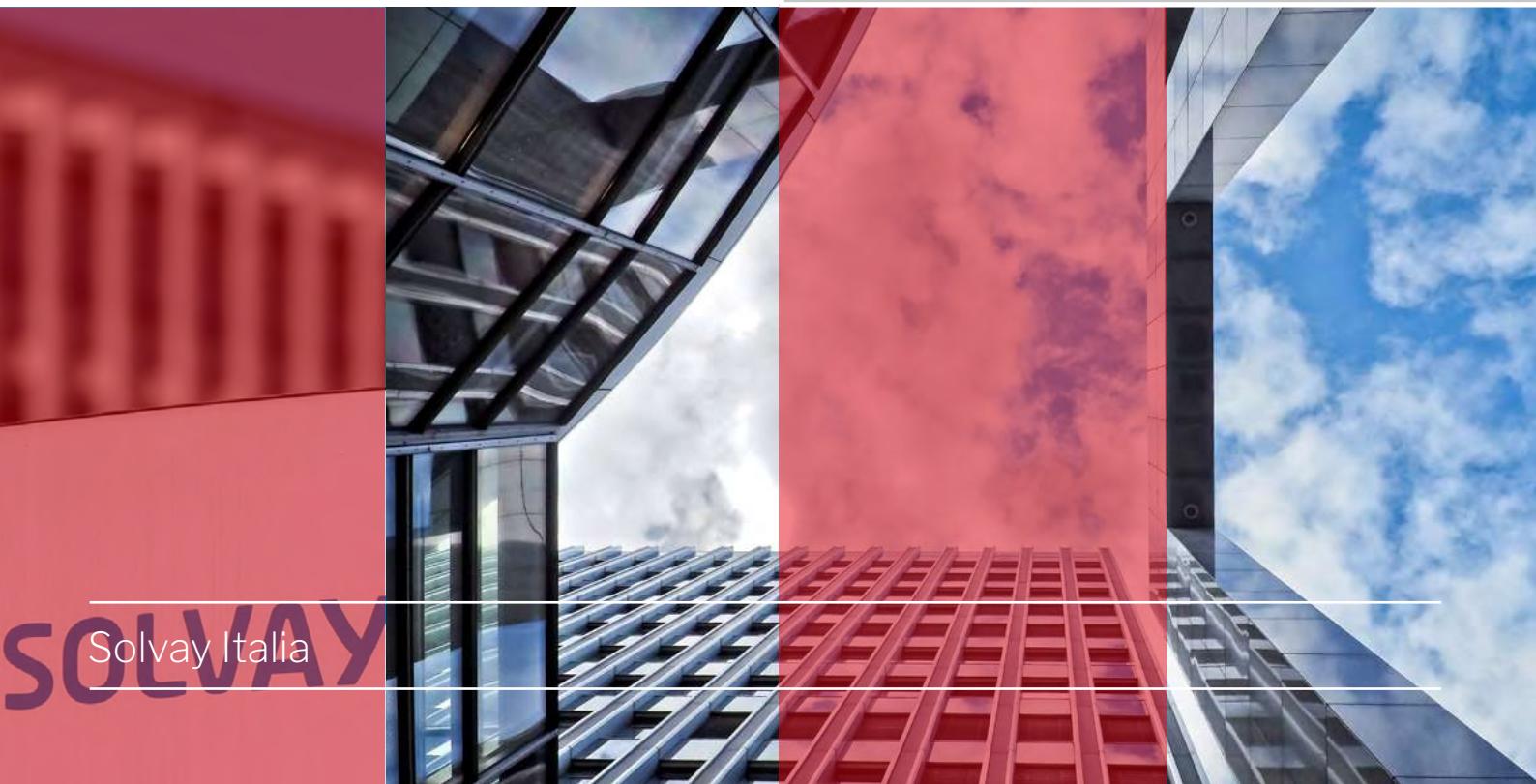
The use of josh has allowed us to meet all of the needs identified in the preliminary analysis: designing, executing and monitoring the state of advancement of the processes is extremely useful. All of this has allowed us to rapidly obtain a strong return on the investment.

Massimo Benella
Reliability Team IT

it Consult for Solvay

it Consult supplied Solvay Specialty Polymers with josh, the support software for the organization's business processes. With josh, Solvay succeeded in achieving quick, homogeneous document management by integrating it with existing work processes and exploiting the possibilities of SharePoint more fully.

Solvay Solexis is a multi-national in the chemical industry with about 30,000 employees; very present in an international context, included in its facilities are those in Italy, France, USA and, in the near future, China. Its core business consists in a "finer" type of chemistry as compared to what normally comes to mind; a chemistry that generated highly technological products: its activity goes from supplies for the automobile industry (many automobile components contain tires and/or special gaskets created by Solvay Solexis) to several flagship products that are even used by NASA (they were used, for example, in the space shuttle).





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For an important and precise Document Management, SharePoint alone was not enough.



NEEDS

Process management combined with document management in order to modernize the organization.

The need arose in Solvay Solexis to review the production structure and systems. Specifically, old systems needed to be upgraded and modern production structures needed updating. In terms of operations, the idea was to first concentrate on the engineering of the system to then pass on to the entire design phase, of both the new system as well as of the existing one. In this scenario, it was clear that the reorganization of the document management system would have led to a significant increase in the organization's efficiency; even though this need arose initially in the context of the engineering division, it became evident that the interest and involvement could have been extended to the entire company. Obviously, the Document Management systems could not be considered separately from business processes or from their continuous improvement (a chemical plant needs continuous updates and to always be on the crest of the wave).

The design of the systems is strongly centered on multiple documents involved and structured in an articulated process, the “Process Book”:

1. **INITIAL PHASE:** Production of preliminary documents that keep track of the requests regarding how and why to modify a specific system.
2. **DESIGN PHASE:** Production of technical documents with corresponding specifications.
3. **PLANT ENGINEERING:** Identification of materials and tools needed to proceed with the design and development of the project.

All of the documentation is subject to various passages and numerous modifications, thus becoming very difficult to manage and share. In this sense, one of the limits to be removed was in using e-mail which led to the creation of duplicates and exponential increase in the number of e-mails with the risk that the documentation might even end up on the wrong hands (for example in the possession of people not involved in the process). To this we add the total loss of control over the versions of the documentation which, in addition to generating considerable waste of paper, implied not ever being sure of having the right documentation, in the correct version, at the right moment.



Software used:

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josh has made it possible to identify and call into play all of the actors that work together for the success of business processes, thus guaranteeing strong compliance with internal procedures.



SOULUTION

Restructuring of document management and business process control with josh.

At Solvay Solexis, it was held that a meticulous analysis of the process had to be an indispensable requisite for the good outcome of the project. This analysis has clearly highlighted that there was a great deal of document dispersion, generation of duplicates and, especially, in terms of professional macro-figures, the involvement of various actors (for example, person in charge of engineering, person in charge of design, person in charge of technology).

The users were involved at a functions level; in turns, they took physical possession of the Process Book and “exchanged” it with each other to give their contribution. There were also figures not directly operative in the different process activities, but in any case extremely important, namely Security and/or Management: right from the start of the project, these figures had to be able to see what was going on and be able to continuously monitor, with particular attention on security and legal compliance.

The analysis made by Solvay Solexis showed that Microsoft SharePoint alone would not have been sufficient for the corporate goals; in fact, although they wanted to take advantage of all of the characteristics of an intranet portal, document management and search engine, the need was to orchestrate the processes that impact said documents, correctly identifying actors and roles, managing real time monitoring of the design activities, etc.

They wanted to pass from a document centered vision to a process centered vision, made possible by the full adoption of the advanced characteristics of a Business Process Management system.

To meet these very complex and well-defined needs, it was decided to adopt josh as a platform to extend SharePoint with the orchestration of the business processes; this choice was made following a long software selection process and also following discussions with the IT structure on an international level. josh makes it possible to identify and correctly involving the actors that become part of this complex system without excluding anyone; in the execution phase this obviously guarantees strong adherence to the internal procedures and ensure observance of the regulations. Once the base project was chosen, the start of the project brought with it an analysis of the Process Book work flow, making it possible to refine the internal practices, optimizing the activities, capitalizing on past experience and indicating, with extreme precision, the resources and documents to be used in the various activity phases. The construction and the updating of the Process Book then became an articulated josh process: each time a need for system adaptation or development arises, it leads to the activation of a new josh instance.



The Solvay experience with josh has been decidedly positive, I would refer to it as a case study. Being a truly operative reality, it treated the project and the use of our platform pragmatically, autonomously taking full advantage of its power and flexibility.

Giovanni Marrè
Amministratore Delegato it Consult



BENEFITS

Clarity as to the state of the activities, reduction of document search times and total synchrony of the actors.

For Solvay Solexis josh was and is very useful, also because it has made it possible to correctly identify the actors in a process and involve them at the right moment (for example the start of a project is automatically signaled to the Security function who, from that moment is aware of the fact that something new has started and can act accordingly); it also makes it possible to go beyond simple document management and fully govern one of the more complex and “core” business processes.

The josh based system has been in production for over 4 years at Solvay Solexis.

The initial introduction presented a few difficulties due to the inevitable impact on the organization; as always, the Solvay Solexis personnel had to acquire a new operative logic and get used to a new technology (passage from paper to an automated system). On the other hand, given the simplicity and immediacy of the system created, all of the personnel appreciated the tool which shortly became an indispensable support for the daily activities.

Currently, various benefits deriving from the use of josh can be identified:

- Elimination of the time wasted in looking for documentation necessary for the start-up of a project;
- Clarity as to the procedure to be followed and on the state of the activity; the fact that operations are guided by the processes guarantees that work is fluid and security in the attribution/acceptance of the management responsibilities of the various document phases.
- Strong reduction in the time necessary for receiving official documents to work on;
- Elimination of the overhead due to communications between departments;
- Protection and security in document access;
- Drastic reduction of uncertainty regarding the versions of the documents dedicated to the projects;
- Elimination of the circulation folders and “automation” of the chronology;

In general, there was consistent improvement in efficiency of the documentation production process and its maintenance; these elements are reflected in an evident return on the investment measurable in saved man hours.

CASE STUDY
