

## Case study – Fives Group

Fives Group Employees Use e-Spirit Web Content Management Technology to Quickly and Easily Create Portal Content

**With FirstSpirit™ as a content integration platform, we have been able to significantly increase the efficiency of our content editing and work processes throughout the company.**

Peter Muller, Domain Manager for Internet/Intranet Technologies, Fives group



### Projekt-Highlights

- Implemented in less than a month
- Faster, easier updating and management of the corporate portal
- Fully integrated with SAP NetWeaver portal
- Improved global communications across 5,700 employees in 30 countries
- Rapid ROI thanks to simplified content editing processes

**Project goal:  
Local content creation,  
reduced workload for IT**

Fives Group is a global supplier of process equipment, production lines and plant facilities headquartered in France. With more than 6,000 employees, the company's Intranet portal plays an important role in facilitating global communications and delivering information, applications and enabling business processes.

Unfortunately, the SAP NetWeaver portal's content was rarely furnished with up-to-date content. This was due to the technical complexity of the portal's structure, along with limited data input options. The Communications department created content at the Paris headquarters and needed support from the central IT department to move it into the portal environment. This created extra work for IT while slowing down the flow of information to the rest of the company.

The company realized that changes were needed in order to improve global communication. After reviewing existing technology, it was determined that a new content integration platform was needed with the following requirements:

- Multilingual support
- Simple integration with the existing SAP environment
- Easy to implement and easy to use
- Empower employees to create and publish information in English and French without needing special training



FirstSpirit not only provided us with an easy to use platform, but it worked very smoothly within our SAP NetWeaver environment. It is the only content management system that allows us to perform deep portal integration while at the same time meeting all our requirements for a multilingual and attractive intranet without compromise.



Peter Muller, Domain Manager for Internet/Intranet Technologies, Fives group

### Why FirstSpirit?

After carefully examining multiple options, the Fives group selected content management technology from e-Spirit. The FirstSpirit™ CMS, was selected due to its versatility, ease of use and seamless integration with the existing SAP infrastructure.

In addition, FirstSpirit™ offered two content editing environments: one for the occasional user and one for the professional user. By integrating FirstSpirit™ and SAP NetWeaver Portal, the Fives group was able to develop a powerful portal solution which allowed them to create, manage, and enter multilingual content easily and locally without special portal training.

# FirstSpirit™

## No special portal expertise or training needed

Due to the technical complexity of the previous system, all content creation for the employee portal was managed through the central IT department. This put a strain on the IT team and slowed development of new content for the portal. Plus, only a few input options and complex templates were available which meant that much of the portal content was outdated.

Fortunately for the Fives group, utilizing FirstSpirit and SAP NetWeaver simplified the process of updating and maintaining the corporate intranet. New or revised multilingual content can now be customized for each region and published directly from the many occasional users in the subsidiaries. With single-sign-on capability, users only need to log in once to use portal and CMS applications, avoiding time-consuming login procedures. Now content can be published in personalized form and the required access authorizations only have to be entered once.

For the implementation of FirstSpirit into the SAP NetWeaver Portal, Fives selected the experienced SAP firm and e-Spirit Preferred Partner of many years, HLP Informationsmanagement GmbH. The new intranet went live after an implementation period of just three weeks with support from e-Spirit.



## The Fives group enjoys faster, smoother collaboration

Using technology from e-Spirit and SAP has helped improve productivity and created a more open and collaborative working environment within the Fives group. The company has benefited in three ways:

- Employees now actively use and update content on the company portal, leading to more open communication and information sharing
- The IT staff is free from having to manage all of the content creation which allows them to focus on more critical IT issues
- A fast implementation and easy to use technology have led to a very fast return-on-investment

“Our employees can now easily access multilingual and locally customized information in the intranet, access company applications, and publish their own content with ease. For us as a central IT department, that translates to a much smaller workload and considerable savings of time and costs throughout the company.”

Peter Muller, Domain Manager for Internet/Intranet Technologies, Fives Group



What's more, the introduction of FirstSpirit as a content integration platform has allowed Fives to significantly increase the efficiency of its content editing and work processes on a company-wide basis. The new CMS allows subsidiaries to run their content editing processes faster and more efficiently on-site. This way they can be far more independent and up-to-date in their operations and can comfortably offer their employees information over the intranet customized by location.

Employees are now not only using the new intranet more frequently for information searching, they are also creating more of their own content and in the process designing a more up-to-date and attractive intranet with greater user acceptance. All of these changes have led to an impressive return-on-investment. The Portal has become the main source for information concerning Group-wide initiatives and now serves as the main vector for the dissemination of internal documents. It also serves as the central access point to Group applications. After the integration of the FirstSpirit CMS in the Portal, the level of positive feedback was such that FirstSpirit was once again chosen by the Group for the management of a public Website celebrating Fives 200th anniversary and its initiatives concerning the plants of the future.

## About Fives Group

Fives supplies process equipment, production lines and plant facilities on a turnkey basis to some of the world's largest companies in the aluminum, steel, cement, energy, glass, automotive, and logistics industries. The Group is comprised of more than 70 subsidiaries with a total of over 6,100 employees in around 30 countries..  
[www.fivesgroup.com](http://www.fivesgroup.com)



## About e-Spirit Quality comes from inspiration

e-Spirit is the manufacturer of FirstSpirit™, the content management system for companies with high expectations of their solutions. e-Spirit is a reputable internationally-oriented product supplier with big-name customers in all sectors.



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