

Medical Technology Company Cures Knowledge-Sharing Complaints with SharePoint based Intranet solution from WinWire

The Value of WinWire Technologies

WinWire Technologies is a consulting company focused on Microsoft technology, offering the benefits of local presence with global delivery to provide cost-effective solutions. WinWire provides solutions for both large companies and independent software vendors in such business sectors as healthcare, clean technology, high tech, and professional services. WinWire's exclusive concentration on Microsoft technology, coupled with a global delivery model,

WinWire Technologies

enables it to provide high-quality solutions at cost-effective price points.

WinWire's solutions help customers realize their business goals by integrating various information sources and Making Information Actionable™. WinWire's solution offerings include portals and collaboration, business intelligence (BI), Web-based and customized application development.

The Situation

Omnnicell, headquartered in Mountain View, California, is a leading provider of systems and software solutions targeting patient safety and operational efficiency in healthcare facilities. Omnicell's medication-use product line includes solutions for the central pharmacy, nursing unit, operating room, and patient bedside. Solutions range from large central pharmacy "smart inventory" carousels to small handheld devices.

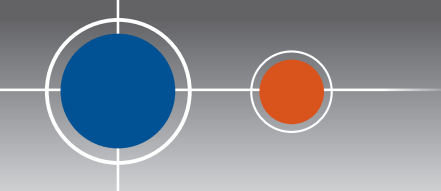
Since beginning operations in 1992, Omnicell has grown to 800 employees; and, in recent years, its IT management recognized both a need and a problem confronting the organization. The need was to find a way to share information and best practices across the company. "Each of our departments had developed its own knowledge base with no means to share it with anyone outside of any individual department," recalled Omnicell Vice President of Supply Chain and IT Jorge Taborga. "When one group developed a best practice for installing a product, for instance, it was unable to share it vertically or horizontally with others installing the same product in the same region or across regions. For us to become smarter and more efficient, we needed to be able to share knowledge company wide."

Compounding this need was the problem

Omnnicell faced: the use of multiple systems to store and share information, producing barriers to accessing information. In various units within the company, employees would use Xerox DocuShare or Microsoft Excel or simply Windows file servers to share data. The company had an outdated and limited intranet, and employees even had downloaded an open-source wiki application in an attempt to improve access to knowledge and neither was a viable solution. Employees recognized the need to share information but were trying to solve it at the departmental level, with no overall road map, vision or dedicated budget.

"SharePoint is the foundation for our knowledge management strategy. We are leveraging this technology to implement knowledge services in our intranet. Our goal is to capture knowledge and easily share it across our enterprise. We firmly believe that our ability to compete in the marketplace is directly related to the amount of knowledge sharing we are able to do."

– Jorge Taborga
Vice President of Supply Chain
and IT Omnicell



WinWire is headquartered in Santa Clara, California, and has development centers in Hyderabad and Bangalore, India. Learn more at www.winwire.com.

The Solution

Omnicell understood that it needed a single platform for knowledge management that would be available to everyone, easy to use, all-inclusive and able to replace the company's patchwork of legacy systems. Furthermore, it knew any new solution should become a launching point for an extranet that would enable customers to work more easily and efficiently with the company than its current external digital systems allowed.

Taborga had used Microsoft Office SharePoint Server previously in his work with other companies and created an information-sharing roadmap developed on the SharePoint platform. He held workshops among his team members, and together they concluded that SharePoint would be the right tool for the company.

Taborga's vision for Omnicell's SharePoint technology extended beyond the sharing of files and other forms of company data. It would become a platform for document management, content management and a bridge to other digital systems used by the company, such as its ERP system, in which corporate data was stored. Omnicell would gain a highly functional intranet with applications configured into it and a platform for a future extranet as well. SharePoint would allow Omnicell to integrate the data from the ERP system and replace the five separate document-sharing systems used by individual departments with one integrated solution.

"SharePoint delivered on all the capabilities we needed, it was easy to implement and use, and the cost was lower than that of other systems," Taborga says. "Because we had bundled the Microsoft technology we had previously purchased, we already had a license that included SharePoint."

Why WinWire Technologies

WinWire Technologies, a Microsoft Gold Certified Partner, ultimately implemented the SharePoint platform for Omnicell. Initially, Omnicell had been working with another partner with which it had done a considerable amount of development, but that organization had fallen short when it came time to implement and deploy Sharepoint.

Taborga interviewed a number of other technology companies and chose WinWire. "We felt WinWire's people understood SharePoint really well—they really knew their stuff," Taborga says. "They realized what we were trying to deliver and helped us understand the quickest way to get there. And it was essential to have a team that was local. I needed to learn quite a bit and wanted someone local like WinWire, which spent many hours with me. It has been a great learning experience."

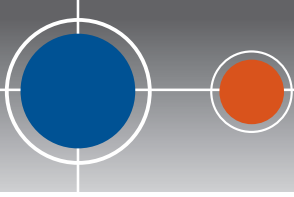
Taborga also appreciated WinWire's offshore model that lowered development costs by combining knowledgeable local resources more cost-effective less-expensive offshore professionals.



WinWire
Technologies

E: info@winwire.com

P: 408.877.2450



The Results

Omnicell went live with its SharePoint platform in October, 2008, after about 5½ months of implementation time. **The company now is realizing a number of benefits that have increased productivity:**

- **A foundation for company growth.** For Omnicell to grow, it must have an effective way to share knowledge and best practices. With SharePoint, it can do more with the same number of people and enable new employees to become much more knowledgeable more quickly than before. Part of the on-boarding process now is to examine best practices, employing SharePoint.
- **Time savings.** Omnicell staff had been wasting hours every day just trying to find data. One attorney in the Legal Department reported spending three days a week just looking for information. With SharePoint, employees now require only minutes per week, instead of hours, to locate information; and the attorney spends only a couple hours each week, instead of days, sorting through documents for the content he needs.
- **Productivity improvements.** With SharePoint's automated workflow functionality, employees no longer need to collect information, write it down, e-mail it, respond to reply e-mails and go through other steps before initiating a task. Now an individual simply opens a form, completes it, and the form is routed to the right people for approval and execution immediately. Even simple tasks like completing a vacation request form take less time, using an electronic form. Everyone along the way is doing less work to accomplish the same results.

"We plan to teach 'site owners' across the company to advance the usability, content and knowledge in their areas of expertise and help the entire Omnicell community learn how to do things better," Taborga says. "WinWire has provided us an easy way to accomplish knowledge-sharing and to deploy this methodology throughout our organization."

WinWire
Technologies

The WinWire Solution:

- Microsoft Office SharePoint Server 2007
- Microsoft Windows SharePoint Services 3.0
- Microsoft SQL Server 2005
- Microsoft Office SharePoint Designer 2007
- Microsoft Visual Studio 2008

E: info@winwire.com

P: 408.877.2450