



## Manufacturing Firm Publishes Bilingual Content and Improves Communication across Multiple Locations with MOSS-based Corporate Intranet

### Customer Profile

Vicwest manufactures and markets sheet steel, steel roofing and cladding, decking, wall systems, roofing systems, liquid storage vessels and grain bins.

### Industry

Manufacturing

### Employees

1200+

### Location

Oakville, ON

*"Ideaca partnered with our IT team to deliver a successful corporate intranet solution that allows for a sense of community across all facilities of Vicwest Income Fund. This has created a 'must go' on-line destination for business knowledge, segment awareness and remote collaboration within the company."*

**Tim Armstrong, VP Information Technology  
Vicwest Income Fund**

### Business Situation

Vicwest is a manufacturing company with a widely dispersed workforce. Some of the challenges they were facing included collaborating with multiple offices and plants across Canada, and providing information in both English and French. Additionally, an effective communication media was not in place within Vicwest that allows them to communicate with employees in a timely manner. It was becoming difficult for Vicwest to get synergy between these separate elements as the company continued to go through expansion, growth and evolving business practices that required employees to collaborate in cross-functional and geographically dispersed teams. Vicwest required an effective technology solution for communication, collaboration and search.

### Solution

Ideaca worked with Vicwest to implement a Microsoft Office SharePoint Server (MOSS) 2007-based corporate intranet. The intranet provides executives a platform to allow organizational messages to be delivered to the entire company no matter the region, allow employees to access key HR forms and procedures online as opposed to manual paper-based processes, and gives Vicwest's HR department one central storage area for information retrieval and collaboration. A few key items that made this solution particularly innovative and aligned to Vicwest's specific business include:

- Integration to 3<sup>rd</sup> party tools to support publishing of content in both English and French
- Information access restrictions were put in place to adhere to company policies
- Future plans to have kiosks at each plant site for workers without individual computers to access corporate intranet
- Collaborative functionality for regional participation in key corporate projects

### Benefits

- Improved information flow throughout the organization by providing for consistent cross-company communication
- Reduction in HR team's turn-around time on document creation and approval
- Reduction in errors due to incorrect document versions
- Centralized information allowing for single version of the truth
- Improved search capabilities to reduce staff time spent looking for information