

Bender is a market leader for monitoring systems for electrical safety. For more than six decades Bender has developed and produced top quality products for the measurement and monitoring of electrical systems that enjoy an excellent reputation and are used worldwide.

Bender also supplies solutions and services to various sectors e.g. hospitals, mining, the automotive industry, machinery manufacturers, ships and submarines, as well as e-mobility, wind power and solar power installations. Bender is headquartered in Gruenberg, Germany and has office, agencies

*tems and manufacturing plants...*  
In 1971 Bender introduced the first electronic A-ISOMETER and the company staff numbered 28 employees. Today Bender employs over 600 people across the globe and many employees who have faithfully served the company since the 1970's are now approaching retirement age. These employees have a wealth of knowledge of Bender systems and products that Bender wishes to retain to pass onto the workforce of both today and tomorrow.

Whilst having always been a technology leader with their products and services many of Benders internal processes were often inefficient. Furthermore, information important to a specific and sometimes greater audience could not easily be shared and made available. Bender has realized need to optimize and is now encouraging employees across the business to embrace new tools and technology that will help employees gain efficiencies in their work practices, apply their

and distributors in more than sixty countries.

The Bender Group has a long family tradition and the company mission is to *...create the new technologies for safe handling of electrical power: thus we ensure the protection of people and the safe operation of machines, sys-*

The process has made those involved accountable as all members of the team can now see the causes of failures and consequently produced higher quality products as faults are solved quickly and moved back into production.



**Company:** Bender Group

**Website:** [www.bender-de.com](http://www.bender-de.com)

**Country:** German HQ operate in more than 60 countries

**Industry:** Industrial Manufacturing

**Customer Profile:** For more than six decades Bender has developed and produced top quality products for the measurement and monitoring of electrical systems that enjoy an excellent reputation and are used worldwide. Bender also supplies solutions and services to various sectors e.g. hospitals, mining, the automotive industry, machinery manufacturers, ships and submarines, as well as e-mobility, wind power and solar power installations.

**Business Situation:** Many of Benders internal processes were often inefficient, furthermore, information important to a specific and sometimes greater audience could not easily be shared and made available. Bender wanted to move the company forward, gain efficiencies and help employees pass on knowledge within the company.

**Solution:** IPI GmbH, a Nintex partner, introduced into Bender a SharePoint 2010 based collaboration environment with Nintex Workflow 2010 to both capture employee knowledge and automate processes traditionally done via paper forms.

**Benefits:**

- Increased efficiency
- Eliminate paper processes
- Shared knowledge and collaboration
- Increase quality management

**Software:** Nintex Workflow 2010, Microsoft SharePoint Server 2010.

We are well on the way to making sure knowledge is captured, processes are automated with an eye on long term benefits, and our employees are actively part of defining these processes for better collaboration and efficiency.

skills and share their knowledge to move the company forward. The initial focus has been on eliminating paper processes that lent themselves to inadvertent errors or time delays.

Bender has invested heavily in Microsoft software. Thus the decision to move forward to both capture employee knowledge before employees retire and automate processes, traditionally done via paper forms, led them straight to the decision to introduce a SharePoint 2010 based collaboration environment.

In a former installation based on SharePoint Services 2007 Bender implemented InfoPath forms and SharePoint Designer workflows to automate paper processes. Within the SharePoint 2010 implementation Bender quickly came to the conclusion that using SharePoint Designer would be both time consuming and too

complex to handle on an on-going basis when they lacked developer skills in their team of key users. Their IT implementation partner IPI GmbH, also a Nintex partner, recommended that the best solution for their needs was Nintex Workflow 2010.

Whilst the ambitious goal is to have all paper based forms replaced by the end of 2012, the short term objective is to automate a number of processes per department and have these demonstrate the gains that can be made quickly as well as stimulate employees to think about what is possible long term, the benefits that can be attained by them as an individual, their department, as well as the company and how they can actively participate.

The adoption of the collaboration environment across the business has been assisted with Nintex Workflow used to rename documents and images uploaded to the company intranet before they are published so that file names meet set naming conventions. To monitor the growth and usage of SharePoint, requests for new SharePoint sites are routed for approval and once a site has been created site activity is monitored and sites could be deleted after a period of inactivity. All IT helpdesk requests are handled by a SharePoint ticket system for which priority, notifications and escalations are all handled using Nintex Workflow.

The Quality Management team evaluates the quality of Bender products by capturing and analyzing all failure reports submitted by departments across the business and works to ensure the high quality standards Bender is known for are maintained. The paper process used by departments to submit faults was prone to mistakes and a typical submission took 3 – 4 days. The submission process now involves an electronic form, available on the company collaboration platform, which once submitted is routed via workflow to the members of the Quality Management team. The team now receives product failure reports the same day they are made and have the ability to accurately report and react on faults. Oliver Böhmer, CIO of

Walther Bender Haus, Grünberg



the Bender Group remarked "The process has made those involved accountable as all members of the team can now see the causes of failures and consequently produced higher quality products as faults are solved quickly and moved back into production."

Whilst initially the permission to create workflows rest solely with the IT department Bender expects to have over half of its workforce actively using Nintex Workflow 2010 as they do SharePoint.

Paper forms that are currently slated to be replaced are leave requests which will be used by all employees to request leave for holidays, period of illness or time in lieu. Their request will run via direct line manager for approval, HR to check they have the leave available and into payroll department to be calculated into the pay schedule. Building on the success attained by the Quality Management Circle team Bender plan to apply a similar process to auto-

mate Product Change Management, which will involve twelve to thirteen departments across the business including sales, manufacturing and research, to make product suggestions and have these suggestions routed for evaluation against factors such as product roadmap, practical application, customer satisfaction and commercial sense. Employees across the business will thus be empowered to submit suggestions that improve Benders products. In closing Oliver Böhrer remarked "we are well on the way to making sure knowledge is captured, processes are automated with an eye on long term benefits, and our employees are actively part of defining these processes for better collaboration and efficiency." ■

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IPI is an intranet agency with a focus on corporate communications & business solutions based on Microsoft SharePoint. IPI stands for innovative products, strategic vision and expert knowledge. As the pioneer and market leader for SharePoint technologies and solutions, since 2002 IPI has been concentrating on customer specific services to do with:

- Intranet, Extranet, Internet
- Collaboration, Communities & Enterprise 2.0
- Knowledge and Innovation Management
- Enterprise Content Management

IPI customers benefit from more efficient business processes and optimized information and knowledge transfer between their employees. In their projects IPI act according to the motto "Knowledge Is Power". IPI set a high value on trustful collaboration and transfer of knowledge to customers.

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