

Case Study



Tecan: one communication channel for all

Company Profile

Tecan Group AG is an internationally active Swiss laboratory technology manufacturer. The Group specializes in the development, manufacture and sale of automation solutions for laboratories in the life science sector for the biopharma, forensics and clinical diagnostics industries.

Challenge

- Replacement of the outdated intranet
- Finding a suitable solution for the existing IT landscape

Solution

- Intranet solution with SharePoint standard
- Integration of the current enterprise social network Viva Engage (formerly Yammer) into the new intranet
- Viva Connections module to bundle content from Tecan's daily digital collaboration spaces, e.g. Microsoft Teams, with the new SharePoint intranet tool

Benefit

- Integrated applications that enable multimedia publications, e.g. Viva Engage, Stream, Forms etc.
- The intranet as a central "location" for all important company information
- Replacement of multiple monthly or quarterly newsletters and other parallel channels for internal communication
- Faster and more flexible dissemination of internal information

Technologies

- **#SharePoint**
- **#Viva Engage**
- **#Viva Connections**

For Tecan, the reasons to replace their outdated intranet with a modern solution were accumulating. "Our previous intranet had only basic functions. Plus, with increasing employee numbers, information needed to be communicated in a more convenient, flexible way. The final trigger for the new intranet was the Covid pandemic – with so much of our workforce working remotely, we needed a communications hub that would keep everyone connected. We simply didn't have that with the existing set up," Siân Curtis, Head of Internal Communication at Tecan, summarized the initial situation.

The Internal Communication team had a clear vision for the new intranet. The primary goal was to create a platform that employees would enjoy using. It needed to provide all corporate news and information in a single place and enable users to communicate with each other. As an international company, Tecan needed a worldwide platform that would serve users in Europe, America and APAC. They also needed a governance system to ensure that location-specific content was directed to the relevant audiences.

Viva Connections as a bridge between Teams and SharePoint

To meet the requirements, Viva Connections (i.a. SharePoint-based intranet information placed in MS Teams) was considered to be a key element of the project. As a new standard interface from Microsoft, the Viva module bundles content from Tecan's daily digital collaboration spaces, such as Microsoft Teams, with the new SharePoint intranet tool.

Together with Viva Connections and SharePoint, the content requirements could be met. Thus, the structure of the intranet home page was divided into different areas: Top News at the beginning, further news below, then direct access to the most important resources, including the current corporate presentation, HR tools and branding guidelines, plus the latest Yammer posts on the all-company feed.

For posting content, there is a choice of templates for different media: text articles, videos, organizational announcements, etc. A commenting function enables employees to react to the content and communicate with each other. Everything is aligned with Tecan's corporate design.

The intranet newsroom provides an archive of published content, equipped with a SharePoint search function. Users can filter content by key words, business unit, topic and news type. In addition, each business unit can present its department on a separate subpage, list contact persons, and provide important documents or links.

Personalized and interactive feed with Viva Connections

With the new SharePoint-based intranet, Tecan employees can now find relevant intranet news, conversations and other resources all in one place. Whether they work in the office or on the road, and whether they access from a laptop, tablet or smartphone, the intranet is optimized for all use cases. Thanks to interactive features and the integration with other company-wide tools, such as Microsoft Teams, employees can collaborate on an even broader range of topics.

Many channels become one

"Previously, we communicated company news via the old intranet, and multiple email newsletters. With the new intranet, and the parallel development of Microsoft Teams, we now have a multifunctional platform where tools and information can be found more easily and news can be shared as it happens, rather than when the newsletter is due. We can communicate in a more relevant, engaging way across all locations, and the next phase of development is already underway," said Siân Curtis summarizing the project.

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