



Organization Size: 400 employees
Vertical Industries: Petrochemicals
Country/Region: United Kingdom

Organization Profile

Infineum is a world leader in formulating, manufacturing, and marketing additives for the fuels and lubricants industry.

Business Situation

Infineum deployed Microsoft SharePoint to support its global strategy for knowledge management and collaboration but required offline access and caching of information for mobile staff.

Solution

Infineum uses Colligo Contributor Client to provide a seamless online/offline user experience, enabling access to SharePoint content while offline and cached content at workstations.

Benefits

- Ensured mobile access
- Improved customer service
- Met regulatory compliance

Software and Services

- Microsoft SharePoint
- Colligo Contributor Client

Petroleum Company, Infineum, Drives Compliance and Sales Effectiveness with Offline SharePoint Access

“Colligo’s easy-to-use interface allowed for swift training times and quick adoption.”

Infineum is a world leader in formulating, manufacturing, and marketing additives for the fuels and lubricants industry. The company uses SharePoint to support its strategic knowledge management and collaboration goals. During Infineum’s SharePoint pilot program, an offline requirement was identified. Mobile sales professionals at Infineum needed to access the latest technical documents and product materials when traveling, and offline caching of production documents and safety procedures was required at one of its US manufacturing plants to address business continuity and regulatory compliance.

To meet these goals, and to provide a seamless offline user experience, Infineum selected Colligo Contributor Client. Control documents at Infineum’s plant are now cached on workstations using Contributor, and US federal regulatory requirements are successfully met. Additionally, mobile sales professionals are now able to access and share technical product materials and account information for Infineum’s extensive fuels and lubricant product lines, while on the road at client offices.

About Infineum

The Infineum group of companies is a world-class petroleum additives enterprise. It is headquartered in Milton Hill, UK, with regional business and technology centers in the UK, US, and Singapore. Infineum lubricant and fuel additives are used primarily in automotive, heavy-duty diesel, and marine engines. Its customers include global oil companies and other lubricant and fuel marketers.

Application

Infineum selected Colligo Contributor Client to provide a consistent SharePoint experience, online and offline, to traveling sales professionals and operational personnel in its manufacturing plant.

Business Challenge

Infineum has built an impressive portfolio of technology investments, and holds more than 3,200 registered patents. As a leader in the fuels and lubricants industry, the company faces numerous challenges, including changing environmental regulations, increasing demand for higher levels of additive performance, decreasing product lifecycles, and escalating R&D costs. Collaboration is essential to the success of their business. With more than 1,600 colleagues in operational and sales offices worldwide, the company needed a robust solution to connect its global teams.

Beginning in 2005, Infineum reviewed its strategic direction for knowledge management and collaboration. The identified deficiencies led to an initial pilot program with Microsoft SharePoint. Key users during the pilot included customer-facing teams both in Research and Development and Sales. These users frequently spend time out of the office, and found that SharePoint’s remote

“Colligo allowed customer-facing users to access files on the road, making it easy to stay up-to-date.”

access capabilities were not mature enough to effectively support them when visiting partners or customers.

Infineum also required offline SharePoint access for personnel at one of its US manufacturing plants. Introducing a new document management system meant that plant personnel needed a 100% reliable way to access the critical production and safety procedures. Additionally, US federal emergency response requirements dictated that these documents must be both evergreen and ever accessible. Infineum needed a reliable, simple-to-use tool to access SharePoint offline.

Solution: Colligo Contributor Client

Infineum identified Colligo as the most attractive application and included it in its SharePoint pilot program. The simple tool was easy to learn, and even the most novice SharePoint/Colligo users completed training in less than thirty minutes. Colligo allowed customer-facing users to access their files while on the road, making it easy to stay up-to-date from anywhere in the world.

This successful pilot led to the adoption of SharePoint as Infineum’s core tool for knowledge management and collaboration, and the company quickly employed Colligo for offline purposes as well. Colligo Contributor also supports a group of users who most frequently need access to SharePoint information in non-accessible places, helping Infineum meet its collaboration objectives.

Colligo Contributor extends the functionality of SharePoint to the desktop. It enables users to securely access, modify, and create SharePoint content online and offline through a rich client interface. Users can access documents, including marketing presentations, technical documentation, pricing information, and sales forms, from any location. Sales managers can update SharePoint information while in the air, and the new information is automatically synchronized to SharePoint the next time an Internet connection is established.

Infineum also deployed Colligo Contributor at one of its manufacturing plants, where several hundred plant personnel required training and support during the implementation. Colligo’s easy-to-use interface allowed for swift training times and quick adoption. Through the use of Colligo, plant managers now have access to the required production documents and safety procedures at all times.

Results

Today, Infineum uses Microsoft Office SharePoint Server 2007 as its main document management system. It is used at Infineum offices around the world. With Contributor, Infineum has been able to:

- Meet US federal regulations and safety requirements by providing offline SharePoint access
- Increase the ROI on its SharePoint investment
- Improve customer service and sales team effectiveness
- Support business continuity requirements with offline access to disaster contingency plans
- Ensure that a team of mobile sales professionals have access to SharePoint on the road

Next Steps

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