



CASE: ARKIL, DENMARK

CONSTRUCTION INDUSTRY

WORKPOINT SOLUTIONS:

- ▶ Project management
- ▶ Document management
- ▶ Email management
- ▶ Contact management
- ▶ Task management
- ▶ Express
- ▶ Mobile

PARTNER: VestConsult



ARKIL
GOES ALL
THE WAY

New case management system to ease the workday for all employees

Arkil, one of the largest contractors in Denmark, wanted to future-proof processes and workflows, as well as ensuring enhanced knowledge-sharing. As a result, the company went all the way when it rolled out a case management system from WorkPoint, including document and email management system from WorkPoint. Employees were involved throughout the process, and more than 350 people went through training to be able to adopt the new IT tool completely.

About Arkil

Arkil Holding A/S is among the largest construction companies in Denmark.

With 1,700 employees, Arkil had a turnover in 2014 of just under DKK 3 billion. The company has been listed since 1978 and operates in Denmark, Germany, Sweden, and Ireland.

Arkil is involved in large infrastructure projects such as the Copenhagen-Ringsted Rail, Ringsted-Fehmern Rail, the Silkeborg Motorway, as well as an array of larger bridge building projects.

Read more about Arkil:
www.arkil.dk

A new IT system alone is not enough. In order to secure the future of the organisation, create better processes, and attract the very best employees, more is needed. That is recognised by Arkil – one of the largest contractors in Denmark.

In 2014, Arkil began the rollout of an entirely new IT platform for case management, email, and document management within the organisation. But within a few months, the management put the IT project on standby. The employees were not anywhere near prepared to adopt the system, and the case management system needed to be far more adapted to the specific needs of the organisation.

A year on, the construction company tallies up the experience; Arkil's management look back on a process which turned out to be quite a good investment – exactly because Arkil chose to invest in training and implementation of the system in the organisation:

"The main success criterion is that the employees experience an easier and better workday. The feedback we have received is very positive. The fact that we are also able to see and measure the increasing adaptation of the system is, to me, the best indicator that we offer our employee the right IT tools," says Director of Business Development, Arkil, Jens Skjøt-Arkil.

Knowledge-sharing and improved workflows

The IT project puts into focus knowledge-sharing and IT support of the workflows. The management has put emphasis on the ability of the business unit to work better together across the organisational divide. At the same time, it was important that the leaders and employees affiliated with a case were always able find the documents and correspondence which have been and are being exchanged.

Traditionally, the access to data within Arkil were hierarchical by department structure. As Arkil today works much

more transversely, the solution was obsolete. The allocation of rights lies with the project managers in the new IT system, WorkPoint.

In order to build the foundation for transverse knowledge-sharing, getting a handle on data has been of the utmost importance – not least the explosive growth of data stored on local disks.

"The generation of data we see today compared to what it was ten years ago has grown explosively. As an organisation, we have had a great redundancy of data, because data is stored up to three or four places locally at any given time. This creates more cumbersome workflows, because it makes it more difficult to get an overview of which version is the latest,

and were it is stored," Jens Skjøt-Arkil says. As a consequence, the cleanup of data solves Arkil's challenge of the cost of storage which for the same reasons had skyrocketed in recent years.

Dynamic forms of work

When the project was put on standby during the initial implementation, Arkil chose to establish a project group consisting of employees specialising in different things from different departments. Among other things, it was discussed what it would take to make the most use of the system in an organisation as Arkil. In addition to creating the basis for better workflows, an overall strategic goal was to ensure the right tools for Arkil's employees:

IT solution and implementation

SharePoint-based case management system

Arkil's solution is based on WorkPoint, the SharePoint platform and an integration with Navision. The goal was to collate all information on a case in a single place in order to achieve a high degree of knowledge-sharing across the organisation.

350 employees on course

Arkil trained 350 staff in use of the system. The training was facilitated by Arkil's own IT department and WorkPoint, who supplied the solution. Prior to the training, a survey of the practical needs of the users was conducted. The training was complemented by online video manuals.

Satisfaction in internal surveys

Arkil was and will continue to conduct more internal satisfaction surveys. The responses have all been very positive and lived up to the expectations.



"The technology awareness is enormous with many employees of today. If we are not at the forefront, they will quickly find solutions of their own. Solutions which do not always adhere to IT policies and applicable legal regulations. Many employees are used to making use of Dropbox, Skype, and the like, because they find it easy to use. They expect to be able to do the same when at work. It is reflected in the way they work at us. It is these very dynamic forms of work making it easier on an everyday basis that we would like to support actively," Jens Skjøt-Arkil says.

Attractive workplace

Overall, the goal of the new system is to create better processes and higher efficiency on an everyday basis through easier access to knowledge. The very thorough preparation has had the result that most employees began using the system immediately after the training. In turn, this resulted in a sharp drop in data growth because employees no longer stores documents in various places, and at the same time, all critical data is stored centrally. Arkil have not set expressed financial goals for the implementation of the system. The economic gains are to be retrieved

indirectly, the management feels, who expects an easier and more dynamic workday and that the updated IT tools will be part of the foundation for being an attractive workplace in the future:

"As a company, we want to attract the very best employees. In order to find and retain the best, we need to be a modern, dynamic, and quality conscious company. To that end, IT is one of the tools helping us to ensure we are attractive. Our IT workflows needs to be dynamic and process oriented, and we work continuously to ensure that," says Jens Skjøt-Arkil.

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Jens Skjøt-Arkil
Director of Business Development

Get in touch

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