



**MONDAY
COFFEE**

**SUCCESS STORY
FEINTOOL**

Initial situation

Feintool is a globally acting technology and market leader in the business area of fineblanking as well as a worldwide provider of high-quality and cost-effective fineblanked, formed steel components and punched electro sheet metal products. As an innovation driver, Feintool consistently expands the boundaries of these technologies and develops smart solutions for its customers' requirements. On the one hand, Feintool offers complete production of precise fineblanked and formed components as well as punched electro sheet metal products in high volumes for demanding applications in different industries such as automotive, industrial or energy: while on the other, it provides complete process solutions in fineblanking and adjacent processes. The processes used by Feintool are ideally suited to implement automobile industry trends. Concretely, Feintool is a project and development partner in the field of lightweight construction/sustainability, module variations/platforms and alternative drive concepts such as hybrid and electric drives. The company, founded in 1959 and headquartered in Lyss, Switzerland, owns its production plants and technology centers in Europe, the United States, China and Japan, always making sure to be geographically close to its customers. Roughly 2,700 employees and 80 apprentices work globally to develop new solutions and create key advantages for Feintool customers.

Simplifying group-wide collaboration

Feintool wanted to upgrade its intranet platform using Microsoft tools. In the company's organically evolved system landscape, the scope for collaboration was limited. The goal was to increase transparency as well as standardise and simplify collaboration throughout the group – on whatever device, at whatever location and at any time. For this, Feintool needed a collaboration platform which offers a modern, flexible working environment as a basis for efficient interaction and communication between colleagues. As a Microsoft Gold Certified Partner with 20 years of collaboration experience, MondayCoffee was chosen to set up the new platform and an optimal standard for knowledge transfer and collaboration within Feintool.

Solution

Showcase and concept phase: feasibility and benefit analysis

The project started with a showcase to allow analysis of the feasibility and benefits. Based on the out-of-the-box modern workplace solution from MondayCoffee (CoffeeNet 365) a Feintool project room was installed and configured for the project management of two newly produced presses - integrating all the relevant roles (project management team, production, logistics, finance and customer). The showcase was a success: all information was immediately available at all times. Information travelled between the individual departments faster than before, ensuring everybody was constantly kept up to date. The concept and the solution with its results were presented at a global management conference, then discussed in small workshops. The customer was delighted and engaged MondayCoffee to introduce the new, modern work environment.

Intranet and collaborative working: definition of all use cases

In the concept phase, an intranet team and a collaboration team were established to set up the platform for collaborative working. The intranet team created the conditions necessary so that the contents of the existing intranet could be transferred to the new corporate solution. During the rollout of the modern working environment, the collaboration team was responsible for collecting and grading all use cases according to importance and complexity. For every area identified, a model was created, piloted and presented to the steering committee for approval. The steering committee consisted of members of the group management. This gave it the necessary power to ensure all decisions were directly implemented.

Pilot phase: implementation of use cases and models

Based on the findings from the concept phase, pilot areas were created on the platform. Instead of looking at individual Microsoft products, MondayCoffee focused on the specific use cases in the organisation from a business perspective. This is what CoffeeNet 365 and the standardised implementation method of the Microsoft partner are designed to do. Dedicated to simplifying processes, the platform helps to use Microsoft 365 products easier and to find the right product mix – based on everyday use cases. Many cases have already been successfully run through multiple times and are now available as standard processes. This enables not only a consolidated IT landscape, but also a leaner system administration.

Agile procedure for ideal solutions

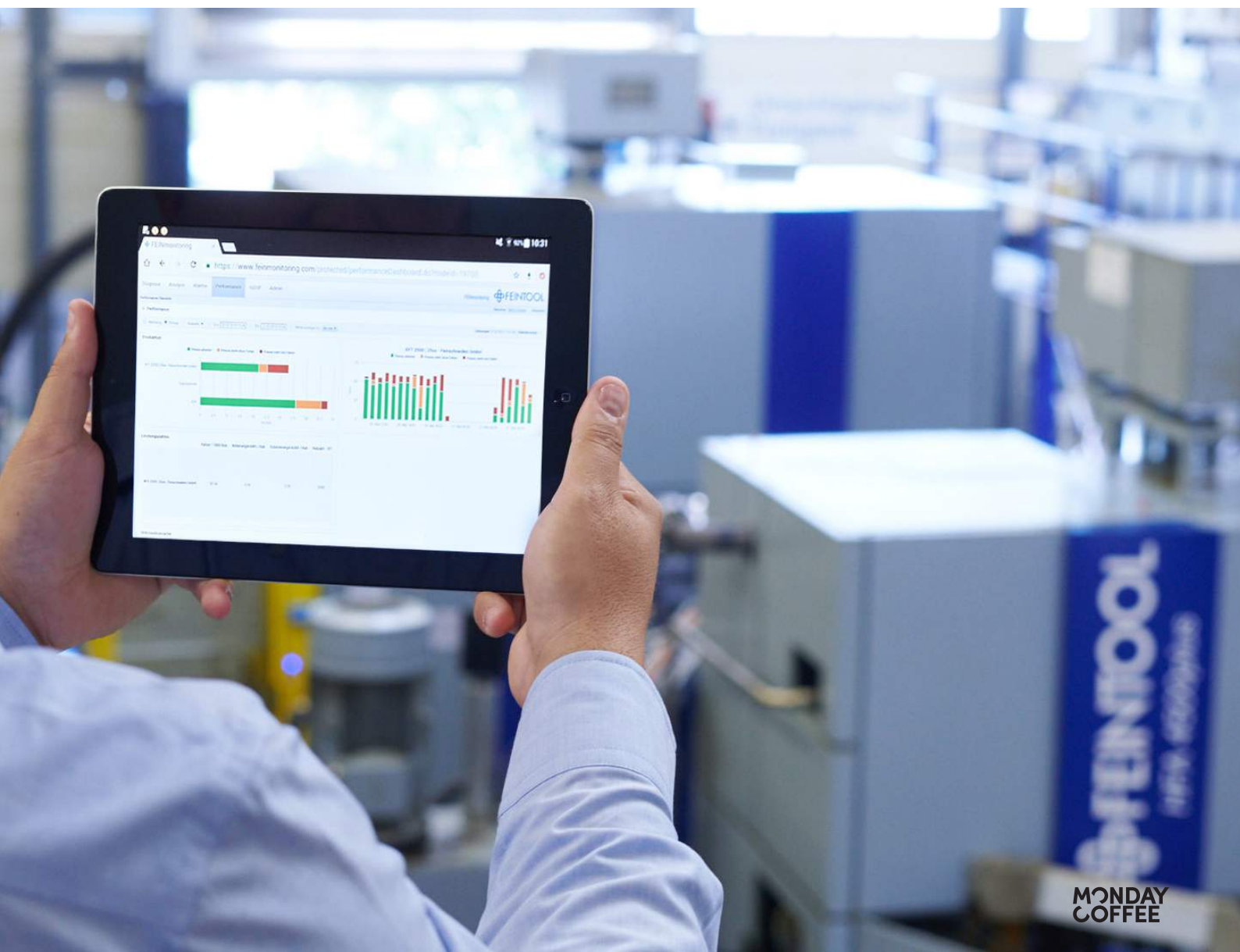
Feintool and MondayCoffee joined forces in workshops to fine-tune collaboration use cases and best-practice models in order to meet the company's requirements to the best possible extent. As a result of the agile method, the original plan to introduce a platform gradually developed into an open discussion about use cases and processes which a core team implemented in technically supported modules. The full team then merely viewed, piloted and released the solutions (e.g. structure, models, pre-defined content).

Result

The insights gained in the pilot phase were very valuable. They gave the customer's decision-makers an early preview of the benefits of the new platform. Extensive training took place through a major key-user and train-the-trainer organisation. The training sessions boosted staff acceptance of the new platform because the employees were able to directly voice any misgivings. At the same time, the project management team benefited from extensive competencies and short decision paths. All this helped ensure fast solution finding for decision-makers and colleagues and generated a high acceptance of the solution.


Simplified information and communication in one place

On the new platform, Feintool staff with a computer and access account can communicate via the start page, source important information in the intranet and find out all the news throughout the group. The solution also enables users across departments to collaborate easily and efficiently on projects or topics.



“This project means we’ve taken a big step towards a digital workplace. Our employees have embraced the platform, which increases the information flow and boosts collaboration. We were able to achieve this thanks to the commitment of the management, the contribution of motivated key users, and the expert support of MondayCoffee. Even the Covid-19 crisis didn’t slow us down. In fact, we were immediately able to appreciate the benefits of fast, cross-location and flexible collaboration.”

Birgit Schärer,
Project Manager at Feintool International Holding AG

A man with dark hair, wearing a dark suit, light blue shirt, and a blue patterned tie, is looking upwards and to the right. He is standing in front of a modern building with a glass and steel facade. The background is slightly blurred, emphasizing the man.

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