

# Case Study: Migros

## Documentation Management—Anytime, Anywhere

**Many companies within the Migros community use the author and content management tool ANCILE uPerform for business documents.**

Founded in 1925, the Migros Cooperative Consortium (MGB), or Migros for short, is the largest retail enterprise in Switzerland. SAP CC Business Process Services ensure that all training concepts within the enterprise are up-to-date and also maintain the documentation platform CMS which provides assistance to employees for all relevant processes within the Migros Group. As part of the SAP CC centralized merchandise management of the MGB, the SAP CC Business Process Services are charged with tasks related to archiving, job management, authorization, process modeling, SAP training, managing the CMS platform, translation and transportation management.

In order to facilitate enterprise-wide control, document management was switched to ANCILE uPerform early in 2012. The particular challenge for the new company software is directly related to the structure of the Migros community. Ten regional Migros cooperatives and the cooperative consortium share business tasks in the retail, food service, industry, banking, tourism, adult education, media, recreational and sports, electro-mobility and fuel station sectors.

To provide employees with barrier-free access to relevant documents across all branches and all regions, it was crucial to find a suitable replacement for the software used to date. The SAP Knowledge Warehouse would have required an extensive release upgrade. Additionally, the RWD solution had reached the end of its software lifecycle and was not going to receive further support.

### **uPerform – Multilingual, Multiproject-capable and Easy to Migrate**

Aside from general requirements such as good migration capabilities and input/output formats for common Office applications, Migros considered other crucial factors which ultimately led to the decision in favor of uPerform. During the search for an adequate solution, the company identified the ability to properly represent the working reality of the cooperative consortium as the highest priority that any new software would have to fulfill. “The ability of the application to handle multiproject situations was definitely our main concern,” explains Andreas Salm, SAP Consultant and CMS Documentation Platform Administrator for Migros. “Aside from a trouble-free implementation in our regular official languages German, French and Italian, it is also absolutely important that no expert know-how is required for authoring and publication.” The evaluation of potential tools resulted in the selection of uPerform, a solution from the product portfolio of the specialized provider ANCILE Solutions. The software enables companies to provide content to their employees in various ways. Using the software solution, authors are able to create, edit and publish task-based documents such as manuals and user guides as well as generate simulations and e-learning courses. Content then gets distributed to employees through a web interface.

Change notification and maturity functions are set up to ensure that the documents stay consistent and current. Additionally, this solution offers on-demand support for the end user through a knowledge base and contextual help. The function for distributing content in real time in more than 30 languages promises an integrated approach for the employees.

Such functions are easily available in the workplace and can be used anytime as needed. "The decisive factor for the selection of uPerform was its ability to implement a consistent appearance for all business documents across all companies within the Migros Group. It was also important that it guarantee access to group-wide, current data combined with increased efficiency for our documentation processes and thereby enhance the usability of our business documentation. Last but not least, we were looking for a solution that stood out above its competitors because of its up-to-date technology and its licensing and maintenance costs," emphasizes Salm.

## Implementing the New Documentation Platform

The go-ahead for the implementation of uPerform was given in November 2011. First, the servers were set up. With the installation of the software the foundation for the transition was in place. Training sessions and workshops provided the necessary know-how before the migration of the existing data was initiated between late January and late February. The transition was completed on March 5, 2012 and the "go live" moment for uPerform had arrived.

## End Users Can Access 7,000 Documents for Their Work

"Currently, 10 companies of the Migros Group that focus on the retail and manufacturing industry sector use uPerform version 4.4 to provide business documents to end users in German, French and Italian," explains Andreas Salm. "The process portal offers more than 700 business processes with sequence charts.

A large number of employees make daily use of the approximately 7,000 documents." All employees of the Migros Group—altogether about 84,000 in Switzerland, France and Southern Germany—have limitless access to the platform and can use the available documents for support documentation, user guides and process charts.

The end users benefit from easy access to contextual help enabling them to find solutions on their own while substantially reducing the need for first-level support. The deployment of uPerform resulted in a number of advantages for the day-to-day work. All

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- Andreas Salm, IT Expert, Migros

users behind the Migros firewall have one-click access to relevant documents on the M-help webpage without having to register or use personalized login credentials. So that the knowledge and information needed for the day-to-day business tasks is quickly and easily accessible. Moreover, the processes are not handled by an external service provider, but run directly on the Migros Group servers.

uPerform can output content in various formats (full PDF version for printing, cue card, simulation, etc.). It is also very easy to manage access privileges and it is possible to release documents as needed by the workflow.

## Optimized Processes for Authors and End Users

By using uPerform, the companies within the Migros community have made significant strides towards optimizing storage for business documents. In conclusion, IT expert Andreas Salm states: "We are very satisfied with the product. It meets our expectations and, based on current feedback, also fulfills the needs of our users. The cooperation with ANCILE is very pleasant. Any situations that require fast and easy action are handled quickly and competently."